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NAVIGATION  
NETWORK



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NOS NOUVEAUX ARRIVANTS

# Newcomer Navigation during a Dual Pandemic: Key Findings from N4's Outreach and Engagement



Hosted at: / Situé à:



Funded by:

Immigration, Refugees  
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The National Newcomer Navigation Network (N4)  
Presents

# Newcomer Navigation during a Dual Pandemic: Report on Outreach and Site Visits



**CHAIR/SPEAKER**

**Mariah Maddock, MPH**  
*She, Her, Hers*  
Project Coordinator, N4



**SPEAKER**

**Christine Kouri, BScN, MHA**  
*Manager, Health Equity and  
Diversity at CHEO*



**SPEAKER**

**Sahar Zohni, MD, MHA**  
*Project Manager, N4*



**SPEAKER**

**Andrew Tomayer, MSc**  
*Education Coordinator, N4*

# Conflict of Interest

We have no conflicts of interest to declare



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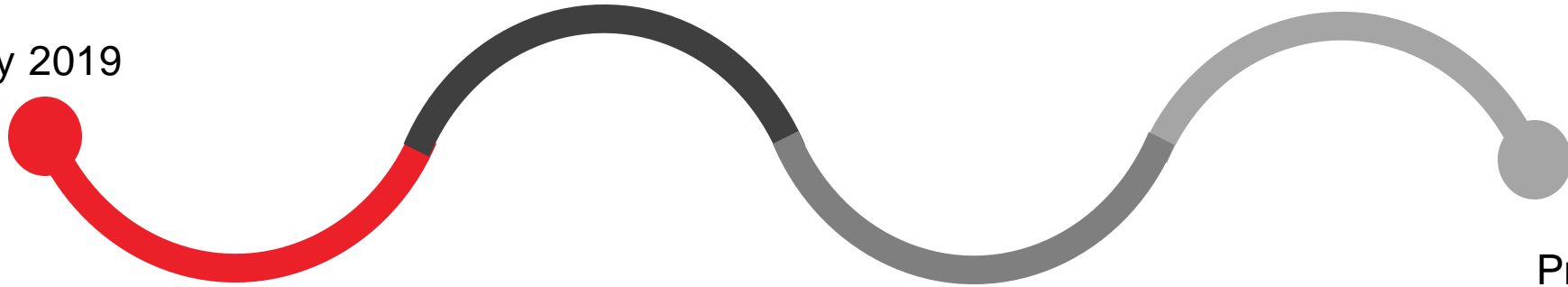
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A large, diverse crowd of people is shown from the chest up, many holding up small Canadian flags on sticks. The scene is bright and celebratory, with people smiling and looking towards the camera. A prominent red banner with the word 'Welcome' is overlaid across the center of the image.

**Welcome**

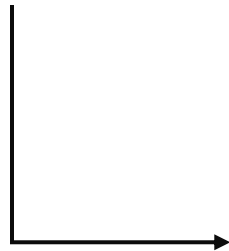
# N4 Outreach and Engagement

July 2019



Present

**Phase I** – Major Pediatric Hospitals  
and Settlement Organizations

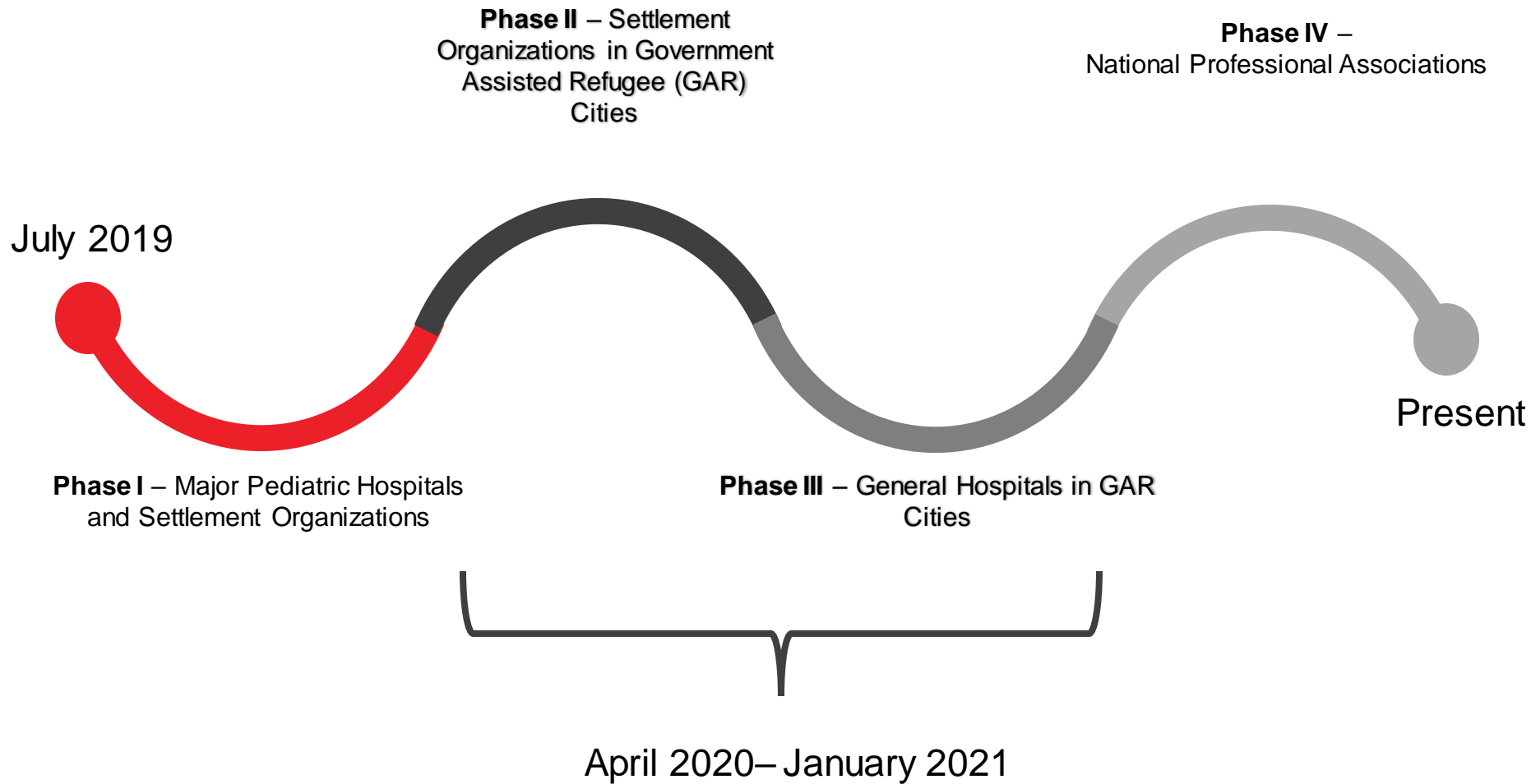


“Newcomers Navigation from Coast to Coast:  
Report on N4 Outreach and Site Visits”

Full report available on  
[www.newcomernavigation.ca](http://www.newcomernavigation.ca)



# N4 Outreach and Engagement



# Needs Assessment: Objectives

1

To map out strengths and challenges for newcomer-serving professionals , understand current knowledge mobilization, remaining gaps and plan to fill those gaps

