

SETTLEMENT NEEDS AND ISSUES EXPERIENCED BY SUDANESE NEWCOMERS IN WINDSOR/ESSEX COUNTY

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written by

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for

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The study represents the views and interpretations of its authors, and not necessarily the policies of CIC, OASIS and the MCC.

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EXECUTIVE SUMMARY

From 1997 until the time of this study, the number of Sudanese people that immigrated to Windsor/Essex County increased considerably, with the number of people doubling from 1999-2000. Based on primary immigration numbers provided by Citizenship and Immigration Canada (Windsor office) and information provided by service providers regarding secondary migration numbers, the researchers estimated that there were approximately 250-350 Sudanese people living in the Windsor/Essex County area.

All of the Sudanese newcomers that were involved in the study came to Canada as refugees from countries other than Sudan. The earliest Sudanese settlement group came from Cuba where they had moved to attend school and upon completing school could not return to Sudan because of civil war. For a variety of reasons, service providers in Windsor and Essex County found it difficult to provide helpful settlement assistance to this group of newcomers. Based on this experience the Multicultural Council of Windsor and Essex County and Reception House Windsor submitted a joint proposal to Citizenship and Immigration Canada, Ontario Administration of Settlement and Integration Services, to receive funding for settlement assistance for Cuban-Sudanese immigrants that would assist this group with their needs. This initial project proposal was not approved. However, in the summer of 2000, the Multicultural Council received approval to conduct a needs assessment with the Sudanese-Cuban population. The study started in August 2000 and was completed at the end of March 2001.

Shortly after the project was approved, a research committee was established to oversee the project. The committee consisted of members of the Sudanese community, Reception House Windsor, the Multicultural Council of Windsor/Essex County, the United Way and a staff person from the Ontario Administration of Settlement and Integration Services. Two researchers were hired to complete the project.

Early in the project it was found that a large majority of the more recent Sudanese immigrants had come from a variety of countries other than Cuba. In speaking to some of these newcomers, as well as service providers, it became clear that many of these people were experiencing problems similar to the problems experienced by the initial Sudanese-Cubans. Based on this information, the Research Committee decided to expand the project to explore settlement needs and issues with Sudanese people who had been refugees in a variety of locations prior to their move to Canada.

A sample of 21 Sudanese newcomers (14 men, 7 women), 10 service providers, and 5 key informants were interviewed for the study. The overall findings of these interviews included many of the following issues that the Sudanese people and local assistance providers have experienced.

- ?? Major problems in attaining employment
- ?? Lack of basic life skills training
- ?? Onerous debt load from travel and medical assessment costs
- ?? Lack of recognition of foreign credentials
- ?? Lack of assistance in obtaining appropriate housing
- ?? Inaccessibility of English classes particularly for women due to lack of day care
- ?? The prevalence of loneliness and isolation experienced by interviewees

As a relatively recent group of newcomers to the area, the Sudanese had not yet established a cultural base within the community that facilitated their settlement. However, efforts were being made to construct this base by both assistance providers and members of the Sudanese community. Based on the needs expressed by the three groups interviewed, the researchers have made recommendations in the areas of service provision, employment programming, education, initial settlement programming, housing and social integration.

Throughout the report, the researchers attempted to accurately share stories and information that describes the settlement needs of, and issues experienced by, Sudanese newcomers in the Windsor area. In addition, the researchers have attempted to accurately analyze and describe the challenges of those who have attempted to assist the Sudanese community.

METHODOLOGY

Research Objectives

The objectives that were defined in the original research proposal and were approved by the research committee were the following:

- To document the settlement and integration issues faced by the Sudanese population(s).
- To gain greater insight on the settlement needs of the Sudanese population(s).
- To provide data that will assist settlement agencies in Windsor and Essex County to better serve the Sudanese population and other newcomers.
- To improve access to settlement information and services by the Sudanese population.
- To generate recommendations that will facilitate the settlement and integration of the target population into Canadian society.
- To generate recommendations on how to best serve the settlement needs of immigrant groups, generally.

To achieve these objectives the researchers had initially intended to use a needs assessment. However, in constructing the data collection methods it became evident that a broader research perspective, with a needs assessment as a core component, could be constructed to provide more in-depth information and insight into the experiences of Sudanese newcomers. Therefore, the researchers expanded the needs assessment to include more information on the backgrounds and experiences of the study population during their time in Sudan, Canada and in countries between Sudan and Canada. This approach allowed the researchers to further explore and understand a larger range of individual experiences and individual differences in the population. Over the course of the research, this approach proved valuable as it reinforced the previous experiences of the researchers and other service providers that assistance was being provided for a broad range of individuals who differ greatly, even within particular identifiable cultural backgrounds. This meant exploring the broad range of experiences of the Sudanese interviewees over the time from which they left Sudan until the present and attempting to understand the individual differences between these people including the needs and issues that they had experienced while living here.

Needs assessments are a set of procedures consisting of identifiable processes used to identify the needs of the community. Their focus is on the allocation of resources. "Needs assessment thus seeks to determine [] discrepancies, examine their nature and cases and set priorities for future action" (Witkin & Altschuld, 1995, p. 4). In regards to communities, Inuit () states that needs assessments are a tool which researchers can use to determine a community's state of health. The authors defined health as "looking after ourselves and others. It is promoted

through having access to services appropriate to our needs.” (Inuit) “It precedes the planning of projects, programs or actions which aim to improve or correct a situation in the community. An effective needs assessment is one way to ensure successful projects” (Inuit).

According to (Inuit) assessing needs is important for the following reasons:

- Indicates how best to use resources
- Helps one match services with needs
- Takes some of the guesswork out of planning
- Increases accountability
- Takes the consumer into account

If conducted accurately, a needs assessment is an invaluable tool that organizations can use to determine needs of populations, assess the usefulness of their services as well as plan to meet the unmet needs of particular groups.

Limitations

The first limitation is a matter of research perspective and population size. Based on the research approach this was not considered a limitation by the research committee, but was considered a limitation by other interested parties. This concern has been addressed for this reason. Having 21 Sudanese interviewees could be considered a major limitation from a scientific research perspective. However, the intention of the research committee was to share the stories and experiences of many individuals within one newcomer sub-population. The purpose of this approach was to further the understanding of assistance providers regarding the issues and needs experienced by the Sudanese interviewees and other individuals similar to the interviewees. It was not the committee’s intention to represent and generalize information to all Sudanese newcomers. The final report is written in a manner that shares the many stories of the interviewees, including service providers and key informants, and from the many informal conversations in which people shared numerous issues and concerns. Such a perspective allows more freedom to the researcher and the interviewees. The purpose of this approach was not to achieve scientific significance and generalize results to an entire population portraying findings as objective facts. If this had been the intention then the sample size would have been considered a limitation.

As with most qualitative research, the experience, assumptions, and biases of the researchers are a limitation. Using a qualitative approach, the researchers become the tool through which the experiences of others were collected, organized and described. Having an active research committee, as well as more than one researcher, proved valuable for attempting to limit the influences of researcher bias. Throughout the process the researchers discussed their impressions and assumptions with each other and the research committee as an attempt to remain open to new information, ideas and perspectives. This approach seemed to be effective as the researchers found their perspectives were continually developed, challenged and transformed throughout the process.

Data Collection

Primary data

The primary data source was semi-structured interviews. Interview guides were used to maintain focus during the interviews. The Sudanese participant interview guide was constructed based on initial discussions with the research committee, a review of similar studies, initial research on Sudan and Sudanese refugees, as well as the researchers past experiences working with newcomers to Canada (see Appendix A). Prior to conducting initial interviews, the research committee provided additions and changes to the interview guide. The second (service providers) and third (key informants) interview guides were constructed primarily based on information that was collected during previous interviews, during consultation with the research committee and from the researchers' experiences in providing services for newcomers (see Appendices B & C). Detailed notes were taken throughout all interviews, and all interviews with Sudanese newcomers were taped for later reference.

Sample population

The sample population consisted of three groups. These were members of the Sudanese community, service providers, and key informants from the community. Members of the Sudanese community were the first group to be interviewed. The researchers interviewed 21 people from this population. Access to members of the Sudanese community was somewhat limited. Only a few Sudanese individuals and families were using services in Windsor/Essex County, therefore service providers were only able to pass information on the project along to a small number of individuals. As well, some of the service providers were unable to, or chose not to, contact their clients to provide them with information about the study.

Interviews were conducted at the convenience of the interviewees. In total the researchers scheduled approximately 50 interviews, however they found that many of the Sudanese people were unable to attend their interviews because of home issues, and/or last minute opportunities to pick up odd jobs. Initially the main source for Sudanese contacts was the Sudanese members on the research committee, as they were elders within the community. As the researchers learned more about the community, they found means of contacting other interested individuals through HOST volunteers and churches.

The second group of interviewees was local service agencies. The researchers selected providers to be interviewed based on the fact that they had services available that were relevant to newcomers needs and issues, as opposed to only the few service agencies that Sudanese people were using. This provided an opportunity to explore what was being provided in the community as well as potential reasons that the Sudanese were using some services and not others. Members of the following ten local agencies were interviewed:

- The YMCA New Canadian's Centre,
- The Multicultural Council of Windsor/Essex County,
- The English Testing Centre,
- Women's Enterprise Skills Training,
- Sandwich Community Health Centre,
- Social Services,
- Reception House,
- Human Resources Development Canada
- Citizenship and Immigration Canada.
- The final "service provider" Madonna House is a community church. Members of other churches were interviewed as key informants in the study. The Madonna House was interviewed as a service provider because they were the main group assisting the Sudanese and had taken on the role of service provider. The Madonna House was assisting 70 individuals and 35 families of Sudanese origin.

The final interviewees were key informants from the community. These participants were selected based on the unique knowledge and experience that they had gained working with members of the Sudanese community. Of the five key informants who were interviewed, one was a past employee of a service provider during a key time in the development of Windsor's

Sudanese community, three were church volunteers or staff, and the third was a community and agency volunteer.

Secondary Data

Secondary data sources on the Sudanese were limited because the Sudanese were a recent group of newcomers to Canada who had not been independently identified in local, provincial or federal statistics. As well, as a recent group of newcomers in need of immediate 'life skills' type services, it was found that many Sudanese were not yet using many formal services. Statistical data that the researchers were able to collect was on primary migration numbers in Windsor and from the few service providers used by Sudanese such as the Reception House and the English Testing Centre.

Secondary data also came from an ongoing literature review on Sudanese refugees, Sudanese culture and information on other groups of newcomers to Canada. The literature search on Sudanese people was limited to mostly Internet sources, as the researchers were able to find very little published information on the Sudanese. While this information was occasionally contradictory, it did provide valuable insight into the experiences of the Sudanese in Sudan, and after leaving Sudan for other countries.

Data Analysis

The purpose of this data analysis was to inductively examine the thoughts, perceptions and experiences of Sudanese newcomers, and of those who had been involved in assisting these newcomers in Windsor/Essex County. To achieve this purpose, analysis was done qualitatively exploring themes that emerged throughout the project. Throughout the data collection process the researchers developed a list of themes that they discussed with each other and with the research committee.

In this report, the researchers have attempted to accurately share stories and information that describes the settlement needs of, and issues experienced by, Sudanese newcomers in the Windsor area. In addition, the researchers attempted to accurately analyze and describe the challenges of those who had attempted to assist the Sudanese community.

SUDANESE BACKGROUND

The information in this section was compiled using a variety of literature sources and information collected in interviews. Members of the Sudanese community checked this section for accuracy. The ideas shared in this section were generally agreed upon.

Geography

Sudan is the largest country in Africa, covering 2.5 million square kilometers - an area approximately the size of Western Europe. Sudan's population is about thirty-five million people with an estimated six million of these people living in Khartoum, the Sudanese capital located in northern Sudan. Perhaps the biggest distinction between geographic regions of Sudan is between the north and south. Geographically, northern Sudan consists of large stretches of desert and arid planes, and is bordered by primarily Arabic countries such as Libya and Egypt. Conversely, Southern Sudan contains large areas of rain forests and swamps and is bordered primarily by traditionally 'black African' countries such as Ethiopia, Uganda, Kenya, and Central Africa Republic (www.sudan101.com/sudan_info.htm).

