

ATLANTIC IMMIGRATION SPOTLIGHT ON DATA



SETTLEMENT SERVICE USE BY REFUGEES IN ATLANTIC CANADA

Refugees rely heavily on settlement services, with the average refugee in Atlantic Canada accessing three different types of service.

Between 2015 and 2024, 21,775 refugees were admitted to Atlantic Canada; during the same period, 21,965 refugees accessed settlement services in the region. Refugees are most likely to use information and orientation services, followed by community connections, needs assessment, language assessment and training, and employment services.

Service providers can support refugees by providing wraparound services that respond to multiple and often overlapping needs. Regional coordination can also help to enhance service access, although organizations should be aware of the various obstacles that may prevent refugees from accessing services.

WHAT IS THE DATA?

Figure 1 (see next page) shows settlement service use by refugees in Atlantic Canada, with data combined for the four Atlantic provinces. Figure 2 shows each service as a percentage of total service use by refugees, which is broken down for each Atlantic province. All data is for January 2015 to December 2024.

- **Clients.** The total number of refugees who used each service type. It includes government-assisted refugees, privately sponsored refugees, and blended sponsorship refugees. Because each client may use multiple services, the sum of clients across service type is greater than the number of unique clients. As discussed below, almost all refugees access settlement services at some point.
- **Service type.** The type of settlement service used by refugees. Data does not include the [Resettlement Assistance Program \(RAP\)](#), which specifically supports government-assisted refugees. Service Delivery Improvement is excluded because it is less than 0.2% of services.

SERVICE USE BY REFUGEES IN ATLANTIC CANADA 2015-2024

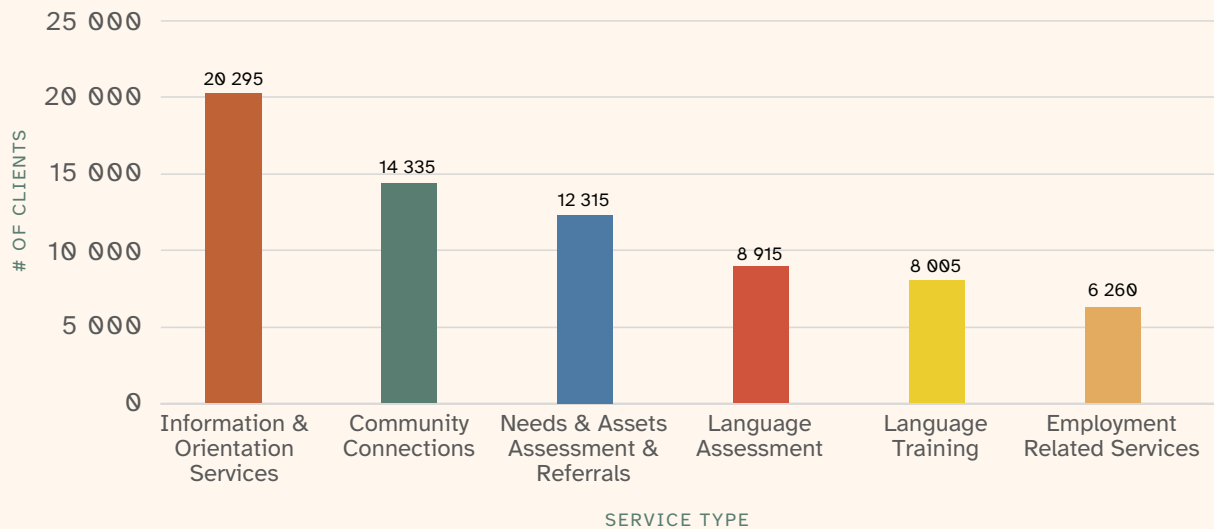


Figure 1: Service use by refugees in Atlantic Canada, January 2015 to December 2024.