2

To foster connections, collaborations and learnings among newcomer-serving professionals across Canada

3

To solicit potential candidates for Cohort 3 of the SPU Program and Expressions of Interest for a fourth Cohort

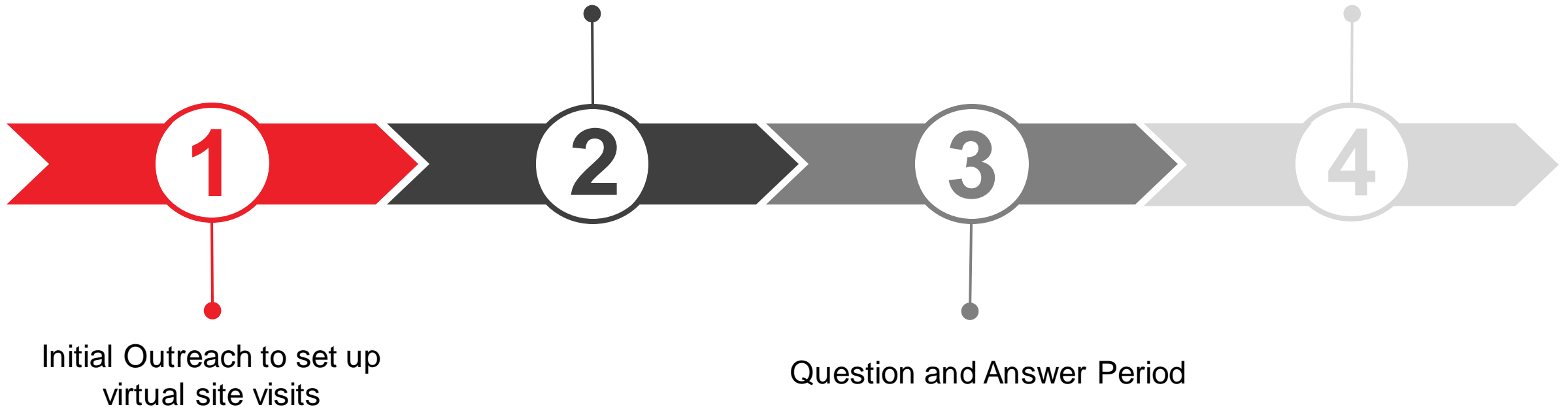


# Outreach: Methodology

Site Visits included:

- a) Presentation
- b) Question and Answer period
- c) Facilitated discussions using a semi-structured interview guide and

Site Visit notes summarized and shared back with host organization for validation