Climate

Sudan has both a dry season and a rainy season. Overall, it is a very hot country, with average daily highs ranging between 100F - 110F and with occasional days in the 120's F. The further south one lives in Sudan the longer the rainy season that they experience. While some northern cities get barely more than a week of showers, southernmost Sudan normally has a nine-month rainy season. In Khartoum, the rainy season usually lasts only two-months throughout July and August (www.sudan101.com/sudan_info.htm).

Geography and climate have contributed considerably to distinct cultural differences between northern and southern Sudan. Northern Sudan, similar to its surrounding countries, is

primarily Arabic practicing the Muslim religion. Those who live in the north, primarily living in urban areas, generally practice political or industrial professions. Southern Sudan consists of over 400 different tribes, many of which have their own language and cultural and religious beliefs. Within the South there is also a Catholic minority. In the South, many people work in farming. Famine and war have resulted in almost three million southerners moving to the north, which now is home to about 75% of the country's population.

Political/Cultural Dominance

Sudan's history dates back thousands of years. For several centuries Sudan was led by Islamic rulers from the Ottoman empire. In the 1880's, the British along with the Egyptians took control of Sudan. On January 1, 1956, Sudan became an independent country free from Anglo-Egyptian rule (Anti-Racism, Multiculturalism and Native Issues Centre, 1998). From 1956 to 1989 several governments tried to rule the country but the constant clash between the north and the south and frequent drought made them unsuccessful (www.sudan101.com/sudan_info.htm).

“In theory, Sudan is a federal republic of twenty-six states led by a directly elected president who works alongside a national assembly. In practice, Sudan is led by President General Omar al-Bashir” (www.sudan101.com/sudan_info.htm), who, through a military coup in 1989, was successful in assuming power in Sudan. Since this time, General Bashir has appointed people to different positions, abolished political parties and occasionally dissolved the National Assembly. General Bashir's government has also been responsible for changing the language of instruction of Sudan from English to Arabic (Anti-Racism, Multiculturalism and Native Issues Centre, 1998), as well as for leading the country in a holy civil war against the southern rebels (www.sudan101.com/sudan_info.htm).

Economy

Numerous factors such as civil war, drought, inflation and chaotic politics have hampered Sudan's economy. Currently, Sudan's economy is based primarily on agriculture. Agriculture accounts for approximately 80% of the Sudanese work force. Most of the remaining Sudanese workers are employed in government or light industry - many of them in areas which support the agricultural sector (Anti-Racism, Multiculturalism and Native Issues Centre, 1998). Sudan's economy, in the past few years, has suffered setbacks due to limited rainfall and the fact that development of the nonagricultural sector has been inhibited by limited foreign investment which has been attributed to large foreign debt and weakening international relations (www.sudan101.com/sudan_info.htm).

Members of countries such as the United States, Canada, China, Malaysia and the United Kingdom have expressed much interest in the vast undeveloped oil supply that exists in Sudan. Developing this oil supply, which has been estimated at 800 million barrels, could prove beneficial to Sudan's economy, however most of this oil lies in south-central Sudan in the middle of the country's civil war. This oil supply has been connected to many of the hardships experienced in Sudan such as slavery and the civil war. Initially, an American oil company was the first to find oil in Sudan in 1979. This company left the Sudan after three of their employees were killed. Under much international scrutiny, a Canadian company is currently conducting oil exploration in this region (Came, 2000).

Cultural Diversity

Sudan's has one of the most ethnically diverse populations in the world, with major ethnic groups including black, Arabic, Beja and 570 other groups, which includes many tribes (www.sudan101.com/sudan_info.htm). In the South, each tribe has its own language and many

of these languages have several dialects. Arabic is the language of commerce, instruction and the language spoken between tribes. English is spoken by an educated minority, and in the south was the official language until 1956

(http://www.baylor.edu/~Charles_Kemp/sudanese_refugees). Of the numerous tribes in Sudan, the Dinka tribe is the largest tribe, while members of the Nuer tribe make up the largest number of Sudanese resettled in the United States

(http://www.baylor.edu/~Charles_Kemp/sudanese_refugees). Interviewees also came from the Muro, Pojulo, Kakwa, Brie, Shulok, Doub, Anuk and Bari tribes.

Religion

Christianity, which existed in Sudan since the sixth century, officially remained until the Islamic Conquest in the thirteenth century. However, many people kept their Christian faith until the fifteenth or sixteenth century (www.sudan.net/society/history). According to the Anti-Racism, Multiculturalism and Native Issues Centre (1998) Christians make up a small minority in Sudan. However, they tend to make up a disproportionate number of those resettled in other countries as they originate from the south, and are one of the groups being persecuted by the Islamic government and military (http://www.baylor.edu/~Charles_Kemp/sudanese_refugees).

Religion in Sudan plays an extremely important role in the lives of Sudanese for providing systems of beliefs and also for defining the power relations within the country. Religion and cultural beliefs underlie the current civil war that has existed in Sudan since independence. Those in power in the Sudan, such as the Sudanese government and reigning military, are Islamic. This has had a tremendous impact on the country and its people. The first military regimes in Sudan (1958-1964) launched an unprecedented campaign of diffusing Arabic language and Islamic religions. Since this regime, school instruction and the country's penal

code have been changed to adhere to the Qur'an (www.sudan.net/society/history), missionary's activities have been banned and mosques have been built in the south. The changes that the politically and culturally dominant Arabic northerners have been made to align Sudan with its Arabic northern neighbors (Articulation of Cultural discourses).

Family Structure

Extended family, such as uncles and cousins for many generations, play an extremely important role in the lives of Sudanese. "Traditionally the focus for Sudanese people has been the local or nomadic community. These relatively small communities are made up of extended families based on the lineage of male relatives and ancestors (Anti-Racism, Multiculturalism and Native Issues Centre, 1998, p. 5). As a community, extended families are responsible for providing social services for the family, such as raising children, and influencing one's life, work and marriage opportunities. The family leaders are respected elders.

The Sudanese people hold to strong traditional patriarchal values. The woman's role is domestic. She oversees the household and is responsible for caring for children, the old and the sick. The man's role is social. Sudanese men live a public life. While these traditions exist in both the north and the south, "in southern Sudan, the role of women differed dramatically from that in the north. Although women were subordinate to men, they enjoyed much greater freedom within southern Sudan's societies" (Sudan: Women and the Family). In northern Sudan, traditional Muslim practices such as female circumcision are still practiced.

Family also continues to play an extremely important role for the Sudanese after emigration from Sudan. "For many Sudanese, income from relatives working outside the country is essential for survival" (Anti-Racism, Multiculturalism and Native Issues Centre, 1998, p. 6).

Marriage

The meaning and process of marriage in Sudanese cultures are quite different from those of dominant Canadian culture. To the Sudanese people, marriages are considered a union of, or contract between, two families consisting of many people. According to Sudanese culture women stay with their families until they are married. When a man is seeking to marry a woman, he must sit with the families to decide whether the marriage is beneficial for the families in question. The interested man will contact the woman's family, who will ultimately decide on the marriage. Once a marriage is approved the groom-to-be must provide his future wife's family with a dowry, often consisting of a determined number of cattle or the equivalent cash value, to compensate the family for the work they will lose when the wife leaves home to be with her husband. This tradition is still carried on for men who have emigrated to another country, and is usually conducted by phone or other correspondence.

Sudanese Hardships

The Sudanese people have experienced a turbulent history that has included famine, floods, political and religious oppression, locusts and decades of warfare (http://www.baylor.edu/~Charles_Kemp/sudanese_refugees). Such hardship has had detrimental effects on the country's economy, educational system, foreign relations and most of all its citizens. In the Sudan, the life expectancy (1998) of females was 57 and of males was 55 years old, with natural disasters and civil warfare claiming the lives of many (www.dfait-maeci.gc.ca/foreignp/menu-e.asp).

Civil War

Perhaps the largest source of emigration from Sudan has been the civil war that has divided and ravaged the country and its people almost continuously since independence from Britain in 1956. The most devastating part of this war has been the religious war between the Islamic fundamentalists in the north and the diverse African ethnic groups in the south (http://www.baylor.edu/~Charles_Kemp/sudanese_refugees). The Islamic government in the North has a long history of persecution of the Sudanese citizenry, especially the southerners (http://www.baylor.edu/~Charles_Kemp/sudanese_refugees). This war has claimed an estimated two million lives and has left another five million people homeless (Came, 2000). Many Sudanese people have seen their homes towns and villages destroyed, and their families split up and/or killed.

Civil war between northern and southern Sudan dates back thousands of years. The current civil war in Sudan began when the Sudanese People's Liberation Army, from southern Sudan, formed and began fighting the Sudanese government in Khartoum. In addition to opposing the government's attempts to impose traditional Islamic law and religious beliefs on the entire country, the SPLA formed to battle the northern government's failure to share in profits from oil taken out of southern Sudan (Came, 2000). Conversely, the northern government "sees the war as a holy war against the unbelievers who threaten the 'true faith'" (www.sudan101.com/sudan_info.htm).

Civil war in Sudan has not only existed between the north and the south. Fighting between members of the southern tribes has also been prevalent throughout the country's history. Often, this war has been as devastating as the battles between the north and the south.

Other Hardships in Sudan

The Sudanese people have also experienced other hardships. Natural disasters such as drought through the 1970's and 1980's caused famine and economic disaster in a country which relies heavily on farming. Floods in 1988 left two million Sudanese people homeless (http://www.baylor.edu/~Charles_Kemp/sudanese_refugees). In addition, many southerners have been taken from their homes and families in the south and sold as slaves, and oil companies have contributed to such hardships by their oil exploration activities in the south and along the south/north border.

The country's current slave trade in Sudan has seen mostly women and children kidnapped, bought and sold, forced to work, and who have had to endure physical punishment and rape. While the slave trade has been linked to the country's civil war, North American oil companies have also been blamed for its existence. The sentiments of some in Sudan are that the Sudanese government is kidnapping southerners who pose a threat to employees from the Canadian oil companies, and are thus protecting their interests in such exploration. (Came, 2000)

Continued Hardships

“Many Sudanese leave their country to escape war or discrimination or for economic reasons” (Anti-Racism, Multiculturalism and Native Issues Centre, 1998, p.2). Often, however, leaving their home country is not the end of hardship for many Sudanese. Initially, many Sudanese immigrate to neighboring countries such as Ethiopia, Egypt, and Kenya. In these countries the Sudanese wait, often in refugee camps, to find out if their application to the United Nations High Commission for Refugees has been accepted so that they will be able to move to another country such as the United States, Canada or Australia. In countries such as Egypt and Ethiopia, Sudanese can't work legally, are subject to extremely high foreigner tuition fees, and in many cases cannot go home (<http://www.cairotimes.com/content/region/refugees>). For these

people there is also the threat of being deported if they are not granted protected status, a status which is not given to all refugees. In Cairo, Egypt alone there is an estimated 2.5 million Sudanese people. Of these, only about 1500 have been granted protected status. The rest face the very real possibility of deportation

(<http://www.cairotimes.com/content/issues/hurights/refug01>).