SERVICES AS % OF TOTAL SERVICE USE BY REFUGEES 2015-2024

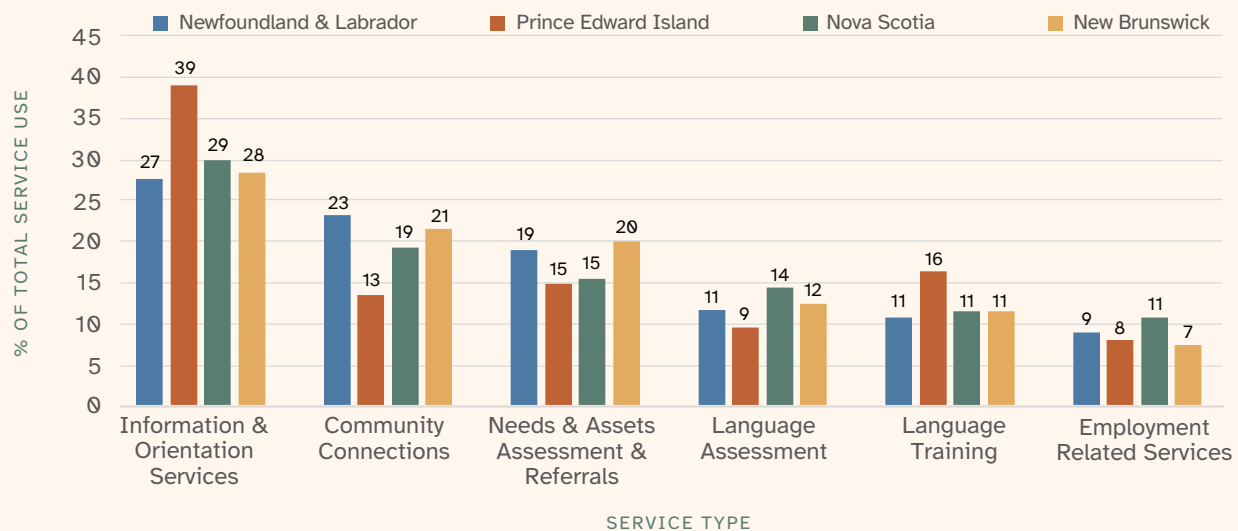


Figure 2: Settlement services as a percentage of total service use by refugees in each Atlantic province, January 2015 to December 2024



WHAT DOES THE DATA SAY?

- **Most refugees use settlement services.** The number of unique clients who received services between January 2015 and December 2024 (21,965) is nearly identical to the number of refugees admitted to Atlantic Canada for the same period (21,775). The difference can be attributed to service users admitted before January 2015.
- Refugees tend to rely on multiple services. On average, **each refugee used three different types of service** (i.e. total service use divided by unique clients). For example, the majority of refugees used information and orientation services (92% of refugees), community connections (65%), and needs assessment (56%). A considerable proportion used language assessment (41%), language training (36%), and employment services (28%). Lower use of language and employment services is partly attributed to refugee children, who have limited eligibility and/or need for these services.
- **Refugees in Atlantic Canada are most likely to use information and orientation services**, which account for 29% of total service use. Community connections (20%) and needs assessment (18%) are the next most frequently used services, while language assessment (13%), language training (11%), and employment services (9%) are used least frequently.
- Rates are similar for Newfoundland and Labrador, Nova Scotia, and New Brunswick. However, rates and ranking for Prince Edward Island differ from the regional average. On PEI, information and orientation services are by far the most frequently used service type (39% of service use), with language training, needs assessment, community connections, language assessment, and employment services further behind.

WHAT DOES THE DATA MEAN FOR SETTLEMENT AND INTEGRATION?

- **Wraparound services are crucial to the settlement and integration of refugees.** Refugees in Atlantic Canada rely on multiple types of service; even the least frequently used services are accessed by nearly a third of refugees. By offering multiple, interconnected services at a single location, service providers can better meet the diverse needs of refugees.
- Regional coordination can help to address the needs of refugees. Refugees may encounter greater obstacles to service access in certain areas, such as small centres and rural areas. **Regional coordination can support the sharing of promising practices, enhance client referral, and better connect refugees with the service providers and services they need.** This can include service mapping as well as regional knowledge sharing, communities of practice, and other forums for dialogue between organizations.
- It is important to note that service use provides only a partial picture of service demand. In particular, **it does not reflect clients who need a service but are unable to access it** (i.e. due to lack of public transit, need for childcare, language requirements, limited program capacity or availability). Comparing this data with an organization's own program data (e.g. waitlists) may help to **identify obstacles and barriers** to program participation.

SOURCES:

Data is from IRCC's monthly updates on Open Government. Data has been combined for Newfoundland and Labrador, Prince Edward Island, Nova Scotia, and New Brunswick.

Immigration, Refugees and Citizenship Canada, "Resettled Refugees – Monthly IRCC Updates," Open Government. Record ID 4a1b260a-7ac4-4985-80a0-603bfe4aec11. [Resettled Refugees – Monthly IRCC Updates](#)