# Outreach: Results

PHASE  
II + III

**5** Provinces Visited

**1** Territory Visited

**40+** Virtual Site Visits

**170+** Stakeholders Engaged

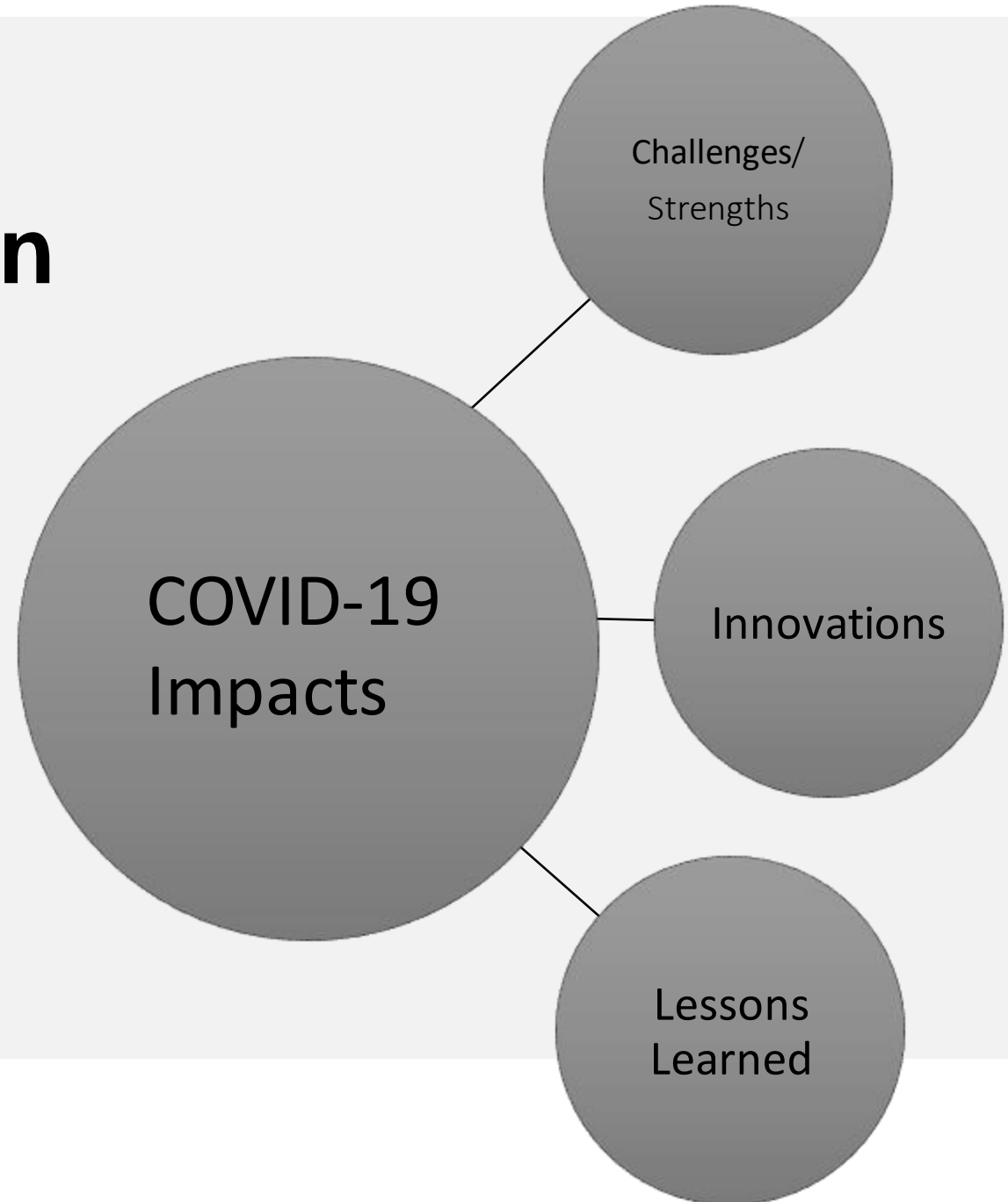
April  
2020

Jan.  
2021

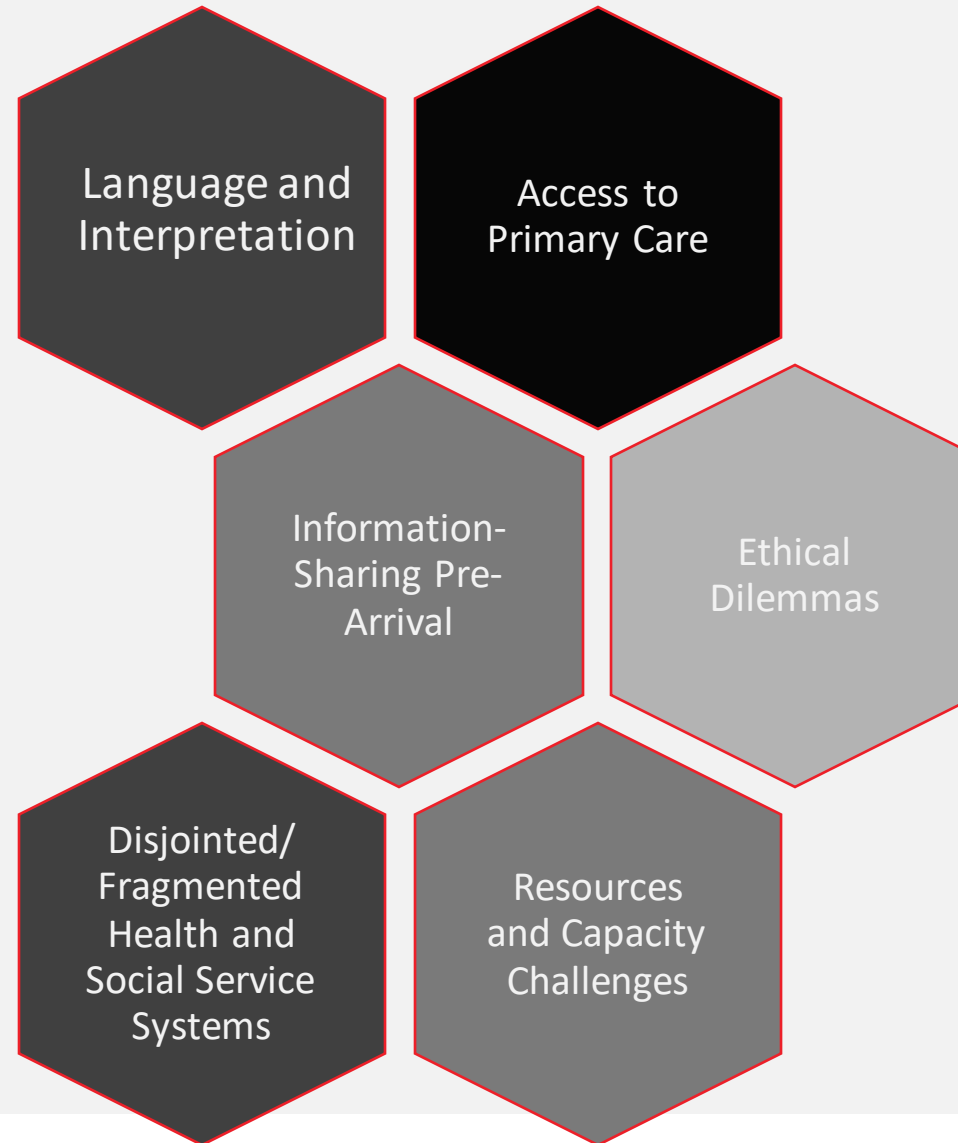


# COVID-19 Impact on Newcomer Navigation

- Social and health inequities among newcomer populations intensified during COVID-19
- Challenges/Strengths
  - Equity in Virtual Care
  - Newcomer-Focused Communications Strategies
  - Impacts of Lockdowns;
- Innovations
- Lessons Learned



# Key Themes: Challenges



# Key Themes: Strengths

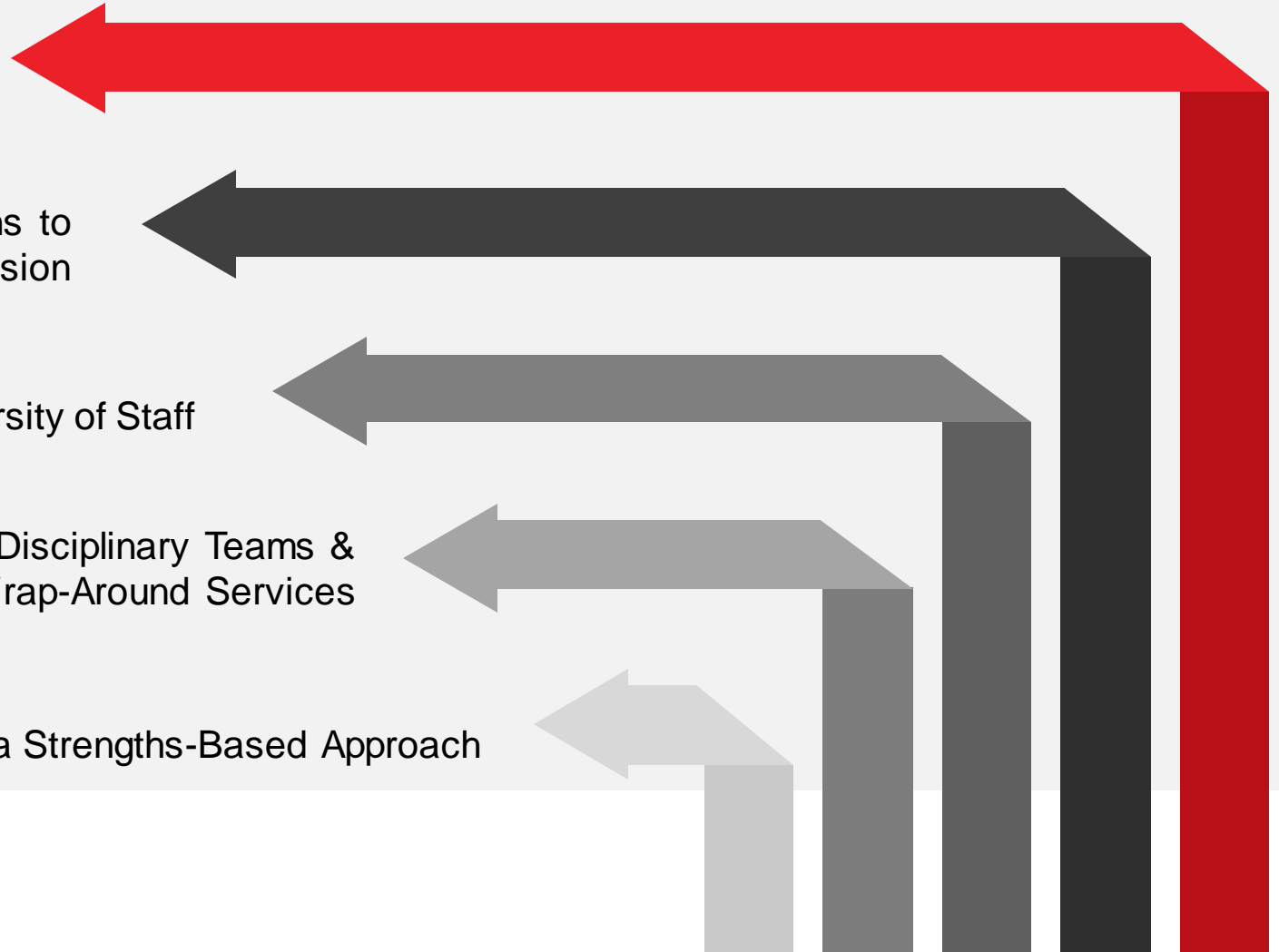
Navigational Support and  
Warm hand-offs

Commitment among organizations to  
Equity, Diversity and Inclusion

Diversity of Staff

Multi-Disciplinary Teams &  
Wrap-Around Services

Using a Strengths-Based Approach



# Education & Resources: Internal and External

## Internal Educational Materials for Staff

Organizations identified learning gaps and needs within organization and then partnered with local organizations to provide training/education on identified topics

→ Topics ranged from vicarious trauma, supporting LGBTQ+ newcomers

Internal Networks (peer-to-peer) and external Networks

## External Educational Materials for Staff

Organizations consulted organizations including the Centre for Addiction's and Mental Health – Immigrant and Refugee Mental Health Project, Settlenet.org, ISS of BC, etc.

