

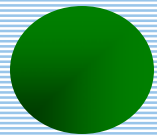


Settlement and Adaptation

Settlement is...

A long-term, dynamic, two-way process through which newcomers would ideally achieve equality and freedom of participation in society

The (re)settlement continuum



Acclimatization

Adaptation

Integration

Settlement Planning & Implementation

Required settlement assistance:

- Reception
- Housing
- Clothing
- Food
- Transportation
- Schooling
- Childcare
- Any other additional living expenses
- Emotional, moral and other logistical and settlement assistance

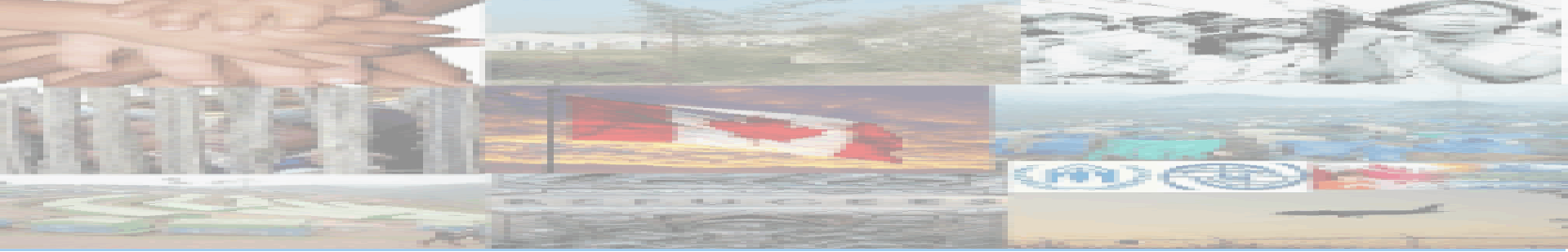


sponsored refugees should not be accessing social assistance during the sponsorship period



My role during the settlement phase is to...

- to facilitate
- to empower



What is *empowerment*?

enabling [someone] to gain greater control over [his/her] environment and attain [his/her] aspirations

How can I empower?



Empowerment and Ethics

Ethical practice

- Confidentiality
- Self-determination (independence)
- Boundaries
- Participatory



Case Scenario

Abida and her family were sponsored 2 months ago from a refugee camp. They have endured torture and do not know who if any of their family members have survived the violence in their home town. Abida has left behind a sister who does not have any means of supporting herself in Yemen. Due to recent unrest in the country, Abida has been worried about her sister and wants to support her. Your group learned that she sent money to her sister from the monthly allowance that you have been giving her. Some members of the group were not happy as they felt that she should have used the little amount of money to feed herself and the children. The funds were raised with the help of a number of volunteers and were intended for sponsorship purposes only.

Do you agree with members of this group?

Expectations

A young couple moves into a new neighborhood.

The next morning, the young woman sees her neighbor hanging the wash outside.

That laundry is not very clean, she said.

She doesn't know how to wash correctly.

Perhaps she needs better laundry soap.



Her husband looked on, but remained silent.

Every time her neighbour would hang her wash to dry, the woman made the same comments.

About a month later, the woman was surprised to see a nice clean wash on the line and said: *Look, she has learned how to wash correctly.*

I wonder who taught her this.

The husband said, *I got up early this morning and cleaned our windows...*



Remember that...

- No one is a refugee by choice – forced to flee out of fear for their lives and liberty
- Major coping supports missing
- New pressures
- Experience of trauma → Post-Traumatic Stress Disorder (PTSD)
- Culture shock



distress

What happens during settlement...