PROFILE OF SUDANESE INTERVIEWEES

Table 1: Age and Gender

Age	Male	Female
18-21	2	1
22-24	0	2
25-27	3	0
28-30	2	1
31-33	3	2
34-36	2	0
37-39	0	1
40-42	2	0
	14	7

Table 2: Marital status

	Men	Women
Single	8	0
Married	6	6
Divorced	0	0
Widowed	0	1

Table 3: Year of Arrival

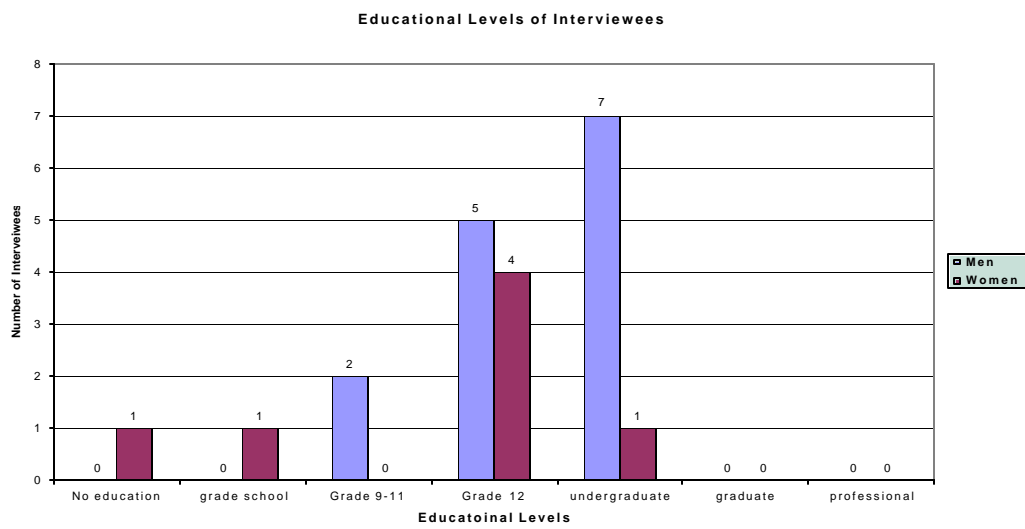
Year of Arrival	Total Arrivals in Windsor*	Sample population	Men (Sample)	Women (Sample)
1996	12	-	-	-
1997	54	6	5	1
1998	54	2	2	-
1999	52	4	2	2
2000	119	9	5	4
Total	291	21	14	7

*Statistics provided by Citizenship and Immigration Canada. Numbers are based on primary migration numbers.

Table 4: Number of Children

	Men	Women
0	9	0
1	2	3
2	2	3
3	0	1
4	1	0

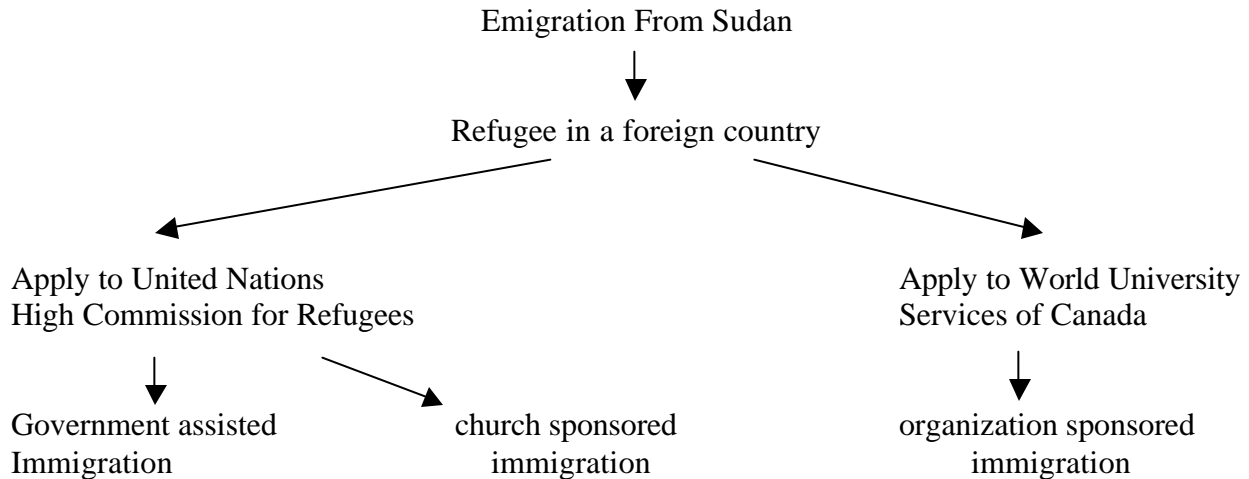
Figure 1: Educational Levels of Interviewees



RESEARCH FINDINGS

The format of this section is based on the following figure that was constructed based on the experiences of the interviewees.

Figure 2: The Process of Emigration/Immigration for Sudanese Interviewees



Emigration from Sudan

Conditions in Sudan

Findings from previous research indicate that emigrants from many countries leave these countries for reasons such as searching for “a better overall life, better economic and educational opportunities, safer and healthier lives” (Desai & Subramanian, 2000), escaping civil war, lacking legal documentation papers in their last country, as well as political reasons such as lack of democratic rights and freedoms (Legrand, 2000). As discussed in the Sudanese Background section, the Sudanese people have experienced much hardship in their home country and in countries that they have relocated to after leaving Sudan. This research supports this information. The Sudanese interviewees shared a variety of experiences regarding their emigration from Sudan. The following list is the various reasons that the interviewees stated for leaving Sudan.

- To pursue education for children,
- To escape the war,
- Looking for a peaceful place,
- Black listed for protests against the war,
- “the government was bombing our villages”,
- Left with family members who were involved with the rebels,
- Religious persecution,
- Racial prejudice, particularly color,
- Education abroad,
- “Did not want to join the Sudanese military and fight people from my own country”.

The continuing war in Sudan was the reason that the majority of the interviewees stated for leaving Sudan. As is evident from the list above, most of the interviewees that did not state war as their primary reason provided reasons that can be directly related to the political and cultural persecution that underlies the current war and the unequal power relations in Sudan.

Seven of the Sudanese interviewees, including those who had lived in Cuba, were students in other countries before moving to Canada. They found themselves unable to work in their new country after completing their education or were unable to finish their education because the Sudanese government cut off their funding. In each case, these people also stated one of the reasons listed above for not being able to return to Sudan. In particular, many of the interviewees whose funding was cut by the government, stated that the government expected them to return to Sudan and join the military. These interviewees also said that it was a stressful time for them as most became refugees who were unable to work or afford school and they did not have homes to return to in the Sudan. This left them as refugees.

Conditions in Countries as Refugees

Millions of people have fled Sudan to find themselves in a variety of countries in which they were unable to work legally and to afford the high cost of education as a foreign student. All of the interviewees had immigrated to Canada as refugees from countries other than Sudan. Some interviewees moved through a number of countries as refugees prior to coming to Canada

(refer to Table 5). Many of the Sudanese interviewees had lived in refugee camps after leaving Sudan. In these camps food was often scarce and rationed, and living conditions were often subsistent. Due to their status, most were unable to find employment other than ‘under the table’ work, while waiting to get a response for their immigration application from the United Nations High Commission for Refugees. In most cases, the interviewees stated a time period of around 18 months for approval of their application. Many of the interviewees spent a number of years in other countries after leaving Sudan and before arriving in Canada.

Racism while in other countries was a problem discussed by a small number of Sudanese interviewees. For the southern Sudanese, who often have quite a dark complexion, discrimination was quite prevalent in Arabic countries. It is also in these countries that some of their southern peers had been sold as slaves. In addition, interviewees also mentioned the stress of living, and waiting for their application to be processed, in countries in which authorities were working with the Sudanese government.

Table 5: Number of Countries Lived in After Sudan and Before Canada

Number of Countries including Canada	Men	Women
1	9	7 (100%)
2	3	-
3	1	-
4	-	-
5	-	-
6	1	-

*numbers were from interviews

Leaving one’s home country can be quite a traumatic experience, especially when it is for reasons beyond a person’s control. This was the case for almost all of the Sudanese interviewees. Such an experience can be even more traumatic when people are forced to leave

quickly, leaving all of their possessions behind, and having to walk for long periods of time while trying to avoid authorities and enemies. Some of the Sudanese people interviewed were able to make a temporary life for themselves in other countries, but many had to undergo the experience of waiting idly in refugee camps until they were able to come to Canada. The numerous traumatic experiences of Sudanese newcomers, prior to their immigration to Canada, are experiences that will take time to overcome and are compounded with the already stressful process of relocation.

Immigration to Canada

Findings from previous studies provide a variety of reasons that newcomers have chosen Canada as their new home. These include the following reasons:

- the freedom and advocacy of human rights,
 - Canada's generosity in providing the basic necessities,
 - a general satisfaction in life in Canada, and
 - the high standard of living that Canadian's seem to enjoy
- (Michalski & George, 1996)

As well as,

- freedom and safety,
 - improved quality of life,
 - being able to find a job,
 - nothing
- (Michalski & Habib, 1997)

Similar to the individuals interviewed for the studies cited above, the Sudanese mentioned freedom, safety and opportunity as major reasons for moving to Canada. Individually the range of responses that were provided were the following:

- peace and security,
- to complete education,
- good quality of life,
- to find a job,
- "Canada's has been good to the Sudanese"
- "it was chosen for me",
- had knowledge of Canada

- “it was supposed to be a shorter time to go to Canada, it ended up being longer”
- improved life for children.

Sudanese interviewees had a variety of motivations for immigrating to Canada. This range of responses shows the extent of individual differences within the studied population. This range of individual differences should be of importance to those who are attempting to provide assistance to newcomers, for these motivations come with expectations that can have profound effects on individual differences in the settlement process. Those who have specific goals in mind may be more disillusioned than those who do not, if their goals are not met. Four service providers, all of the key informants and many of the Sudanese interviewees expressed concern over the perceptions that newcomers had regarding what awaited them in Canada. This finding was not unique to this study, as Legrand (2000) stated that 50% of interviewees had limited or wrong information about Canada prior to moving here.

One service provider suggested that their services would be greatly enhanced if newcomers were better prepared by embassies and/or other officials prior to their arrival. Sudanese interviewees most often mentioned that they had knowledge of Canadian geography and climate and of the importance of general concepts in Canada such as peace, and security. It was information in these areas that these interviews found to be the most accurate. Another common perception was that people in Canada were friendly and the government was committed to eliminating racism and enforcing the rights of its citizens and newcomers. There was a high level of awareness among the Sudanese interviewees of the rights and freedoms of individuals in Canada in that discrimination in many forms is against the laws of our country. The major sources of information on Canada, for interviewees, were TV, geography classes, embassies and friends.

The information that interviewees had about employment, education, and housing was most often described as inaccurate. Fifteen of the interviewees stated being very disappointed, and similar other statements, with having very few prospects in these areas, as it was a common perception that jobs, housing, clothing and food were easy to find once one was in Canada. These responses correspond with the findings of research looking at other immigrant groups.

Sponsorship/Assistance Categories

Sudanese interviewees came to Canada in three different categories. These were government assisted, church sponsored and organization sponsored. The experience for members of each of these different types of sponsorship/assistance were quite different from each other, as well as somewhat diverse within the each category.

Government Assisted Sudanese Immigrants

A majority of the interviewees were government assisted newcomers. Prior to coming to Canada, they had to undergo a medical examination, which along with their travel arrangements was arranged for them. The Canadian government initially covered these costs through an initiative that makes it possible for people in a variety of financial situations to come to Canada, and recognizes that many refugees are unable to pay for such expenses. After one year of residence in Canada, most newcomers are expected to begin paying back the money that was given to them for their medical and initial travel expenses. While this ensures that the government is able to financially continue such assistance, and that newcomers have a sense of ownership over their relocation, it also puts newcomers in a very difficult situation. This is especially true for newcomers, like the Sudanese interviewees, who for a variety of reasons had been unable to obtain permanent, viable sources of income. Both Sudanese interviewees and service providers discussed situations in which families, were responsible for paying back well over \$10,000.00, as a single air ticket from Africa to Canada costs over \$2000.00. Two interviewees and one service provider also expressed that they were aware of situations where collection agencies had been in contact with newcomers to pay their initial debt. Based on this finding, it is not surprising that individuals in such a situation are more interested in finding

immediate employment and less interested in unpaid development programs that invest in a long-term future career.

To arrive in Windsor, Sudanese refugees usually fly into Toronto and then make their way to Windsor by plane or other arrangement. In many cases, members of the Sudanese community already in Windsor stay in contact with the Reception House to find out if new Sudanese people are expected. These individuals will then often greet the newcomers at the airport or shortly after their arrival at the Reception House. Interviewees stated that reception by members from their own country, and in some cases their own tribe, was very helpful in adjusting to their new surroundings. This was especially true for government-assisted interviewees who had little knowledge of any friends or family in Windsor and thus lacked awareness of any support network that existed.