"Lived Experience" of Newcomers and Leaders of Religious communities

Webinar Offered by Umbrella Organizations

Local service directories (e.g. 211/311)



# Education & Resources: Desired Resources

1

## Educational Resources:

- Training to build organizational capacity in areas related to racism and discrimination, cultural competency, and racial stereotyping
- Trauma-informed care
- Supporting newcomers during COVID-19
- Best practices in newcomer navigation

2

## Specific Resources:

- “Cultural Profiles” for newly arrived immigrants and refugees
- Resources related to COVID-19
- Lessons Learned during COVID-19

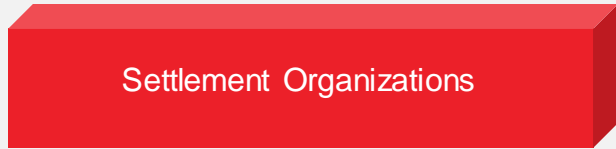
3

- A “one-stop-shop” for client-facing handouts on common health topics, available in multiple languages



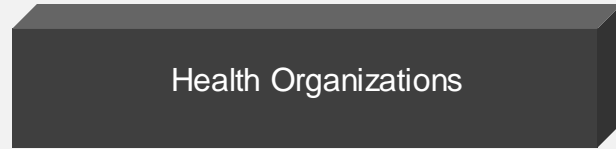


# Data: Current



Settlement Organizations

Settlement organizations and newcomer clinics collect comprehensive demographic, service utilization, and referral information



Health Organizations

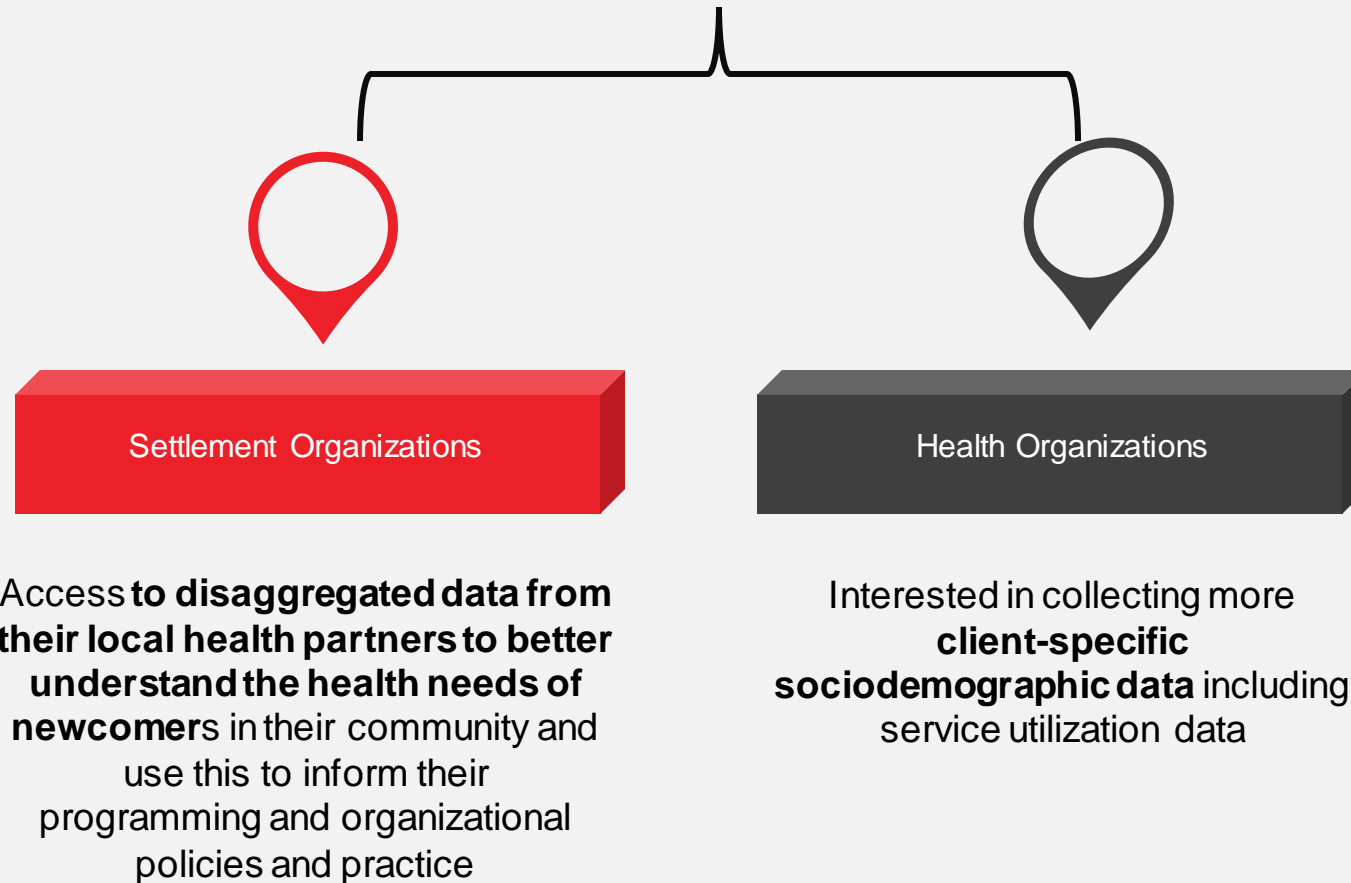
Hospitals and community clinics capture data through EMR but do not capture immigration status





# Data: Desired

Across sectors, organizations recognized the importance of collecting sociodemographic data for their patients/clients but were challenged with how to use these data to address inequities and actualize change within their organization.





# Partnerships

## Current Partnerships

- Academic Institutions
- Community Mental Health Services
- Dentists/Family Physicians
- Local Health Authorities
- Interpreters
- Pharmacies
- Public Health Units
- Specialty Services
- Employment Assistance Agencies
- Housing Agencies
- Religious Institutions and Leaders
- Schools (SWIS Workers)
- Parent/Youth Committees
- Nonprofit Organizations
- Local Immigration Partnerships
- Cross-sectoral Planning Tables
- Newcomers with Lived Experience
- Local Religious and Community Leaders

## Desired Partnerships

Stakeholders from settlement sector voiced a desire to build stronger relationships with hospitals, community health centers and public health



# Key Takeaways

- Social and health inequities among newcomer populations intensified during COVID-19
- Access to Language and Interpretation Services and Primary Care is a significant challenge that perpetuates health inequities among newcomer populations.
- Organizations from the health and settlement sector understand importance of collecting sociodemographic data and there is a desire to explore how to integrate and use this data to inform Equity, Diversity and Inclusion initiatives within their organization
- Cross-sectoral collaboration between the health and settlement sector is of critical importance, especially as organizations renew their focus on embedding equity, diversity and inclusion into their organizational policies and practices.