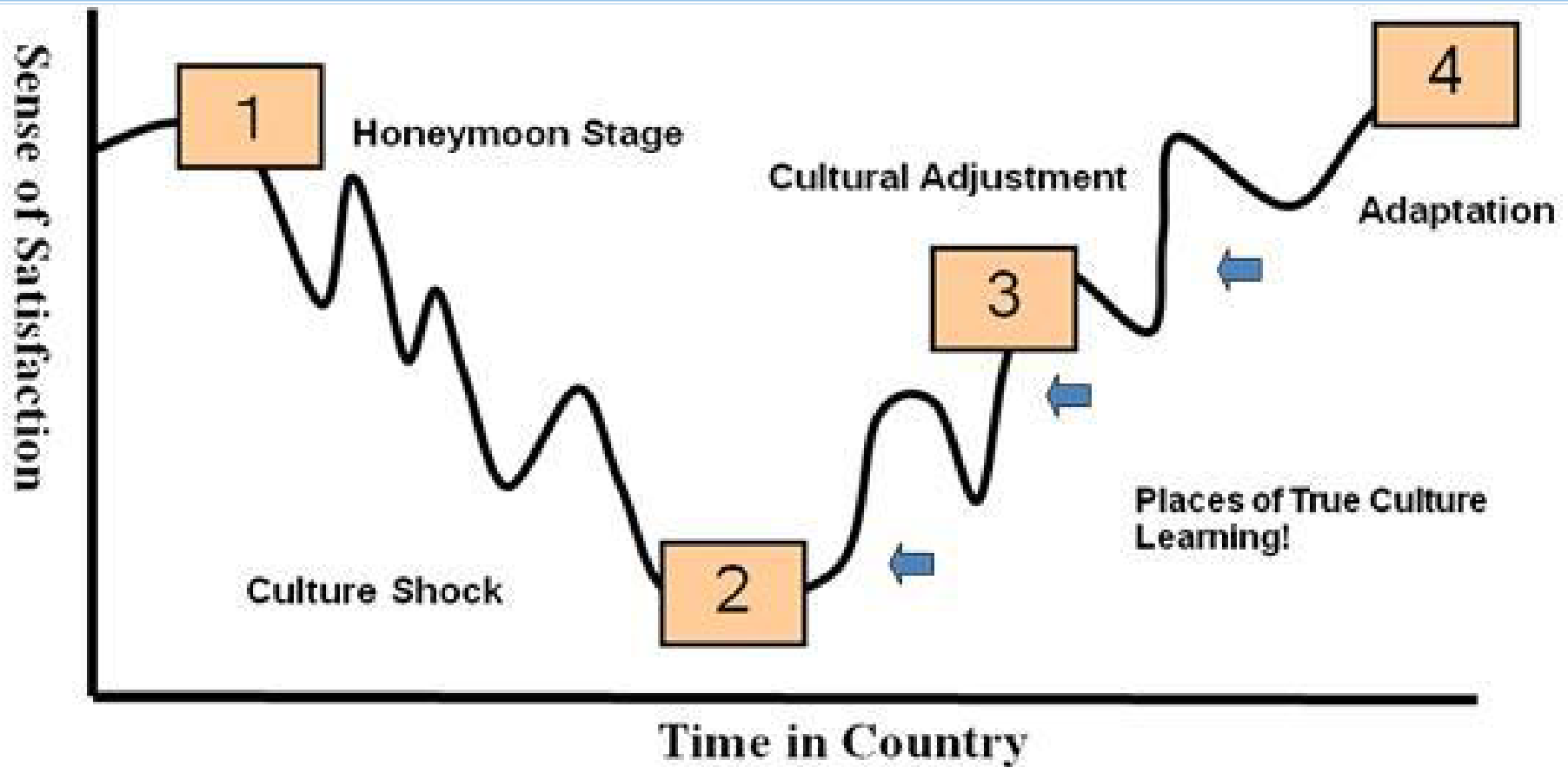
**2. CONFRONTATION,
CRISIS & CHALLENGE**

1. HONEYMOON

**3. STAGE OF
RECONSTRUCTION
(RECOVERY)**

4. ADJUSTMENT

What happens during settlement...