Organization Sponsored Sudanese (World University Services of Canada)

A small number of interviewees had immigrated to Canada with the assistance of an organization called the World University Services of Canada. These interviewees' experiences in Canada had been somewhat different from many of the other interviewees. Upon arriving in Canada these people were provided with funding that paid for their first year of university, as well as student accommodations, transportation, food, clothing and books for their first year. For these people this provided an excellent opportunity to quickly start their education in Canada, and the beginnings of a network of contacts through student involvement. Unfortunately for these people, their funding was only for their first year of school. After their first year, these students were expected to cover their school expenses. This caused a fair amount of concern for these individuals as they stated that their school work took them a considerable amount of time because English was not their first language. With this in mind they perceived that they would

not have nearly enough time to work sufficient hours to earn enough money to finish their education.

Church Sponsored Sudanese:

Throughout the research process, stories shared with the researchers suggested that church sponsored newcomers were somewhat more fortunate than government assisted newcomers. Reasons provided for such statements often focused on the fact that when a church sponsored individual or family comes to Canada they often arrive to an already existing support network of church volunteers who have, in their preparation for bringing people to Canada, prepared to provide ongoing assistance. Such a support network is valuable for providing initial accommodations, finding permanent accommodations, and assisting the newcomers in finding schools, employment and providing orientation of basic services in Canada.

Another perspective on church sponsorship was expressed by two service providers. They stated that they had been in contact with newcomers who were initially sponsored by church groups who left them to fend for themselves once they arrived in Canada. In such situations, newcomers were extremely disadvantaged for they had less support and received less orientation than newcomers who were government assisted. None of the Sudanese interviewees had experienced such a situation.

There was a considerable range of individual differences in needs and issues within and between each of the types of newcomers that were involved in this study. However, all three groups faced similar issues and had many similar needs. As immigrants to a new country each had been faced with the tasks of adjusting to a new culture, finding accommodations, finding employment, and trying to improve their English language skills. The conditions around one's immigration to Canada, including the type of sponsorship that brought him/her to Canada are

important factors that influence the settlement process. Church sponsored immigrants, more often than the other groups, had an already existing social and professional support network. Organization sponsored interviewees had an existing professional network who made their arrangements but was not available as an informal network for assistance. Government assisted interviewees, beyond the immediate support provided by Reception House, the New Canadian's Centre and Citizenship and Immigration Canada, had to search out a support network and other community services.

SUDANESE SETTLEMENT NEEDS IN WINDSOR/ESSEX COUNTY

Like many newcomers to Canada, Sudanese, “leave behind everything familiar...and need to learn new customs and how to get around, what school to attend, where to shop for food, where to find a doctor and, last but no least, where to find new friends” (Anti-Racism, Multiculturalism and Native Issues Centre, 1998, p. 2). The range of issues that these people experience and the needs that they must meet to sustain life for themselves and their families are considerable. In the case of many Sudanese interviewees, the settlement process has been characterized by a variety of needs and issues, some which have been met or addressed and many others that are still present. The following list of needs and issues expressed by all interviewees has been developed from the perspective of the Sudanese interviewees in relation to the current system of services that exists in Windsor/Essex County.

Settlement Needs

Immediate Needs expressed by interviewees:

1. Airport Reception
2. Accommodations
3. Immediate essential services - health, shopping, orientation, safety regulations, set up units, gather immigration information, English and health assessments, Social Insurance number
4. Life skills orientation
5. Initial Sources of Income: Start up money and financial assistance, employment
6. Language Acquisition (women)

Advanced Needs expressed by interviewees:

7. Language classes (men)
8. Education
9. Career and employment skills training (resumes and job club)

Other Settlement Needs expressed by interviewees:

10. Transportation
11. Health Care
12. Religion

Settlement Issues

Socio-cultural Settlement Issues:

- Discrimination and Racism

- Cultural Differences

Psychological Settlement Issues:

- Trauma
- Stress/Anxiety
- Loneliness/Isolation

Immediate Needs

Airport Reception and Accommodations

Upon their first arrival, a majority of the interviewees were either greeted at the airport by a volunteer or staff member from the Reception House or by a shuttle arranged by the Reception House. In most cases when interviewees arrived in Windsor, a member of the Sudanese community met them at the airport, as members of the Sudanese community had actively maintained contact with the Reception House to find out when new Sudanese would be arriving. As was stated by the Reception House, certain members of the Sudanese community have tried to greet and welcome other Sudanese people who have just arrived.

Windsor's Reception House played a vital role in the early settlement of Sudanese newcomers who had few places to turn when they first arrived. At the Reception House newcomers were provided with their own small apartment style accommodations, where they were responsible for their own cooking, cleaning and space. This arrangement was similar to what they had once they moved into their own place and it therefore provided a good opportunity for Reception House staff to orientate newcomers with having their own North American style accommodations. Newcomers stayed at the Reception House until more permanent accommodations were found for them by the Reception House's Accommodations Coordinator. The average stay at the Reception House was approximately ten days with some newcomers staying much longer until a place was found for them (Reception House Windsor). The Accommodation Coordinator has been responsible for searching out affordable accommodations for newcomers and for contacting landlords. This service is extremely important, as newcomers who have just arrived may not be familiar with leases, and additional costs such as utilities and deposits. Thus, having someone who can make these arrangements and then explain their importance to newcomers is a valuable service that can potentially eliminate housing and financial problems in the future.

All of the Sudanese interviewees were renting their current accommodations. Most found that their financial assistance was barely enough to cover their accommodations, food and other needs. The cost of housing in Windsor, in combination with the competition for affordable housing, made it very difficult to find accommodations that were within the budget that financial assistance allowed. This issue was expressed more often for interviewees with families, as single males were able to rent mutli-room accommodations together. Similar to the concerns expressed by interviewees from other newcomer studies, Sudanese interviewees found that finding housing that was within their budget was a major problem.

Another housing concern expressed by all three groups of interviewees was the lack of knowledge of tenant rights on the behalf of Sudanese, as well as their lack of power to exercise these rights. One service provider shared a story about a Sudanese couple who were living in an apartment that had serious problems. However, because of this couple's need for this affordable apartment, they refused to say anything to the landlord for fear of repercussions. Even if a newcomer is aware of their rights as a tenant, it is possible for landlords to take advantage of them because of their lack of resources, information and the finances that would allow them to exercise their rights. Thus, while it was only expressed in a few interviews, extremely poor quality living arrangements is an issue that can negatively influence the settlement process. It adds another stressor, and source of discouragement that newcomers are faced with on a daily basis. It is an issue that assistance providers should be aware of for it may not be openly expressed by newcomers.

An additional basic need that should be addressed within the Sudanese community is the use of common North American household appliances. One example is the furnace. Many of the Sudanese interviewees had never seen snow until they came to Canada. One interviewee

mentioned that on two different occasions, he/she had to assist families who had amassed \$300-\$500 utility bills, which used up most of their financial assistance. When the family was cold they turned up the heat, as opposed to layering clothes, which is a practice that is not nearly as prevalent in Sudan. Such an example is easy to overlook from a Canadian perspective. However it presents one of the most important findings in this study - the need for ongoing basic “North American’ life skills assistance.

Reception and Accommodations Recommendations:

1. Temporary housing which provides affordable accommodations while newcomers are establishing an income and/or searching for more permanent housing.
2. Identify newcomers as a priority group for subsidized housing.
3. Continued assistance/guidance with household chores and responsibilities.
4. Life skills training should be provided in their rights as tenants and the utilization and cost of utilities.

Immediate Essential Services and Orientation to North American Life Skills

The Reception House was responsible for providing an initial orientation to the Sudanese newcomers who first stayed there when they arrived in Windsor. This orientation included referral to broader based services in the community as well as immediate essential services such as shopping, safety regulations, setting-up housing units, gathering immigration information, and English and health assessments. The Reception House staff also assisted interviewees with applying for Social Insurance and Ontario Health Insurance Plan cards. The purpose of the initial orientation was to assist newcomers in settling as quickly and as smoothly as possible by familiarizing them with their surroundings, assessing their initial situation and preparing them for accessing health and employment services.

Staff from the YMCA New Canadian’s Centre make weekly trips to the Reception House to assist with initial orientation and to provide newcomers with information on local service providers. The Reception House and the YMCA were two of the top three service providers

(along with Madonna House) mentioned by Sudanese newcomers as those organizations who were able to assist them with their settlement needs and for providing them with valuable guidance.

Citizenship and Immigration Canada (CIC) was also involved in the initial orientation process. An employee from CIC visited newcomers at the Reception House to inform them of their obligations in the Immigrant Settlement Assistance Program and to have the newcomers sign documentation stating that they understood the program. Once this was completed the newcomers were provided with their first assistance cheque.

When asked what they remembered about their orientation and what information they were given, many Sudanese interviewees were unable to remember what they had been told. The Reception House was only able to provide the core of their services during the time that newcomers were with them. During this time newcomers were trying to adjust very quickly to numerous changes in their lifestyle and surroundings, while learning as much as possible. Comprehending and remembering vital information on basic life skills, such as banking and shopping, and how to access public transportation and different services was a major challenge, during this time. Interviewees from all three groups expressed that this challenge was great for many Sudanese as the number of cultural differences between the countries they had lived in and Canada were quite extensive. Overall the initial adjustment process can be quite shocking and traumatic for newcomers interfering with their ability to understand and retain information. Michalski & Habib (1997) stated a similar concern in that, “while these agencies (Reception Centres) provided a great deal of critical information, the timing may be somewhat out of sync with the refugees experiences” (p. 28).

To address the newcomers' culture shock and lack of retention of initial orientation information assistance and guidance may be required on a more long-term case management style approach. At the time of the study, none of the organizations who were interviewed had an actual funded structured program to provide ongoing support, guidance and assistance regarding basic Canadian practices and culture. The closest efforts were through programs, such as HOST, the Circle of Friends and the Student Ambassador Club, in which newcomers were matched up with volunteers who could assist them with such issues. Often the only opportunity that service providers got to assist with such life skills issues was when immigrants sought out their assistance. Even when this was done, service providers were not always able to provide assistance. Service providers often must stay within the services offered by their mandated programs due to a shortage of human and financial resources.

Life skills support, guidance and services were most often offered by volunteers from within the general community, from churches and from within the Sudanese community. These people had the benefit of not being restricted by mandates, and strict budgets. This made it much easier for them to provide informal assistance at all hours of the day. However, some of these people stated that they were quite busy, and some physically and mentally exhausted, as they were often assisting many people with many needs.

Immediate Essential Services Recommendations:

- 1) An ongoing case management approach which would enable service providers to provide support, and guidance and the assist in the development of basic "North American" life skills over an extended period of time.
- 2) An assistance program that is available on weekends and after work hours.

- 3) Further assistance for churches and other community groups who make a concerted effort are making an effort to provide assistance. This assistance would not have to be financial but in the way of resources and information, and inclusion into service providers networks. This assistance would have to be provided in a manner that would not further limit or restrict the abilities of these groups but further enhance them.
- 4) More information should be given to the newcomers prior to coming to Canada. When the Sudanese participants were asked what information they received about Canada prior to immigration the majority said they had learned about Canada through friends and geography classes.

Sources of Income

Initial Startup Money and Financial Assistance

Of all the interviewees only three were financially independent – two were single men and had been in the Canada for over one year and the last person was a married man (refer to Table 6). All of the other respondents were receiving financial assistance in some form. Those who had been in Canada for less than one year were receiving assistance from Citizenship and Immigration; those who had been in Canada for over one year were receiving social assistance from Ontario Works. One interviewee was sponsored by an educational services organization and was receiving one year of assistance from that organization. For the Sudanese interviewees, the overall settlement process, including becoming financially independent, was taking more than the one year that they received assistance from CIC. For most interviewees who had been in Canada over one year, turning to social assistance was the only means they had to support themselves. This finding was similar to that of Michalski & Habib (1997) where nearly 75% of their sample had social assistance as their main source of income once their Adjustment Assistance Program income was finished.