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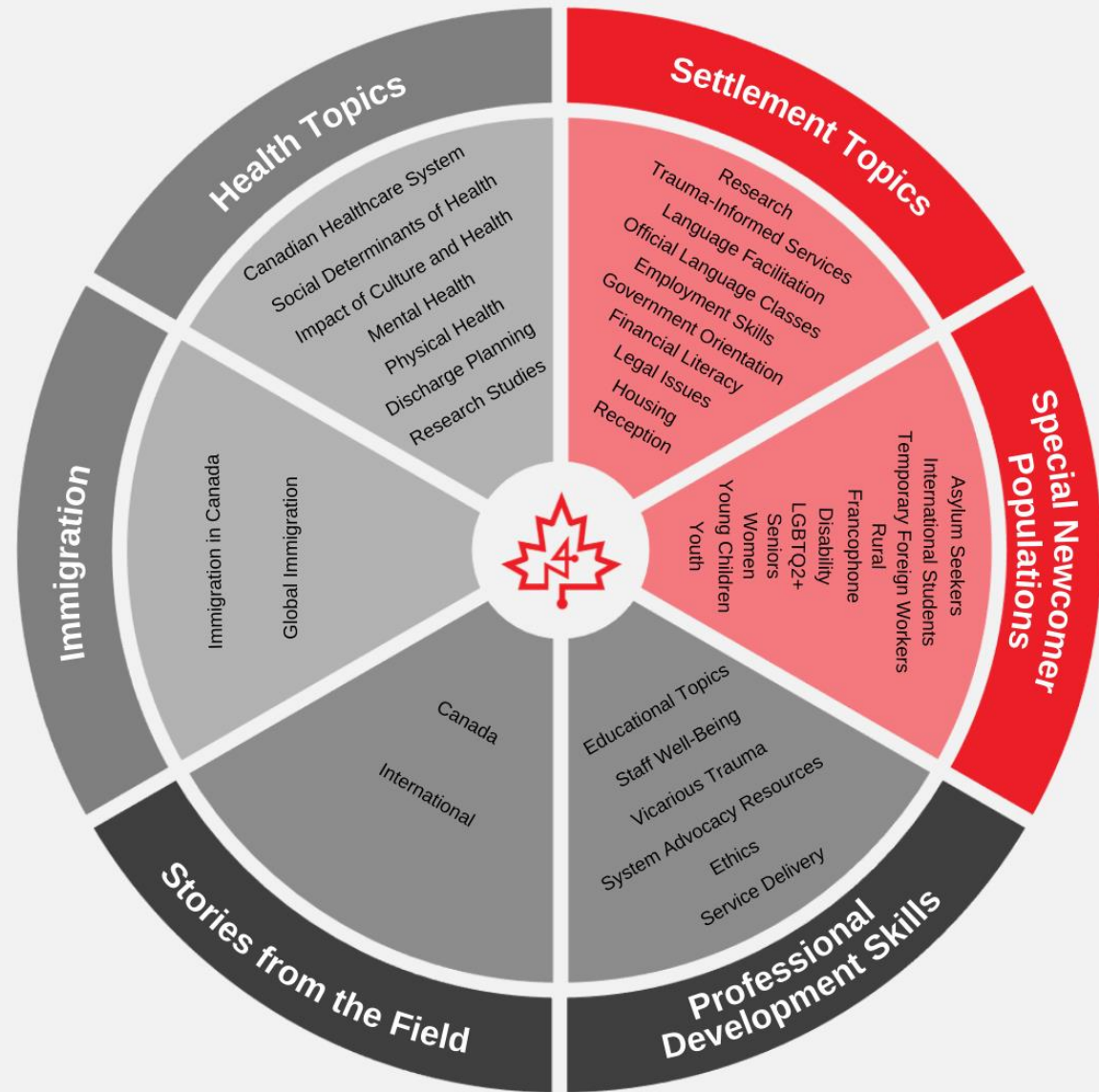


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A photograph of four people in a meeting. A woman with curly hair is standing and gesturing with her hands while speaking to three seated people (two men and one woman). The scene is set in a bright, modern office or library with bookshelves and a brick wall in the background. A large red banner is overlaid across the middle of the image, containing the text 'Application of Findings & Next Steps' in white.

# Application of Findings & Next Steps

# Learning Framework: Connect, Learn, Collaborate



# Resource Toolkit & eLearning

*A digital library features resources related to current topics, professional development, and support tools for newcomer-serving professionals.*

- Consolidated digital resource library that includes multilingual resources
- Just in Time
- Self-Paced



~1000+ online resources (15% French)

~200+ eLearning materials



# Past Webinars



Sept 23, 2020 | Newcomer Navigation: Simplifying the Healthcare Journey for New Canadians

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Sept 30, 2020 | Navigating Online Communications

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Oct 7, 2020 | Welcoming Refugees during COVID-19: Experiences from the Health and Settlement Sectors

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Oct 21, 2020 | Fredericton Downtown Community Health Centre: An innovative partnership

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Nov 26, 2020 | Considering Cultural Safety in Working across Cultures

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Dec 16, 2020 | Newcomer Healthcare: There is no one-size-fits-all approach

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Jan 27, 2021 | Migrant Women and Human Trafficking

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Feb 3, 2021 | Thinking about ethics in the context of refugee experience

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Feb 24, 2021 | Black Experiences in Healthcare in Canada: The legacy



# N4 Webinars

- Free to attend
- SMEs from across Canada
- Certificates issued following webinar attendance to meet PD certifications
- Additional resources and e-learning materials provided following webinar
- Recordings available for members
- Unanswered Q&A continue in Meeting Place



Register for upcoming webinars

[Newcomernavigation.ca/upcoming](https://Newcomernavigation.ca/upcoming)



Oct 13, 2021 · 1 PM EST · Bilingual · 1 hour · Free

## The Francophone Newcomer Experience

- Host: Antoine Désilets - Executive Director, Société Santé en français, Ottawa, ON
- Panelists: Benjamin Stoll - Executive Director, RésoSanté Colombie-Britannique, Vancouver, BC / Juan Manuel Toro Lara - Director, Collège communautaire du Nouveau-Brunswick, Edmundston, NB / Luketa M'Pindou - Executive Director, Alliance Jeunesse-Famille de L'Alberta Society, Edmonton, AB

[Register now >](#)

Oct 27, 2021 · 1 PM EST · English · 1 hour · Free

## Arts-Based Approaches to Heal Trauma among Syrian Men

Speaker: Dr. Nancy Clark

[Register now >](#)

Nov 10, 2021 · 1 PM EST · English · 1 hour · Free

## Growing up too soon? A Panel Discussion on the Parentification of Newcomer Children and Youth

Speakers: Dr. Tanya Lentz, Cynthia Dawson, Rama Musharbash-Kovacs

[Register now >](#)

Nov 25, 2021 · 1 PM EST · English · 1 hour · Free

## Elimination of Violence Against Women

Host: Leah Woolner

Panelists: TBD

[Register now >](#)

Dec 3, 2021 · 1 PM EST · English · 1 hour · Free

## Assisting Newcomers with Disabilities

Speakers: TBD

[Register now >](#)

# N4 Professional Development Series

- High interest / complex topic
- Presented by Trauma Informed Team from IWK Health Centre
- Three-part professional development series
- Interactive Sessions with facilitated breakout rooms
- Additional resources and e-learning materials provided following the seminar series



N4 Professional Development Series



## Trauma-Informed Care Series

Presented by IWK Health Centre

Nov 24, Dec 1, Dec 8 · 1 - 2:30 PM EST

This is a three-part professional development series presented by IWK Health Centre. Attendees should attend in sequence or watch missed sessions they are not able to attend.

