EMPOWERING NEWCOMER FAMILIES WITH YOUNG CHILDREN
Outline

• Who are we, and what do we do?
• How do we do it?
• The role of Care For Newcomer Children Centres
• Challenges
• Collaboration
• Next steps
ISANS’ Vision and Mission:

• A community where all can belong and grow

• Helping immigrants build a future in Nova Scotia
Who are we, and what do we do?

- A dedicated, diverse, highly professional organization
- Driven by staff who are qualified and experienced in their field
- Serving immigrants for over 39 years
- Connecting immigrants with employers
- Connecting immigrants with the community

9,244 clients served last year
4,693 new clients
100+ countries of client origin
270+ government-assisted refugees served
275+ qualified staff
64 countries of staff origin
73 languages spoken by staff
700+ active volunteers
Collaboration
How do we do it?

ISANS provides a full range of settlement and integration programs and services. Our services are:

- Client centered, strengths based, and trauma informed
- Customized and strategic
- Flexible, responsive, and accessible
- Integrated
- Grounded in partnerships
- Holistic
- Family centered
“Get Settled” – Childcare Services’ Role

IRCC-funded programs and services supported by our centres:

- Intake, needs assessments, and referrals
- Orientation services
- Settlement support
- Crisis intervention services
- Employment
- Language programming

- Family support
- Counselling
- Health support
- Private refugee sponsorship support

www.isans.ca/get-settled
Childcare Centres are at the Center

- Childcare overlaps and supports every service families with young children access at ISANS
- 962 families accessed our services last year
- 1898 children registered
- 642 children were in our childcare program last year
CNC Centres play a key role in family settlement

They:

• Allow clients to participate in programming funded by IRCC
• Are the first point of access to ISANS for many clients
• Build trusting relationships with newcomer parents
• Provide referrals to internal and external services
• Can be an information resource for families
CNC Centres’ role in settlement

• Increases readiness for life in Canada, and for children going to school
• Provides routine, and a positive attachment experience, for vulnerable young children and families who have been subject to trauma and change
• Provides an educational environment
Challenges for ISANS in its work with families

- Expanding organization
- Three different sites with services operating at all sites
- Up to 100 staff working with families across 6 teams
- New staff and ongoing training on family-related services
- Consistent messaging around family life in Canada
- Information and resource sharing
- Seamless navigation of external services
Challenges for ISANS in its work with families

- Increasing numbers of clients (permanent residents)
- Increasing numbers of clients and children with complex health needs
- Some families require specialist services in multi-layered situations
- Reinforcing information across teams is a constant process
- Accessing appropriate external services
Moving Forward: Ensuring Collaboration at Every Level
Leveraging Resources

• Implementing an internal review of all family related services
• Coordinating cross-team training
• Creating a “Family-Centric Working Group” to focus on families and their needs
• Developing existing and new community relationships to strengthen referrals and collaboration
• Creating resources, and adapting existing ones
• Defining existing staff roles
• Leveraging external and internal trainers across teams
Partners and Resources

External:

• Nova Scotia College of Early Childhood Education (NSCECE)
• Childminding, Monitoring, Advisory and Support (CMAS)
• Mount Saint Vincent University
• Community Family Resources
• Department of Community Resources
• IWK Health Centre
• Doula Program
• YMCA

Resources in progress:

• Cross-team training
• Advisory, training and assessment
• Shared research on families’ experiences
• Shared groups (“Women’s World”) in centres
• Training and consultative roles
• Impact of trauma on pregnant women
• Pregnant mothers registered on site
• Case collaboration with Schools Settlement Workers
Thank you