Interviewees from the two ‘financial’ assistance providers stated that the perspective of their organizations had changed more recently over the fact that many newcomers, like the

Sudanese people, have had to rely on social assistance once their one-year of immigration assistance expired. Previously such a finding would have been considered a failure, on the part of the service providers, to ensure successful resettlement. More recently, this perspective has changed as the Canadian government is accepting more applications from refugees based on humanitarian efforts and not on the basis of who will resettle most quickly. This has meant that many more recent immigrants in Canada have been from less privileged groups in their home country and may be less skilled and in need of more time to overcome trauma, than past groups of immigrants. Thus, it is expected that many of these people will take longer than one year to settle. While this perspective does exhibit a level of understanding of the settlement process and of the initiatives of the government in empathizing with the conditions that people are living in around the world, it can also be perceived as based on an assumption that is demoralizing and discouraging to many immigrants.

Two interviewees stated that they refused to accept social assistance because they did not believe in being dependent on such assistance. The response of one of these individuals was the following,

welfare....such a thing does not exist in Sudan, because jobs are easy to find. We do not need it. If I want a job in Sudan I can tell people that I would like to work for them. They will ask me I can do this, and they will hire me. I want to work and am able to work and will do what I have to do to not take welfare.

Unfortunately, for one of these individuals staying off social assistance meant numerous inconsistent temporary jobs and endless frustration as he/she had little response to the numerous resumes and applications he/she had distributed. While certain service providers consider social assistance a necessary and acceptable 'next step', the above statement makes it evident that 'welfare' may be in conflict with the cultural values and beliefs of members of other cultures who consider it demoralizing and demeaning to have to rely on such an income source. If newcomers are not able to find employment to develop their financial independence then one challenge that assistance providers are faced with is how to address the demoralization of being on financial assistance that is experienced by some newcomers.

Table 6: Interviewees Activities in Canada

	Single Men <1 year	Single Men >1 year	Married Men <1 year	Married Men >1 year	Married Women <1 year	Married Women >1 year	Widowed Women
English Classes	-	-	-	-	3	1	1
University/College	1	1	-	-	-	-	-
Inconsistent Employment	-	2	-	3	-	-	-
Steady Employment	-	2	-	-	-	-	-
Career Programs	1	-	-	-	-	-	-
High School Completion	1	-	-	-	-	-	-
No work/school	1	-	1	1	1	1	-
ONTARIO WORKS	-	2	-	3	-	2	-
IMMIGRATION ASSISTANCE	3	-	1	-	4	-	1
INDEPENDENT	1*	2	-	1	-	-	-
SCHOOL LOAN	-	1	-	-	-	-	-

*individual is sponsored by an organization who assists in paying for 1st year of school and accommodations.

Employment

Finding employment, for newcomers was an extremely important financial, social and psychological need. Interviewees stated that for them it is a means of being financially independent, to making a valuable contribution to the community, and to support their family, both in Canada and abroad. As well, employment of any kind enables newcomers to develop confidence, experience and social networks that can positively influence the settlement process. Unfortunately, finding employment is also one of the most difficult tasks for newcomers as they settle.

Sudanese interviewees expressed that finding some sort of employment was an immediate need. It was expressed as the most important aspect of the settlement process. Reasons that lead to this finding included the fact that many had accumulated large debts in coming to Canada, the need to support themselves and family in Canada, the need to support

family in other countries, and the need to get Canadian experience. Perceiving employment as an immediate concern was not unreasonable when one considers the needs and issues which faced the Sudanese newcomers. It is from this perspective that long-term development programs, such as language classes and career planning classes, were thought of as advanced needs that could be met later. This perspective counters the traditional ‘settlement process’ that was discussed by service providers in this study and in Michalski & Habib’s (1997) study. Service providers from both studies stated that services were often provided along what has become a normalized process of settlement. This process of settlement focuses on preparation and training for long term achievements as opposed to short term solutions to immediate needs and issues. The importance of language classes and other workshops, should not be undermined, but perceiving that these undertakings must be done in a series of steps is very limiting to service providers and those that they assist. This is especially true if assistance providers view the steps much differently than those they are assisting. Thus, there may be more of a need to change the ‘process’ than to change the services.

Due to the lack of employment opportunities in Windsor, some Sudanese newcomers relocated to Alberta, where they were able to find work. This was especially prevalent with the Cuban Sudanese. A few of the other Sudanese people were also able to find employment in the agricultural industry in Leamington (Essex County). In all cases that interviewees were aware of, those who were able to relocate in such a manner were single men. Such opportunities better fit the agricultural experience that they had from Sudan. Three service providers expressed concern that “we were trying, in some cases, to fit round pegs into square holes”. This statement was in reference to the fact that most of the Sudanese population came from agricultural backgrounds, however they had been relocated to urban centers, such as Windsor. This meant

that the skills that many had brought with them to Windsor were less applicable than if they had been relocated to rural areas. However, living in the city did mean that newcomers had greater access to assistance, transportation and household needs such as groceries.

The difficulty of newcomers finding employment in Windsor was a theme from a previous study exploring the experiences of newcomers. The researchers of this study stated that the “Windsor sub-sample contained the highest proportion of individuals currently seeking employment, as 38.5 % identified themselves as unemployed” (Micahlski, George, 1996, p. 41).

Means of Finding Employment

One of the most prevalent means of finding jobs, for many newcomers, is through friends and family (Michalski & Habib, 1997; Micahlski, George, 1996). The recent newcomer status of the Sudanese people meant that there were not existing support networks of friends and family with employment opportunities or employment connections in the local area. The top two means that other newcomers have used to find employment existed in limited numbers for Sudanese people in Windsor.

A common means of finding employment for Canadian citizens is through Human Resources Development Canada. The services that HRDC provides are on two levels. The first level, the Job Bank computer that lists job postings, can be accessed by anyone. The second level consists of more comprehensive programs and assistance, but is limited to those who qualify for Employment Insurance (EI). To qualify for EI an individual must have 910 hours of work in the last year. This would entitle them to programs such as the Job Creation Partnership, in which participants are placed with local organizations. In almost all cases, Sudanese interviewees came nowhere close to qualifying for EI and thus were limited to level one services.

One finding that was unique to this study was that many of the interviewees had registered with employment agencies. In most cases the type of work that interviewees were offered through these agencies lasted anywhere from a couple of hours to a few months. One interviewee had found two consecutive three-month jobs, while another had been hired full time by a factory that he had first worked at through an employment agency. Overall, the sporadic temporary work that was occasionally offered by employment agencies did not appear to be a desirable solution to newcomer unemployment. This type of work was also not a solution to the disappointment that many were feeling, as it did not meet the expectations of those who thought, and/or were told, that work would be easy to find in Canada. Service providers, however, stated that this was actually good, as it was a step in the right direction. Further explanation revealed that while not a permanent solution to unemployment, employment agencies are providing some opportunities for Sudanese people to gain Canadian work experience, to earn their money and to make a step toward financial independence. This being the case, the type of approach used by employment agencies is one that service providers and the government may want to further explore and possibly develop in the non-profit sector. This approach could be tailored to meet the different needs of newcomers such as finding more long-term employment and educating newcomers about work place safety and their rights in the workplace.

Barriers to Finding Employment

Interviewees expressed a variety of barriers to finding employment. These reasons were often those that were expressed to Sudanese interviewees by potential employers, or were barriers that the interviewees perceived themselves. Barriers expressed included the following

- lacking Canadian work experience
- lacking references
- limited English language skills (this was most often expressed by women and is addressed in the Language sub-section)

- discrimination
- qualifications not recognized in Canada

The two barriers most commonly stated by Sudanese interviewees were lacking Canadian experience and lacking references. Possession of references and experience, from a Canadian perspective, is often considered a necessary part of a person's qualifications. One interviewee provided a different outlook. These requirements can be used in a discriminatory manner, especially against newcomers. This interviewee stated that as a newcomer,

there is a great chance that I do not have Canadian employment references or experience. Yet, many times when I apply they ask if I have these. I say that I do not and then they say that they can't hire me. They know that I do not have these. One person even threw my application out before I left.

Many of the interviewees who had held professional positions, such as researcher, social worker, and/or professor expressed concerns that their qualifications were not recognized in Canada, and that they had to start over or upgrade. One of these individuals had practiced for a number of years in his/her field and could not even get an interview in Canada for positions posted in this field. The researchers do recognize that qualifications differ around the world. Yet, upon reviewing the person's resume, and discussing their experience with them, the researchers were extremely surprised and disappointed that this had been his/her experience. These sentiments were also expressed by three of the service providers that were familiar with this person's situation. This concern is mentioned as one other source of disappointment/disillusionment that has been experienced by many newcomers. It can be very frustrating and can have a profound influence on confidence and on perception's of Canada's immigration system.

Types of Employment

For those who were able to find employment there was an issue with the work that they were able to find. One reason was the type of work. Some of the interviewees, as mentioned, were able to find various temporary jobs through employment agencies. Most expressed frustration with such temporary, sporadic employment because they were healthy, willing and able to work but they could not find someone to hire them full-time. A second issue was the nature of the work that was found. Each of the individuals who either had a job at the time of the study or had had other jobs in Windsor, were only able to find work in factories or general labour positions. This finding also supports research by Legrand (2000) with Arabic newcomers in that the “type of employment accepted by the respondents in Canada is different from the one they had in their home country. A clear shift seems to occur from white collar employment to blue collar” (p. 9). Findings from Legrand’s study revealed that the highest percentage of interviewees in this study had been in the business & commerce field at home and while in Canada this percentage dropped to 15%. As well those who had worked in clerical and administrative work prior to Canada made up 18% of the interviewees and dropped to 4% in Canada.

Labour positions were the few opportunities that Windsor/Essex County employers had offered to Sudanese interviewees. The fact that it was easier for men to obtain these positions, compounded with the traditional roles of the Sudanese, meant that Sudanese women remained at home until affordable day care became available. Thus, the hiring practices within the community also influenced the extent to which the Sudanese women were able to access resources and create opportunities for their families and themselves.

Income Source Recommendations:

- (1) Enhance access to positions, further training and/or upgrading in positions similar to previous employment experiences and/or the previous lifestyle of newcomers. For example, many of the Sudanese male interviewees had an agricultural background based on the lifestyle of their home communities.
- (2) A formal non-profit employment service that is able to work along the lines of an employment agency that would link newcomers with positive employment experiences and addresses the unique needs of newcomers.
- (3) Joint programs between financial assistance providers (Social Services, CIC), and employment service providers (HRDC). In such a program newcomers would receive adequate financial remuneration while learning about North American employment skills and practices as well as addressing cultural barriers and language needs. Arrange, either through a program or with community organizations to create a learning, employment situations. These placements provide Canadian experience, independently earned money, knowledge of the Canadian work environment, references, contacts, and confidence.
- (4) Service providers should actively develop and maintain strong partnerships with local employers who are willing to make a commitment to hire and patiently train and instruct newcomers. Such efforts must go beyond the informal and social contacts that providers can call occasionally or that contact service providers occasionally to inform them of a job opening.
- (5) Create more opportunities for newcomers to meet and socialize with community figures and employers in a 'safe' environment. This will assist them in creating a social network of references, increase confidence and create possible contacts for jobs.

- (6) Reduce the eligibility requirements for employment specific programming such as apprenticeship programs, upgrading and computer training.
- (7) Recognize and provide support for individuals who are demoralized and discouraged by having to accept financial assistance, who perceive a diminished professional/social status by only being offered positions below the training level of their past experience, or who are only being offered positions that are outside of their traditional roles (ie., kitchen work viewed as woman's work).
- (8) Newcomers have to pay for their plane tickets and medicals after they arrive in Canada. This places undo hardship on the individual at a time when their income is already at subsistence level. This policy should be reviewed to better assist the new comer in his/her adjustment to the financial practices of the western world.
- (9) The current practice of Immigration at a local level is to document individuals upon arrival, provide financial assistance and monitor 20% of the population in the first year of residency.
- (10) All of the groups interviewed felt that Immigration should play a more active role in the orientation of newcomers. For example, establish a program for all newcomers not just those who are in English classes that discusses issues such as Canadian educational, social and political systems, social assistance policies rights and responsibilities etc.