Session topics:

- Nov 24<sup>th</sup>: **Introduction to Trauma-Informed Care**
- Dec 1<sup>st</sup>: **Trauma-Informed Work Life**
- Dec 8<sup>th</sup>: **Trauma-Informed Services and Gaps at the IWK**

Audience: Professionals who work with newcomers in the health, social services and settlement sectors.

[Register now\\*](#)

\* Limited to 50 people



# N4 Ethics Case Rounds

Michelle Mullen  
Associate Professor Pediatrics  
Consultant Bioethicist  
University of Ottawa/CHEO  
22 September 2021

## Ethics Case-based Rounds

- Quarterly Sessions
- Access to highly specialized expert
- Didactic presentation followed by facilitated reflective breakout rooms with Ethics Coach
- Spaces are limited
- Next Event: Wed. Jan. 19<sup>th</sup>



# N4 Conference

## March 1-3 , 2022

**The Past is Practice: Intersectoral lessons learned from the dual pandemic of COVID-19 and systemic racism**

**Target Audience:** Professionals in the Health and Settlement Sector who work with newcomers

**Call for Abstracts!** – Deadline Extended:  
November 15th 2021

No Cost to Attend

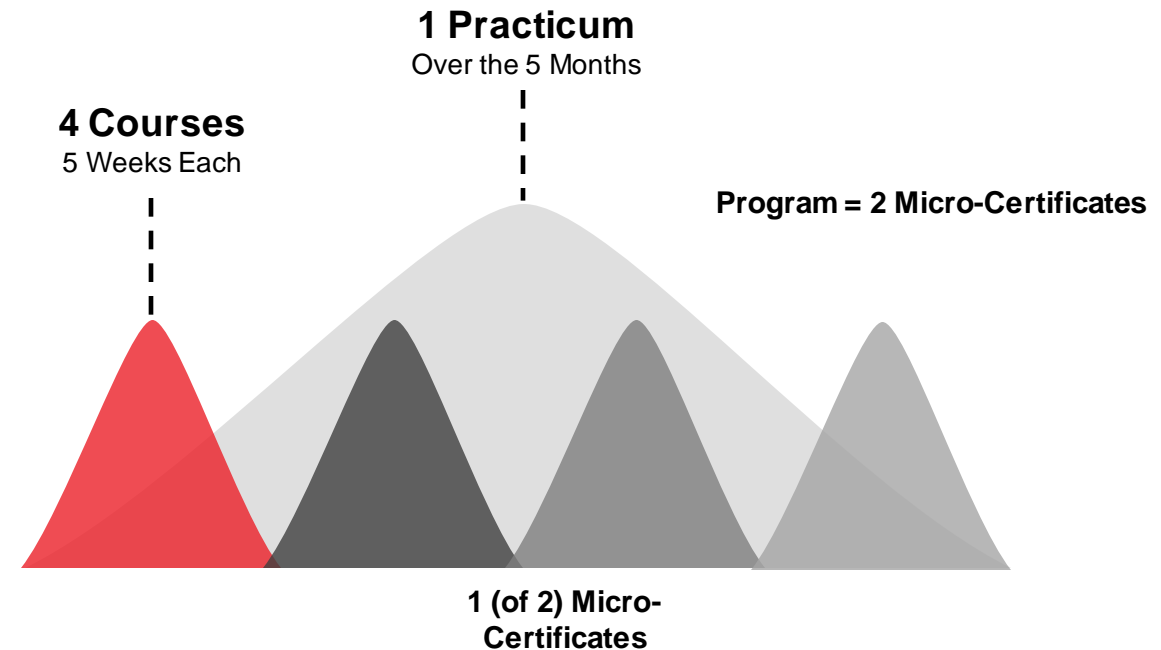


# How N4 is Using the Findings



## Education

N4 has used the findings to codevelop an online newcomer navigation **certificate program**, hosted by Saint-Paul University that provides foundational **knowledge and skills** to health and settlement staff



# SPU Student Testimonials



**Hanan Shami**  
Community Health Worker

“The [SPU] program as a whole was most valuable to learn about; it helped deepen my understanding of the importance of my role in the Canadian health and social settlement through equalizing power imbalances and identifying disparities; being aware of those gaps assists me in **promoting equity, justice and mutual learning and transformation.**”



**Laura Callaghan**  
Pediatric Nurse Practitioner

”[The SPU program] provided the scaffolding of both consciousness and conscience to start to look deeper at the issues. It was less about what I need to do or offer, or what newcomers need to know, and more about **how do I need to change, how do programs, systems, organizations need to adapt to support newcomers**, not just in what we say we do, but in what we actually offer and what that says and means!”