Adapted from "Maximizing Study Abroad", University of Minnesota

Four Stages of Cultural Adjustment

STAGE	CHARACTERIZED BY:	SUPPORT TO PROVIDE DURING THIS STAGE
Honeymoon Stage	An initial reaction of enthusiasm, fascination, admiration, and cordial, friendly, superficial relationships with hosts. (Note: Refugees have not come to Canada by choice, and may be less enthusiastic.)	<ul style="list-style-type: none"> • Provide orientation and information • Focus on the practical aspects of becoming competent in the new situation (i.e. getting around, looking for a job, language training).
Challenge and Crisis	Differences in language, concepts, values, and symbols lead to feelings of inadequacy, frustration, anxiety, and anger. During this time, studies show that most people find the most difficult situations to be: <ul style="list-style-type: none"> • Making friends your own age • Dealing with someone who is cross • Approaching others • Appearing in front of an audience • Getting to know people in-depth, intimately • Understanding jokes, humour, sarcasm • Dealing with people staring at you • Being with people that you don't know very well • Complaining in public/dealing with unsatisfactory service 	Give empathy, friendship and support; accept that anger and frustration are normal and legitimate. <ul style="list-style-type: none"> • Share information about culture shock. • Help newcomers to see their competencies. • Provide opportunities for the newcomers to talk about their culture. • Provide opportunities to learn together about cross-cultural communications. • Talk about the most difficult situations. Share how these things are dealt with in both your cultures. • Share jokes from your different cultures; talk about why they translate (or not). • Set up a fun time for role plays or role reversals (see Appendix). • If the newcomers are suffering from post-traumatic stress disorder or other psychological problems, help them to find appropriate help.

Four Stages of Cultural Adjustment

STAGE	CHARACTERIZED BY:	SUPPORT TO PROVIDE DURING THIS STAGE
Recovery	<p>The crisis is resolved as the person learns the language and culture of the host country. Life factors known to reduce stress and aid recovery include:</p> <ul style="list-style-type: none"> • Time • Having a sense of purpose • Being socially or politically involved • Having opportunities (esp. re: career) • Maturity • Having strong social support • Having structure in one's life • Equal or greater status than before 	<p>You will notice that in a number of these areas, neither you nor the newcomer has any control. In fact, in some areas such as <i>status</i>, newcomers are very likely to be worse off than before. However, there are things you can do to enhance a sense of purpose, belonging, and structure. During this time:</p> <ul style="list-style-type: none"> • Work with the newcomers to find employment and to map out an employment strategy that will lead to a fulfilling job. • Help the newcomers to see the positive contribution they are making to your community. • As the newcomers' English abilities increase, set aside more times for storytelling—this is both an opportunity for the newcomers to teach you about their situation, and a way for them to structure/make sense of events.
Adjustment	<p>Newcomers begin to work in and enjoy the new culture, though there may be some instances of anxiety and strain</p>	<p>Continue to provide friendship and support; and continue to expect to learn as you walk alongside the newcomer¹</p>



Stages of Cultural Adjustment

Video clip: Lost Boys of Sudan (2003)

<http://youtu.be/-Giwujxh2No>

What stage of cultural adaptation/shock are they experiencing?