English Language Acquisition

Speaking the dominant language of a new community was perceived as an immediate need by interviewees. English fluency, in Windsor, would mean that Sudanese people would be able to communicate with teachers, assistance providers, community members and potential employers. Possessing this ability is a major step to full participation in any community. It is most often in these languages that instruction is given at work and at school.

English language levels varied throughout the group of Sudanese interviewees according to self-reports and to the researchers' observations. The largest difference in language levels existed between males and females. The majority of males were able to speak their own tribal dialect, Arabic and English, with the Cuban-Sudanese also able to speak Spanish. Only one of the men interviewed required a translator to communicate with the researchers. The women, on the other hand, were more limited with the majority only able to speak their tribal dialect and/or Arabic. Of the seven women that were interviewed six required a translator to speak with the researchers.

A major reason for the difference in language abilities between the sexes was family roles within the Sudanese culture, and the lack of a support system to either overcome these roles or to provide other resources within these roles. Traditionally, it was the woman's role to be the primary care provider for children in Sudan. This role carried over to Canada for many of the interviewees, and thus women were often the parent who stayed at home with children. For most of the interviewees' families the Sudanese man's role was more public giving them more opportunity to interact with English speakers outside of the home. For Sudanese women, adequate daycare was required for them to leave the house daily to attend language classes. Therefore, until their husband could earn enough money to pay for day care, or there was an opening in an English class that also provided child minding, women with small children remained at home caring for their children while their husbands searched for work. To move beyond these roles would mean that men would be staying home, while women pursued language and employment opportunities. This situation has provided a difficult challenge. In Canada there has been a long struggle to eliminate barriers that have created and maintained unequal roles/status for women. Traditional Sudanese family roles, to some extent, support what

the struggle in Canada has begun to eliminate. In this situation it may be simple to say that Canadian culture should supersede Sudanese tradition and the women should have opportunities similar to Sudanese men. This would coincide with Canadian culture and human rights. In practice, assisting a cultural group to change roles that are ingrained with tradition is a major challenge, especially if those who are in these roles consider them correct.

Concern was expressed by both Sudanese men and women interviewees, service providers and key informants about the difficult time that Sudanese women are having, because they are not getting out of the house very often. This has stunted their settlement. However, the high demand for the support Sudanese women need, such as free day care, money to pay for day care, and support to overcome family roles, existed in limited quantity. Child minding was provided with Language Instruction for Newcomers to Canada (LINC) classes when space was available. There were also long waiting lists for LINC classes thus making it not only difficult to find classes with child minding but difficult to enroll in classes in the first place. Windsor Women Working With Immigrant Women (Five W's) and Women's Enterprise Skills Training (WEST) provide programs and services, in Windsor for women that deal with a variety of issues and are geared at boosting their confidence and opportunities. Their programs have greatly assisted newcomer women. In the final stages of this project members of the Sudanese community, with assistance from the Multicultural Council and the New Canadian's Centre, were forming a Sudanese women's group with bylaws and regular meetings.

Language Acquisition Recommendations

- (1) Provide more child minding spots with LINC classes.
- (2) Further assistance to newcomers to develop support groups within their community, and ongoing assistance to maintain these groups.

- (3) As was mentioned in Employment Recommendations, provide a program which combines language acquisition with employment.
- (4) Further support for women in a manner that provides more opportunities to socialize outside of the home and interact with English speakers.

Advanced Needs Services

Education

There are opportunities for newcomers to start, continue and/or finish their education in Windsor. St. Michael's School, through St. Clair College, provides the opportunity for people to finish their grade 12 diplomas. College courses are offered at St. Clair College and undergraduate and graduate degrees, in many fields, are offered at the University of Windsor. There are also educational institutions in the Detroit area such as Wayne State University. Two Sudanese men were attending school at the time of the study, and many other interviewees stated that they would like to go to school at some time but would have to save money first or qualify for student loans.

Certain levels of education are often considered essential for establishing a career in Canada. However, education in Canada is extremely expensive and requires a major time commitment to finish a degree, diploma or certificate. This is true for both full-time and part-time classes/courses, the latter of which minimizes the weekly time commitment but extends it over a longer time. In most cases, making money to support one's self and family is an opportunity cost for continuing education. In the case of newcomers it is often at the expense of establishing their financial independence and paying off debts acquired in immigrating. Interviewees who were pursuing education often had to rely on financial assistance that was barely enough to meet their needs and that required them to go further into debt beyond their

initial immigration costs. One interviewee stated that while he was very well educated and wanted to continue his education, he decided that this was not possible in Canada. His sole purpose for coming to Canada was to find employment so that he could send money to his displaced family members to assist in their survival. Education for many of the Sudanese interviewees was viewed as a more advanced need. Even though many interviewees, prior to immigration and in the early stages of settlement, wished to upgrade, continue or start their education, our current system will allow very few to pursue this goal until changes in the system are made to accommodate the situations of newcomers. From our findings, single Sudanese males were more able to access education.

Another concern expressed by interviewees was that it was very difficult to get transcripts from their schools in other countries. This was almost impossible for some who had to quickly flee a country for safety, for those who went to schools that were closed because of war or political conditions, and for those who were unable to contact someone at home to pursue their transcripts. Those who were able to get a copy of their transcripts had to have them translated at their own cost. Those who were unable to get their transcripts had to fill out a form with the marks that they could recall and have this form signed by a notary public.

Education Recommendations:

- (1) A system or program in which financial support for education is geared toward the unique situation of newcomers and takes into account the debts they acquire coming to Canada and the challenges they are faced with in finding gainful employment.
- (2) When professionals immigrate to Canada they are disadvantaged because the academic qualifications they have are not accredited in most cases and the process to have them accredited is onerous. Facilitation of, and financial support for, individuals who are attempting to acquire transcripts, are having transcripts translated or are having their credentials evaluated for equivalency.

- (3) Assess newcomers' credentials prior to their arrival and provide them with information regarding their employment and educational prospects in Canada. If possible, this practice would reduce the amount of disillusionment experienced by newcomers.

Language Classes

Currently in Windsor, Language Instruction for Newcomers to Canada (LINC) classes are funded by CIC. The service providers that offer LINC classes include WEST, the Multicultural Council, the New Canadian's Centre, and Windsor Women Working With Immigrant Women. There are also other organizations in the city that offer English Second Language classes such as the Greater Essex County School Board. For those who require day care services, child minding is provided along with LINC classes where space permits and funds have been made available. Language classes are provided at a variety of times including night classes so that individuals are able to work or attend to other duties during the day. At the time of the study most English language classes had waiting lists.

Language classes were considered a basic need for Sudanese women, because many were not able to leave their house and interact with English speakers very often. For men these classes were considered a more advanced need, as most spoke some level of English, and most were concerned with meeting other needs. In most of the cases that the researchers experienced the immediate concerns of the Sudanese men revolved around being able to make money to support themselves, their families in Windsor and their family members who are refugees around the world. Similar to education an investment in language classes comes with opportunity costs that are basic needs for Sudanese families. This expensive trade-off is one that will continue until newcomers are able to eliminate much of their debts, or are able to combine language classes with paid employment that provides a more permanent source of income, Canadian experience, and a sense of contribution to the community. It is strongly recommended throughout this report

that program funders and service providers look at constructing programs that address all of these needs.

Language Classes Recommendations:

- 1) Provide more language classes in Windsor/Essex County as almost all local classes are operating with sizeable waiting lists.
- 2) Service agencies could maintain stronger contact with, and provide training for, local community and church groups or retirees, who would provide instruction for newcomers. This assistance could be extended to groups of women in their own homes so that day care would be less of an issue.

Other recommendations for this section are the same as previous sections. These include the following:

- (5) Provide more child minding spots with LINC classes.
- (6) Further assistance to newcomers to develop support groups within their community, and ongoing assistance to maintain these groups.
- (7) Provide a program that combines language acquisition with employment. Night classes do provide an opportunity for people to attend class after work. However, those who are in this situation spend most of their time away from their homes and their families. For individuals from family oriented cultures, such as the Sudanese, this option is not very desirable and may not be exercised.

Job Skills Training

Various job skills related training workshops/programs were provided by a variety of agencies in Windsor. Job clubs and job search workshops were provided by the Multicultural Council, Women's Enterprise Skills Training and the New Canadian's Centre. More specific employment skills training was also provided by the M.C.C. in a six-month Youth Services Canada project and by W.E.S.T. who provides computer and other job skills training for women.

Searching for a job in Canada, including the use of a resume and references, and undergoing interviews can be a complex process. To fully use it to one's benefit one must have an understanding of this process. Developing this understanding takes time. Most of the male interviewees had a resume created for them at one of the local service agencies. For women interviewees this was less of a concern because many felt the need to learn English before looking for a job. Three of the interviewees had attended job workshops or job skills training and had found them useful. For those that had not used these services, most said that they were either unaware of the services or that they would rather spend their time looking for a job than learning about how to find one. Interviewees seldom used the job skills related services because of a lack of information, and, as was mentioned with the other advanced needs, because of the opportunity cost that interviewees associated with time spent in class.

Job Skills Training Recommendations:

- 1) Include job skills training in a paid employment program.
- 2) Reduce the eligibility requirements for employment specific programming such as apprenticeship programs, upgrading and computer training.
- 3) Assess and expand current job related services to better accommodate newcomer's needs.

OTHER IDENTIFIED SETTLEMENT NEEDS

Transportation

Another need often mentioned by Sudanese interviewees was transportation. This included transportation to appointments, to job interviews, to jobs outside of Windsor, picking up household furniture and clothes and for family health care. Windsor's public transportation consists of bus service and taxi service. One of the first Sudanese newcomers had taken it upon

him/herself to assist many of the more recent newcomers with their transportation needs. For example, this individual arranged to contact, pick up and transport a majority of the interviewees to their interviews with the researcher. Although this voluntary service is commendable it should be considered a band-aid solution to an ongoing problem.

At one time the New Canadian's Centre had arranged for a bus service from downtown Windsor to Leamington where many newcomers were finding agricultural employment. However, the researchers were informed that this service was discontinued because of inconsistent use and because those who were using the service were often showing up late.

Health Care

Three health related issues were discussed by interviewees. These were overuse of clinics and under-usage of family doctors, the lack of information received about the health status of newcomers, and newcomers not understanding the requirements and responsibilities that go along with prescription drugs. One key informant who had often taken Sudanese newcomers to a physician had said that the long wait to see family doctors has meant that many newcomers are going to clinics. This also meant that they were not developing a relationship with a physician who would have an awareness of their medical history in Canada. In terms of the information received about newcomers' health status, service providers stated that it would be easier for them to provide the right guidance to newcomers if the government provided them with more information in this area.

Settlement Issues

Socio-Cultural Settlement Issues

Religious Issues

At the time of the study, all interviewees, except three, identified as Christians who had always been Christians. One interviewee identified as Muslim. Two interviewees stated that they had changed their religion. One interviewee changed his/her religion because he/she was living among Muslims and was not allowed to go to school unless he/she was Muslim. Since moving to Canada this person has continued to practice Christianity. The second person changed his/her religion from Muslim to Christian because of marriage.

The fact that almost all of the interviewees identified as Christians, reflects the social and political struggles in Sudan. As Christians are a minority group who are persecuted in Sudan by the Islamic government, it is expected that there would be a higher percentage of Christians emigrating from Sudan.

Interviewees mentioned a number of churches in the community that they were actively attending. Continuing their religious practices was stated as very important by many of the interviewees.

Attending church also proved very beneficial to the Sudanese community. Key informants and interviewees often stated that their involvement and the involvement of many church volunteers in assisting the Sudanese community began with assisting a Sudanese family who attended their church. This was the case for the Madonna House, who now currently assists 70 Sudanese individuals and 35 Sudanese families. The assistance that volunteers and staff from many churches around Windsor/Essex County have provided has included food, clothing,

furniture, transportation, free dental services, organizing community groups, affordable accommodations and general support and guidance.