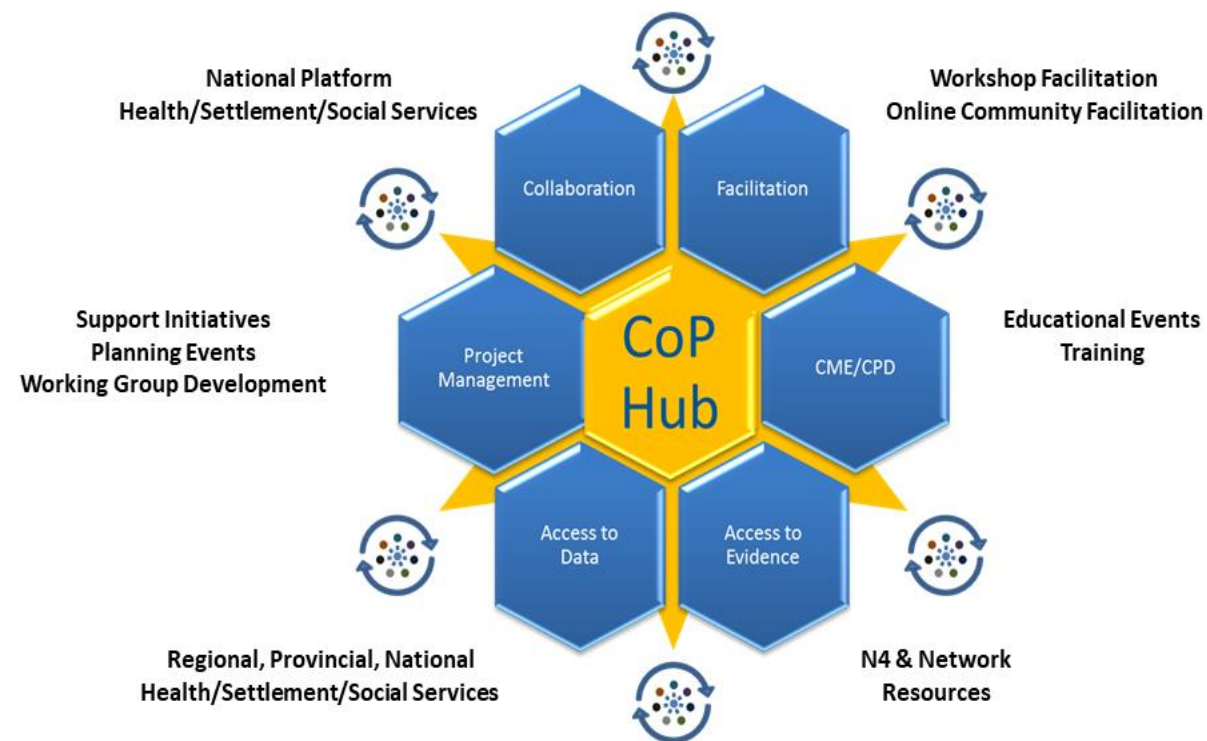
# Community of Practice

*The N4 Community of Practice (CoP) creates a dynamic, active learning system that spans the health and settlement sectors across Canada.*



## National Health and Settlement CoP

- Identifies needed **policies** or **position statements**
- Goal-oriented, membership, & time-limited working groups
- N4 staff facilitated (admin, project, research, communications)



(Adapted from Fung Kee Fung, 2008)





## **System Level Gap:** Linguistic Barriers (Interpretation and Translation)

### **Workgroup 1 Title:** Access to Interpretation Services

- environmental scan to curate existing research and position papers on the costs / benefits of providing interpretation services.
- Curation into a clear evidence-based recommendation on provincial coverage of interpretation for health and social services.
- Communication and advocacy strategy for dissemination of the position paper.

**Deliverable:** advocacy of the right to interpretation to ensure quality care and therefore universal coverage by province

## **Time Sensitive Issue: Afghan Crisis**

### **Working Group 2 Title: Afghan Refugee Resettlement**

- Curate existing resources for health and social services to support equitable access & services
- Identify SMEs to close immediate knowledge needs
- Develop a communications strategy for sharing these resources








**Deliverable:** Resource toolkit to support Afghan Refugees accessing health and social services










# Subject Matter Experts

[Volunteer as an SME >](#)

[Request SME help >](#)

Subject-matter experts:

Name	Title	Organization	Expertise	Profile
 Dr. Aliaa Dakrouy	Associate Professor	School of Social Communication - Saint Paul University, Ottawa, ON	Media and Culture, Human Rights, Media Policy, Ethics, Canada and Multiculturalism, Islam and Media Representation, Interpersonal Communication, Racism, Social Justice	<a href="#">Profile</a>
 Dr. Anna Banerji, MD	Pediatric Infectious and Tropical Disease Specialist	University of Toronto, Toronto, ON	Public health, Pediatrics, infectious and tropical diseases, immigrant and refugee health, indigenous health, COVID-19 and pandemic response	<a href="#">Profile</a>
 Dr. Annalee Coakley, MD	Medical Director	MOSAIC Refugee Clinic, Calgary, AB	Healthcare for marginalized and vulnerable populations, refugee health, trauma-informed care, advocacy, infectious and tropical diseases	<a href="#">Profile</a>
 Bianca Briciu	Assistant Professor	School of Transformative Leadership and Spirituality - Saint Paul University, Ottawa, ON	Transformative Leadership, Interpersonal Communication, Cultural Diversity, Mental Health	<a href="#">Profile</a>
 Dr. Bukola Salami	Associate Professor	Faculty of Nursing, University of Alberta - Edmonton, AB	Policies and Practices Shaping Migrant Health, African Immigrant and Black Child/Youth Health, Immigrant Mental Health, Experience of Temporary Foreign Workers in Alberta	<a href="#">Profile</a>
 Dr. Dorothy Williams, PhD	Historian		Black community health outcomes, Black Canadian history, activism and advocacy, HIV/AIDS, Black culture	<a href="#">Profile</a>
 Dr. Esther Ajiboye, PhD	Communications Specialist	Refugee 613, Ottawa, ON	Immigrant and Refugee services, Critical Discourse Studies, Media Studies, Social Media, Conflict, Identity	<a href="#">Profile</a>

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 Dr. Hassan Vatanparast, PhD, MD	Professor	School of Public Health, University of Saskatchewan, Saskatoon, SK	Nutrition and Nutritional Health, Public Health, Health promotion, Access to care, Newcomer children and youth	<a href="#">Profile</a>
 Leah Woolner, MSW, RSW	Bilingual Coordinator	National Women's Network at OCASI - Ontario Council of Agencies Serving Immigrants, Toronto, ON	Migrant women, human trafficking, gender-based violence, qualitative research, social justice and human rights	<a href="#">Profile</a>
 Lee Ann Chapman B.A. J.D.	Pro Bono Ontario Lawyer	SickKids - Toronto, ON	Intersection of Health Law, Children's Rights, Social Assistance, Immigration Law	<a href="#">Profile</a>
 Dr. Lori Wilkinson	Professor	Department of Sociology and Criminology at the University of Manitoba - Winnipeg, MB	Refugees and integration, Newcomers and health, SES effects of COVID-19 on newcomers	<a href="#">Profile</a>
 Micheal O'Rourke	Registered Psychotherapist	College of Registered Psychotherapists of Ontario University Health Network; Accreditation Lead - Toronto, ON	Immigrant Mental Health, Community and Hospital Mental Health Standards Subject Expert, Mental Health and Social Systems Navigation	<a href="#">Profile</a>
 Dr. Rajesh Shukla	Associate Professor	School of Ethics, Social Justice and Public Service - Saint Paul University, Ottawa, ON	Immigration and Multiculturalism, Equity and Inclusion, Cultural Diversity, Racism	<a href="#">Profile</a>
 Dr. Sarah Funnell, MD	Associate Medical Officer of Health	Ottawa Public Health, Ottawa, ON	Public health, indigenous health, COVID-19 and pandemic response, immigrant and refugee health, primary care for the homeless	<a href="#">Profile</a>
 Dr. Virginia Lane, RD, PhD	Registered Dietitian and Adjunct Professor	School of Public Health, University of Saskatchewan, Saskatoon, SK	Sustainable development, food security, chronic diseases, disabilities, dementia, and health promotion with a focus on children, seniors, and vulnerable populations	<a href="#">Profile</a>







# Next Steps



Identifying and working with Subject Matter Experts to develop **educational resources** (upcoming Trauma-Informed Care series)



Working Groups national **Communities of Practice** (CoP) for the Health and Settlement Sector



