

Supports Available to Newcomer Families Fleeing Conflict

Can Administration provide information on supports that are available for newcomer families fleeing conflict in their home country including such things as access to Everybody Gets to Play, Everybody Rides and translations services, and information on how these services are being promoted?

Overview of Supports Available for Newcomers

Strathcona County offers valuable resources and information to newcomers to Canada, including refugees from Ukraine and other countries. The County helps immigrants and refugees learn about their new community by providing information about subsidized programming and connects newcomers and their families to services and supports.

The following supports are available to newcomers and their families through Strathcona County:

Support	Overview
Everybody Gets to Play	The Recreation Access Program (Everybody Gets to Play) provides a free Active Pass and reduced-fee programs for residents with limited incomes. Ukrainians arriving in Strathcona County under the Canada Ukraine Emergency Authorization for Travel, who are displaced by the conflict and are entering Canada on or since Feb. 24, 2022, are eligible for recreation subsidies. Strathcona County Recreation, Parks and Culture is also working collaboratively with Strathcona County Family and Community Services (FCS) to provide free bike helmets to individuals who may need them.
Everybody Rides	The Everybody Rides Program lowers the cost of bus passes for residents with limited incomes. Ukrainians arriving in Strathcona County under the Canada Ukraine Emergency Authorization for Travel, who are displaced by the conflict and are entering Canada on or since Feb. 24, 2022, are eligible for transit subsidies.
WECAN Food Basket Society	The WECAN Food Basket Society offers fresh and safe food at an affordable price. Clients register with the service and pay an annual membership of \$5; each food basket is \$35. The program is funded by the WECAN Food Basket Society and administered by the Strathcona County Family Resource Network.
Newcomer Connector	Newcomer Connector is a program offered through FCS that provides an opportunity for newcomers to connect with other newcomers and learn how to access support and resources in the community. The Newcomer Connector webpage also outlines supports and services for newcomers and their families.
Solutions Navigation	FCS's Solutions Navigation team helps community members, including newcomers, build skills, untangle complicated

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	<p>situations, and figure out next steps together. Navigators can also support with filling out forms and applications, be a listening ear, and support with navigating community services and resources.</p> <p>Examples of resources Solutions Navigators help residents access include financial support, housing information, and employment support. Clients can call or walk in five days a week; no appointment needed. Evening hours are also available.</p>
Counselling Services	"Pay what you can afford" call-in and walk-in counselling sessions are available to community members, including newcomers, through FCS. No appointment is needed.

The following supports are available to newcomers and their families through Strathcona County's non-profit and community partners:

Support	Overview
Community Adult Learning and Literacy Society (CALLS)	CALLS is a non-profit organization funded by the Government of Alberta which offers language and literacy learning opportunities to adult residents in Fort Saskatchewan and Strathcona County. Their programming focuses on adult learners who face barriers accessing learning opportunities.
Strathcona County Library	The Strathcona County Library offers resources and classes to support new immigrants and English-language learners. The library also has a dedicated settlement practitioner who can help newcomers with tasks such as finding a place to live, obtaining documentation, setting up bank accounts, and assisting students in adjusting to a new school.
Strathcona County Diversity Committee	The Strathcona County Diversity Committee is a grassroots organization aiming to strengthen Strathcona County by embracing diversity. The committee celebrates diversity in Strathcona County, identifies and works through challenges newcomers face and promotes safety and inclusion for all people.

Ensuring Accessibility and Promotion of Services and Supports to Newcomers

The FCS Solutions Navigation team works closely with newcomers to connect with relevant support services and transition to life in a new community. Solutions Navigation works with newcomers to understand their challenges and create an action plan to access community resources to help fill any gaps.

To ensure accessibility of supports and services for newcomers and their families, FCS staff utilize an interpretation service called the [Language Line](#). The language line provides language translation services in 240 languages, including Ukrainian. In addition, the Solutions Navigation team has staff members fluent in various second languages, including Ukrainian.

Strathcona County has developed the webpage "[Standing with Ukraine](#)" to address the needs of Ukrainian newcomers and those supporting newcomers. The webpage outlines how Strathcona County residents can help Ukrainians and also provides information for Ukrainians coming to

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Canada. In addition to the webpage, many newcomers also learn about County services through word of mouth and social media, including Facebook groups.

The Solutions Navigation team works closely with other non-profit organizations and faith-based groups in the County to connect with newcomers. FCS has a close relationship with the Edmonton Immigrant Services Association's Settlement Practitioner, who works at the library several days a week to help newcomers. FCS also works closely with the Multi-Cultural Health Brokers Cooperative in Edmonton to connect with newcomers living in Strathcona County. Ukrainian Canadian Social Services is a first point of contact for many Ukrainian refugees and refers newcomers living in Strathcona County to FCS for additional supports.

In addition to these relationships, Family and Community Services promotes supports and services to individuals in need via social media, print based advertising, and community outreach. Local churches and service clubs have also been active in welcoming newcomers and connecting them with community support and social connections.