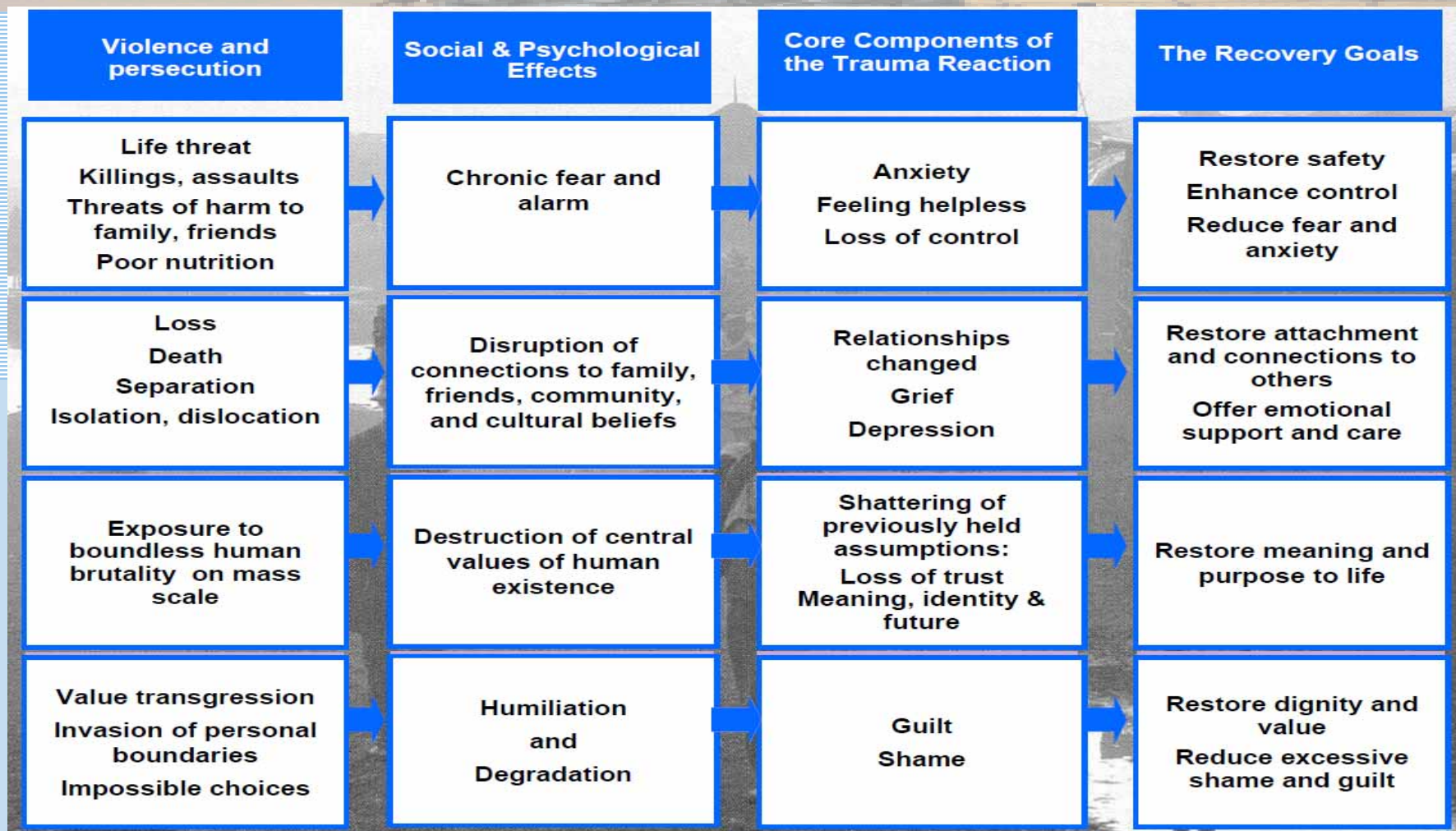
If you were a member of their sponsoring group, how would you support them through this stage?



Mental Health and Integration

- ❖ Refugee experience undermines the protective factors that sustain good mental health
- ❖ A small number will develop a serious mental illness as a consequence of their traumatic experiences
- ❖ Pre-existing mental illness
- ❖ Resettlement to a safe environment with proper support and available treatment will improve the settlement and integration possibility of refugees

The Refugee Experience and Mental Health



From the presentation 'Improving Integration Outcomes – Vulnerable Groups' by the Foundation House at the Annual Tripartite Consultations on Resettlement meeting in Geneva, July 2011