Discrimination and Racism

Sudanese interviewees stated that many Canadians were good and/or very nice people. However, four interviewees stated that they had experienced racism while in Windsor. One interviewee described a situation at a previous job where he/she was having continuing problems with a couple of co-workers who were making it difficult for him/her to do his/her job. Once management became aware of this situation, appropriate action was taken to eliminate the problem. This story was the only specific example of overt racism discussed. The other three interviewees mentioned general experiences and perceptions of racism. The inability to find employment was linked by each of these interviewees to the discriminatory attitudes of employers. “In Canada, a person’s skin colour becomes extremely relevant in how s/he is treated, what s/he can access, what opportunities are available, basically what would be the quality of his/her life (Desai & Subramanian, 2000, p. 21).

Another instance of racism was related to the researchers second hand. This story describes a type of racism that provides a major challenge – racism between immigrant groups. One of the interviewees was familiar with a situation, in Windsor, in which a Sudanese person was badly beaten by other newcomers from a country in which southern Sudanese are sold as slaves. According to the story the researchers were told these newcomers referred to the Sudanese person as a slave. The Sudanese person, knowing their language, responded to these people stating that he/she was not a slave and was a free person living in Canada. This incited the beating. Newcomers, like the Sudanese, come to Canada as refugees, for humanitarian reasons, often escaping oppression at the hands of others. This has been the case for many

refugees from war torn countries. The racism, hate and discrimination that were the source of oppression and war in their country will not cease when people move to Canada. This is another form of racism that exists in Canada and that may take tremendous effort to overcome.

Cultural Differences

There are numerous cultural differences between Canada and Sudan. How these differences affect settlement, reveals two key questions that those who create and provide programs and services need to answer. The first question is to what extent should newcomers be expected to adapt to Canadian culture? The second question is to what extent should Canadian's adapt their culture to be more facilitating to newcomers? The answer to these questions underlie the extent to which newcomers are told that they must adapt to the 'Canadian system' to succeed, and/or the extent to which Canadians are willing to accept diversity and adopt flexibility as a means of assisting newcomers. These answers underlie the services, programs and amount of assistance that are provided for newcomers.

Interviewees from all three study groups stated that there were wide-ranging differences in culture between Canada and the countries that the Sudanese people had lived in prior to coming to Canada. Adapting to these differences has been difficult for many Sudanese to overcome. Desai & Subramanian (2000) stated a similar finding:

Sometimes the process of cultural adaptation is accompanied by feelings of loneliness, isolation and alienation, even helplessness and powerlessness, in individuals who find their values and customs to be more distinctly different and whose expectations are more discrepant with the realities that exist (p. 20).

Many of the cultural differences that were discussed by Sudanese interviewees related to the roles of the family and community in Sudan being quite different from roles in Canada. Domestic disputes, in Sudan, are dealt with by the elders of the family who provide guidance and make decisions for the family. In Canada this role is often taken by the police and by the court.

As well, a community consisting of extended relatives, in Sudan, is responsible for raising and caring for children. Without this type of support, in Canada, Sudanese mothers, and couples are isolated to raise their children without this support network.

Canada's hiring practices have also been a major barrier that has been difficult for the Sudanese to overcome. In Sudan, the use of a résumé and the formal job interview are quite rare. From many stories that were shared, if a person in Sudan is able to work and wants to work they are given a job. Those who do not want to work are seen as short-changing themselves, and not contributing to the community. In Canada the expression, 'it is who you know, not what you know' describes the system of informal networks that often lead to employment. The Sudanese have not had time to develop these networks and will need this time to do so, unless the system is changed to create more opportunities for newcomers.

Some of the cultural differences that made it difficult for Sudanese interviewees were those that longstanding members of the community might easily overlook. For example, one Sudanese person discussed a situation where one member of the community panicked because they did not have any money in their bank account and could not pay any of his/her monthly bills or buy food. Upon further review, another member of the community realized that this person actually had a fair amount of money in the bank. The person had been unable to read their bank machine printout, as this was a new experience for them.

Psychological Settlement Issues

Trauma

Trauma has been discussed in many of the sections throughout this report. Interviewees shared a variety of traumatic experiences including civil war, fleeing home, not being able to return to their home, witnessing their homes and villages destroyed, as well as seeing family and friends imprisoned, taken as slaves and or killed. Fleeing home, for many, often meant walking

long distances to find refuge in a foreign country. The condition that Sudanese emigrants had to live with in refugee camps and the inability to make a life in neighboring countries added to the trauma they were experiencing. One cannot expect new Canadians to easily overcome such experiences on their own, or in a short amount of time. This is especially true when it is compounded with the experiences of culture shock and the frustration of not being able to make a living in Canada. Once a newcomer has learned English, has started school or found a source of income, it should not be assumed that they are fully integrated. The initial trauma has not been dealt with and the trauma further continues while thinking about family and friends who have not found safety.

Loneliness and Isolation

Isolation was experienced by many of the interviewees, but was more commonly expressed to the researchers by, and about, Sudanese women. As has been discussed, many Sudanese women live a more domestic lifestyle, often staying at home tending to children and the household. Assuming this role in Canada and assuming this role in Sudan is quite different. In Sudan, women were supported by their entire community which consisted of many extended family members. In Canada, other members of the Sudanese community also provided this ongoing assistance. However, this support in Canada was much more limited than what would be provided at home. The need for affordable housing meant that this community was dispersed across the city and the county, and a large majority of the members of the community were busy continually tending to their own needs. Thus, the interviewees found that they do not get the same amount of support or the same strong sense of community that was an integral part of everyday life in Sudan. This concern was expressed in Michalski and Habib's (1997) study where Canadian homes and culture were described by participants as isolating, in comparison to

the cultures and homes of other countries which enable people to see and interact with individuals on a regular basis.

Stress/Anxiety

One interviewee stated that while he had heard about it, he/she had never really felt stress before. This statement was in reference to the stress that he/she was now feeling associated with work and school and his/her financial situation in Windsor. Stress has been found to be a major issue among newcomers. “The process of immigration, of uprooting oneself from the familiarized comfortable and resettling in an unfamiliar environment is in itself a stressful experience. Fitting in, making friends, and getting a sense of belonging can be an overwhelming challenge” (Desai & Subramanian, 2000, p. 51). The settlement process itself is full of stressful experiences. In addition, there are many other stressful experiences for newcomers. In Legrand’s (2000) study, 61% of respondents rated their stress levels as above average to very high. The major stressors, in order, were employment, reunification of family, and English proficiency. The stress felt by Sudanese interviewees could be tied to a number of elements of resettlement including the following

- Lack of finances for accommodations, basic needs, to repay debts and to go to school.
- Inability to find a job even though actively searching for long periods of time.
- Concern for relatives who are in refugee camps, areas where diseases are prevalent, in war zones or that they had not heard from in years,
- Differences in cultural practices

Stress associated with their current situations in Canada was a major concern for Sudanese interviewees. In most cases, however, this stress was overshadowed by the stress associated with their concern for family members in war zones and disease stricken areas in Africa. Two of the interviewees were in tears while talking about their concern for family members and their inability to help them. Many interviewees discussed family members that

they had not seen in many years, family members who they were unable to locate, and family members that they wanted to bring to Canada but had been unable to assist. This concern for family members was stated in Michalski and Habib's (1997) study where the researchers concluded that there was not "enough attention [paid] to family reunification issues, which continues to be a source of stress or even psychological turmoil for some refugees" (p. 28). Compounding this stress is the pressure that many of the Sudanese have placed on themselves to find employment, which many have not been able to do, so that they are able to financially assist their relatives.

Psychological Issues Recommendations:

- 1) Provide trauma debriefing and stress management.
- 2) Train service providers to understand and implement strategies to assist people with their psychological needs.
- 3) Creation of a Trauma center.
- 4) Establish a network of groups to provide socialization and educational components to alleviate isolation.

FINAL RECOMMENDATIONS

Assistance was provided to Sudanese interviewees by a variety of individuals including friends, family, community volunteers, public servants and other service providers. It was evident that those who had assisted the Sudanese interviewees were faced with the challenge of meeting a variety of needs and issues. The recommendations that were provided throughout this report addressing many of these needs and issues included:

Accommodations

- 1) Temporary housing which provides affordable accommodations while newcomers are establishing an income and/or searching for more permanent housing.
- 2) Identify newcomers as a priority group for subsidized housing.

Life Skills

- 1) Life skills training should be provided on rights as tenants and the utilization and cost of utilities.
- 2) Continued assistance/guidance with household chores and responsibilities.
- 3) An ongoing case management approach which would enable service providers to provide support, and guidance and the assist in the development of basic “North American” life skills over an extended period of time. Some of these skills would include banking, shopping, budgeting, household chores and responsibilities, use of utilities, recreation.
- 4) An assistance program that is available on weekends and after work hours.
- 5) Further assistance for churches and other community groups who make a concerted are making an effort to provide assistance. This assistance would not have to be financial but would include providing resources and information, and inclusion into service providers’ networks. This assistance would have to be provided in a manner that would not further limit or restrict the abilities of these groups but further enhance them.

Income Recommendations

- 1) Enhance access to positions, further training and/or upgrading in positions similar to previous employment experiences and/or the previous lifestyle of newcomers. For example, many of the Sudanese male interviewees had an agricultural background based on the lifestyle of their home communities.

- 2) A formal non-profit employment service that is able to work along the lines of an employment agency that would link newcomers with positive employment experiences and addresses the unique needs of newcomers.
- 3) Joint programs between financial assistance providers (Social Services, CIC), and employment service providers (HRDC). In such a program newcomers would receive adequate financial remuneration while learning about North American employment skills and practices as well as addressing cultural barriers and language needs. Arrange, either through a program or with community organizations to create a learning, employment situations. These placements provide Canadian experience, independently earned money, knowledge of the Canadian work environment, references, contacts, and confidence.
- 4) Service providers should actively develop and maintain strong partnerships with local employers who are willing to make a commitment to hire and patiently train and instruct newcomers. Such efforts must go beyond the informal and social contacts that providers can call occasionally or that contact service providers occasionally to inform them of a job opening.
- 5) Create more opportunities for newcomers to meet and socialize with community figures and employers in a 'safe' environment. This will assist them in creating a social network of references, increase confidence and create possible contacts for jobs.
- 6) Reduce the eligibility requirements for employment specific programming such as apprenticeships, programs, upgrading and computer training.
- 7) Recognize and provide support for individuals who are demoralized and discouraged by having to accept financial assistance, who perceive a diminished professional/social status by only being offered positions below the training level of their past experience, or who are only

being offered positions that are outside of their traditional roles (ie., kitchen work viewed as woman's work).

- 8) Newcomers have to pay for their plane tickets and medicals after they arrive in Canada. This places undue hardship on the individual at a time when their income is already at subsistence level. This policy should be reviewed to better assist the new comer in his/her adjustment to the financial practices of the western world.
- 9) The current practice of Immigration at a local level is to document individuals upon arrival, provide financial assistance and monitor 20% of the population in the first year of residency. All the groups interviewed felt that Immigration should play a more active role in the orientation of newcomers. For example, establish a program for all newcomers not just those who are in English classes that discusses issues such as Canadian educational, social and political systems, social assistance policies rights and responsibilities etc.

Language Acquisition Recommendations

- 1) Provide more child minding spots with LINC classes.
- 2) Further assistance to newcomers to develop support groups within their community, and ongoing assistance to maintain these groups.
- 3) As was mentioned in Employment Recommendations, provide a program which combines language acquisition with employment.
- 4) Further support for women in a manner which provides more opportunities to socialize outside of the home and interact with English speakers.

Advanced Needs:

Education Recommendations:

- 1) A system or program in which financial support for education is geared toward the unique situation of newcomers and takes into account the debts they acquire coming to Canada and the challenges they are faced with in finding gainful employment.
- 2) Facilitation of, and financial support for, individuals who are attempting to acquire transcripts, are having transcripts translated or are having their credentials evaluated for equivalency.
- 3) Assess newcomers' credentials prior to their arrival and provide them with information regarding their employment and educational prospects in Canada. If possible, this practice would reduce the amount of disillusionment experienced by newcomers.