Launch of **Data Toolkit**



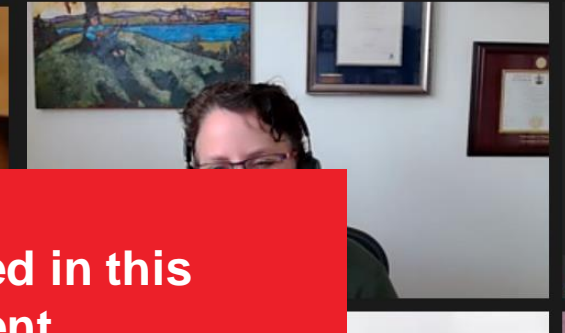
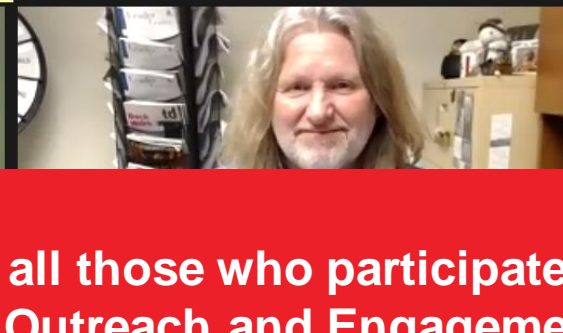
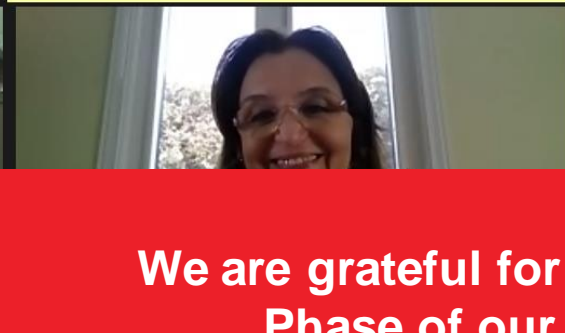
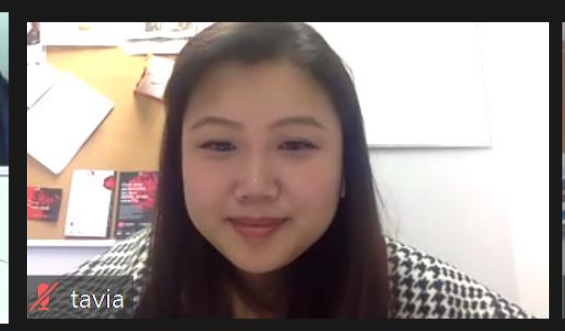
Further **Outreach and Site Visits** targeting cities participating in RNIP Project



Hosting the first intersectoral national **conference, March 1 – 3 2022**

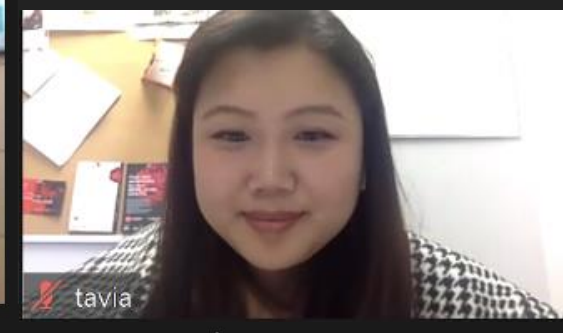
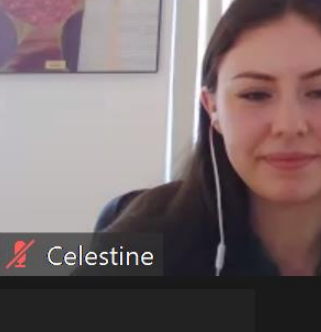
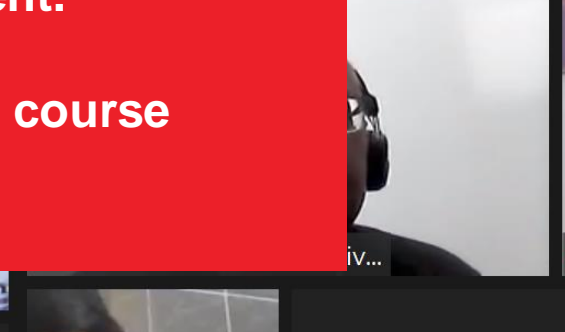
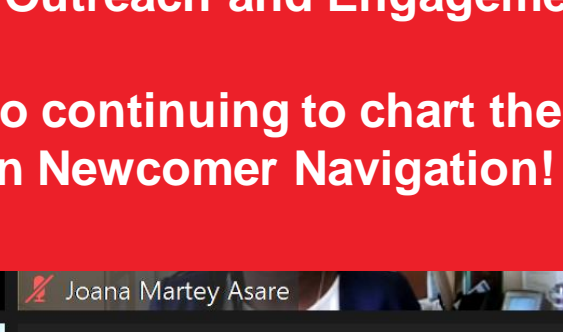
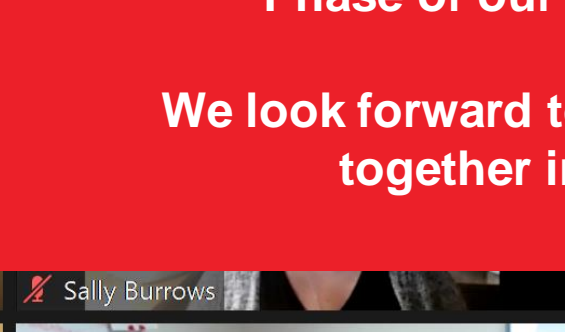
**Questions?**





**We are grateful for all those who participated in this Phase of our Outreach and Engagement.**

**We look forward to continuing to chart the course together in Newcomer Navigation!**



Stop Video Security Participants 12 Polls Chat Share Screen Reactions More Share Screen Record Reactions



## A Pan-Canadian network and social service platform

N4 is a Pan-Canadian platform for newcomers  
newcomers navigating our complex health

[Learn more >](#)

Welcome to our website!

We hope you find our website helpful and easy to navigate. It's as easy to use on your smartphone as your desktop. Take a tour and please tell us what you think.

N4 Team

Let's continue the journey together at [newcomernavigation.ca/join](https://newcomernavigation.ca/join)

### **Christine Kouri**

Manager Health Equity & Diversity  
613.737.7600 #6494  
[ckouri@cheo.on.ca](mailto:ckouri@cheo.on.ca)

### **Sahar Zohni**

Project Manager, N4  
613.737.7600 #2919  
[szohni@cheo.on.ca](mailto:szohni@cheo.on.ca)

### **Mariah Maddock**

Project Coordinator, N4  
613.876.8778  
[mmaddock@cheo.on.ca](mailto:mmaddock@cheo.on.ca)

### **Andrew Tomayer**

Education Coordinator  
613.806.8173  
[atomayer@cheo.on.ca](mailto:atomayer@cheo.on.ca)



**Join the N4 Network**  
It's quick, easy and free!

# Become Involved



## Join the N4 Network

It's quick, easy and free!

[newcomernavigation.ca/join](https://newcomernavigation.ca/join)



## Invite someone to join N4

A simple form for you to invite your contacts and coworkers to join N4.

[newcomernavigation.ca/invite](https://newcomernavigation.ca/invite)



## Watch past webinars

Watch on-demand webinars, 100% free.

[newcomernavigation.ca/on-demand](https://newcomernavigation.ca/on-demand)



## Follow N4 on Instagram

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## Follow N4 on LinkedIn

[linkedin.com/company/newcomernavigation](https://linkedin.com/company/newcomernavigation)



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