Language Classes Recommendations:

- 1) Provide more language classes in Windsor/Essex County as almost all local classes are operating with sizeable waiting lists.
- 2) Service agencies could maintain stronger contact with, and provide training for, local community and church groups or retirees, who would provide instruction for newcomers. This assistance could be extended to groups of women in their own homes so that day care would be less of an issue.

Other recommendations for this section are the same as previous sections. These include the following:

- 1) Provide more child minding spots with LINC classes.
- 2) Further assistance to newcomers to develop support groups within their community, and ongoing assistance to maintain these groups.
- 3) Provide a program that combines language acquisition with employment. Night classes do provide an opportunity for people to attend class after work. However, those who are in this situation spend most of their time away from their homes and their families. For individuals from family oriented cultures, such as the Sudanese, this option is not very desirable and may not be exercised.

Job Skills Training:

- 1) Include job skills training in a paid employment program.

- 2) Reduce the eligibility requirements for employment specific programming such as apprenticeship programs, upgrading and computer training.
- 3) Assess and expand current job related services to better accommodate newcomer's needs.

Psychological Issues:

- 1) Provide a trauma debriefing and stress management.
- 2) Train service providers to understand and implement strategies to assist people with their psychological needs.
- 3) Creation of a Trauma center.
- 4) Establish a network of groups to provide socialization and educational components to alleviate isolation.

General Recommendations:

In addition to the recommendations made throughout the report, the researchers developed other recommendations by general ideas from the interviews.

Increasing Resources

Service providers stated that one of their major challenges has been providing a variety of services for a variety of needs on a limited budget. Employees of all ten service providers stated that a lack of human and financial resources was a major barrier for their organization. While making more money available would be beneficial to these organizations, many of the recommendations provided by service providers also suggested that better coordination of services could increase the effectiveness and efficiency of programs and services. If coordinating services by strengthening networks between organizations, and further developing informed services was effective it could potentially reduce the need that service organizations were feeling for more money.

Knowledge of Issues and Needs

Studies such as this, conducted along with newcomers and members of the community who are assisting them, share information that is valuable to local service providers and federal funders. They have the potential to increase the awareness of general community members about the needs felt by, and the issues experienced by, new Canadians. The recent steps that the Ontario Administration of Settlement and Integration Services has taken to make such studies available to the public, such as providing them on the internet, are excellent steps to increasing the awareness of assistance providers. Strengthening information networks between local service providers and between service providers and community groups is also a means of enhancing the flow of information in the community. Overall, the more information that is available to, and within, the community increases the ability of assistance providers to understand issues and needs and take informed steps to dealing with them.

Knowledge of Services

The Madonna House in Windsor provides an excellent example of two related challenges faced by assistance providers. The first is how to disseminate information within a new community. The second is the challenge associated with being an organization that is identified as the 'people who are able to help', yet that lacks the human and financial resources to assist numerous individuals with numerous needs. When the first newcomers from a culture, region, country or tribe move to a new country, they will search out means of meeting their needs. In attempting to meet these needs they will find particular groups, individuals, organizations and/or strategies more successful than others. Their experiences are what they have to draw from when they provide assistance and guidance to other newcomers. Therefore, one of the challenges of assistance providers is to contact and assist people as early as possible in the new community. All of the interviewees, except three, made reference to at least one of the first Sudanese newcomers as individuals who had helped them with many needs. This was also evident in the

fact that these individuals, with whom the researchers had continual contact, were constantly moving around the city helping other Sudanese people. Getting the right information to these community leaders, as early as possible, and showing them how the services work is a major step to ensuring that the correct information will be shared within newcomer communities.

The Madonna House is a church based organization. Their involvement with the Sudanese community began when they assisted a Sudanese family who was a member at their church. Over the last three years a majority of the Madonna House's efforts had been in helping the Sudanese community. At the time of the research the Madonna House set aside a period of time to catch up on all of their work. Many of the Sudanese interviewees mentioned the Madonna House as an organization that had helped them, and a small group of interviewees stated that they were the only organization that had been able to help the community. It is likely that this perception is being shared to more recent arrivals and will continue the influx of people to the Madonna House for assistance.

Service providers connections with key figures/volunteers in the community and/or community elders are important. The members within the community that are turned to on a continual basis are those who are relied upon for information about where to go to find assistance with different needs and issues. Assistance providers need to encourage 'key' community members to contact and/ or visit many of the service providers to find out what assistance is available in the area.

Engaging the Broader Community in Assisting Newcomers

The responsibility to assist in the settlement process should not fall solely on friends, family, volunteers, service providers, the government and the newcomers themselves. Each play a vital role, but those who can play the most vital role are the general community. To make the

settlement process more successful there is a need for people to provide affordable housing, training, jobs and general assistance to newcomers. Generating this type of support and trust in the community is a very difficult task. A landlord can rent accommodations at a high price to a Canadian citizen when there is a low vacancy rate. Employers can hire those who already have the skills necessary to do the job so that they don't have to invest in training people. For many this 'makes sense'. The challenge of assistance providers is to convince community members to stray from this approach and invest not just in their finances but also in improving the quality of life for others. In many cases, service providers may have to increase pressure on the community to play a pro-active role in assisting newcomers.

Dealing With Individual Differences and Examining the Assumptions on which programs are Based

If newcomers are willing to offer the information, service providers may want to learn more about them as individuals. This would include learning about their reasons for emigration, the conditions under which they came to Canada, what their experiences have been like in Canada, their support network, and their financial situation. Information in any of these areas, in this study, were found to have a major influence on the motivation and the psychological state of interviewees. As such they played an important role in determining what type of services and assistance best met the needs and issues of the Sudanese interviewees. Services and service providers must be provided with the flexibility, and must exercise this flexibility to ensure that programs and services are setup in a manner that best meets the needs of individual clients. The alternative is trying to fit newcomers into programs that are perceived as good for all newcomers.

Throughout this report it was found that if the assumptions that current services were based on were not in line with the assumptions and needs of newcomers, then the very nature of the services themselves could be perceived as discriminatory and limiting. For example Sudanese men perceived employment and independently earned income as an immediate need. This need counters the assumptions of those who believe that language and long term focused programs are immediate needs and employment 'naturally' must come later. For example, from Michalski & Habib's (1997s0 study,

Key informants expressed some frustration that the young men appeared to be more intent upon working rather than continuing with their education. Their sense was that those who refused to continue with their language training in particular were likely doomed with respect to their long term employment prospects” (p. 23).

In such a situation it may be with the best intentions of the key informants that they make have such a concern, however some newcomers have serious financial concerns, and many of the long term programs and language classes do not address these concerns.

Gathering and disseminating information on the needs of newcomers is a first step to fully analyzing the need for and success of current programs. Beyond this, service providers and funders may want to conduct an in depth analysis of the services provided examining the assumptions on which they are based. After doing so, more programs should be created that meet the immediate needs perceived by newcomers.

Appendix A: Sudanese Population Interview Schedule

Personal History

- 1.) How old are you?
- 2.) Where did you live in Sudan?
- 3.) Do, or did you, belong to a tribe?
- 4.) What other countries have you lived in?
- 5.) When, and for how long did you live in each country?
- 6.) Why did you leave these countries?
- 7.) Do you have children?
- 8.) Who takes care of your children?
- 9.) What is your religion?
- 10.) Have you ever changed your religion?
- 11.) Do you have any family or friends in Canada or the United States?
- 12.) Were they here before you came to Canada? If so were you in contact with them before you came?
- 13.) Is there anyone that you support financially (not in Canada)?
- 14.) If so, where are they located?
- 1.) What languages did you speak when you came to Canada?
- 15.) What languages did you read when you came to Canada?

Immigration into Canada

- 1.) When did you come to Canada?
- 2.) Why did you come to Canada?
- 3.) What information were you given prior to coming to Canada?
- 4.) What did you believe was in Canada for you?
- 5.) Where did you get information about Canada?
- 6.) What information have you found was correct/incorrect?
- 7.) What city were you supposed to come to when you moved to Canada?
- 8.) Have you changed cities since you moved to Canada? If so, Why?
- 9.) What did you want to do when you came to Canada?
- 10.) What has prevented you from doing this?

Settlement Issues - issues relating to settlement needs and service agencies in Windsor and Essex County

- 1.) What are the things that you have needed since you moved to Canada?
- 2.) What persons, groups and/or organizations have helped you get these needs?
- 3.) What did they do for you?
- 4.) Did you experience any problems communicating with them?
- 5.) How did you find out about (the different service providers)?
- 6.) What did you find out about them?
- 7.) Did you feel comfortable with them?
- 8.) Were they able to help you?
- 9.) Were you satisfied with the help that they gave?
- 10.) Have you experienced any other problems since you moved to Canada?

- 11.) Have you received any financial assistance while in Canada?
- 12.) Who did/do you receive this from?
- 13.) How has your assistance/pay/salary helped you?
- 14.) How has your assistance/pay/salary not been able to help you?
- 15.) What more can Canada and the Canadian government do to help newcomers?

Work/Education

- 1.) What was your education prior to coming to Canada? (other countries)
- 2.) Where did you work prior to coming to Canada?
- 2.) Have you worked in Canada? Where, How long? When?
- 3.) How did you get your jobs?
- 4.) If applies **Why did you choose to use employment agencies?
- 5.) Where did you find out about the employment agencies?
- 6.) What other means have you used to try and get a job?
- 7.) What jobs have you applied for?
- 8.) What was the response?
- 9.) Have you attended school in Canada? (other countries). Where, How long, when?
- 10.) How did you find your school?

Social, Political & Cultural Issues

- 1.) Where have you made friends in Canada?
- 2.) Who do you usually socialise with?
- 3.) What has been your involvement with the Sudanese community in Canada?
- 4.) What different groups exist within the Sudanese community?
- 5.) What types of disagreements have you experienced within the Sudanese community?
- 6.) Has the Sudanese community assisted you? If so, how?
- 7.) What has the Sudanese community not been able to help you with?
- 8.) What aspects of Canada have made it easier for you to live the way you want?
- 9.) What aspects of Canada have made it difficult for you to live the way you want?
- 10.) What associations or groups do you belong to?
- 11.) Have you come across anyone who was unwilling to help you or that you were uncomfortable with?

Appendix B: Service Providers Interview Schedule

1. What services does your organization provide?
2. What are your objectives in providing these services? (What are you attempting to achieve)
3. How are your services chosen?
4. What kind of interaction does your organization have with immigrant and refugee populations?
5. Do you have any specific procedures for assisting immigrants and refugees?
6. Do you have any specific policies for assisting immigrants and refugees?
7. Do you have positions designated specifically for assisting these populations?
8. Do you receive any information about these populations prior to providing services?
9. Would/Does this information better help you to prepare for assisting immigrant and refugee populations?
10. What type of (or other) information would you require?
11. What would enhance the current services that you provide for newcomers?
12. From your experience, describe additional services that your organization has been unable to provide that would assist newcomers to Windsor/Essex County?
13. What is inhibiting you from providing these services?

Appendix C: Key Informants Interview Schedule

1. What has been your involvement with newcomers to Canada?
2. What has been your involvement with Sudanese newcomers?
3. How long have you been involved with _____?
4. How did you become involved?
5. Why did you become involved with newcomers?
6. How often are you in contact with the newcomers that you are involved with?
7. What have you been able to assist these newcomers with?
8. What have been unable to assist these newcomers with?
9. What settlement issues can you identify for Sudanese newcomers?
10. What settlement needs can you identify for Sudanese newcomers?
11. What assistance is available for these newcomers in the community?
12. What assistance is not, but should be available in the community?
13. What opportunities can you identify for these newcomers in Canada, Windsor?
14. What obstacles can you identify for these newcomers?
15. What more can the Windsor community do to help newcomers/Sudanese?
16. What more can the government do to help newcomers/Sudanese?
17. What can the Sudanese community do to assist in their own development?