

Building Bridges:

Fostering Seamless Collaboration and
Human-Centric Design in Pre- and Post-
Arrival Services

Presented by





A€IIP

ACTIVE ENGAGEMENT & INTEGRATION PROJECT

S.U.C.C.E.S.S.

November 2023



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INTEGRATING
NEWCOMERS

Join Canada's construction workforce.





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BUILDING BRIDGES: FOSTERING SEAMLESS COLLABORATION AND HUMAN-CENTRIC
DESIGN IN PRE- AND POST-ARRIVAL SERVICES

Agenda

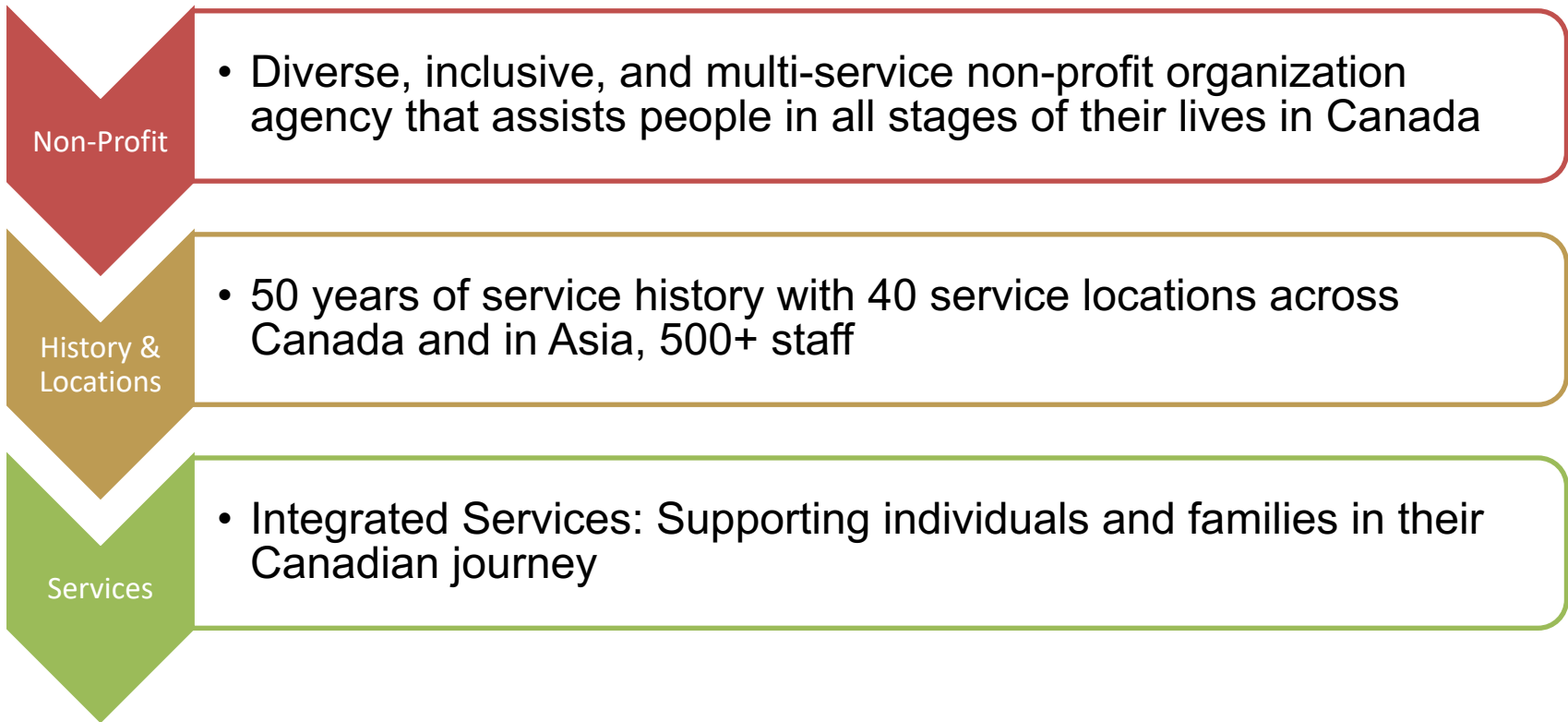
- About S.U.C.C.E.S.S.
- Brief Intro about AEIP
- AEIP Post Arrival Connection
- Human Centric Approach
- AEIP and Technology
- Key Technological Features
- Future Planning



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Organizational Profile

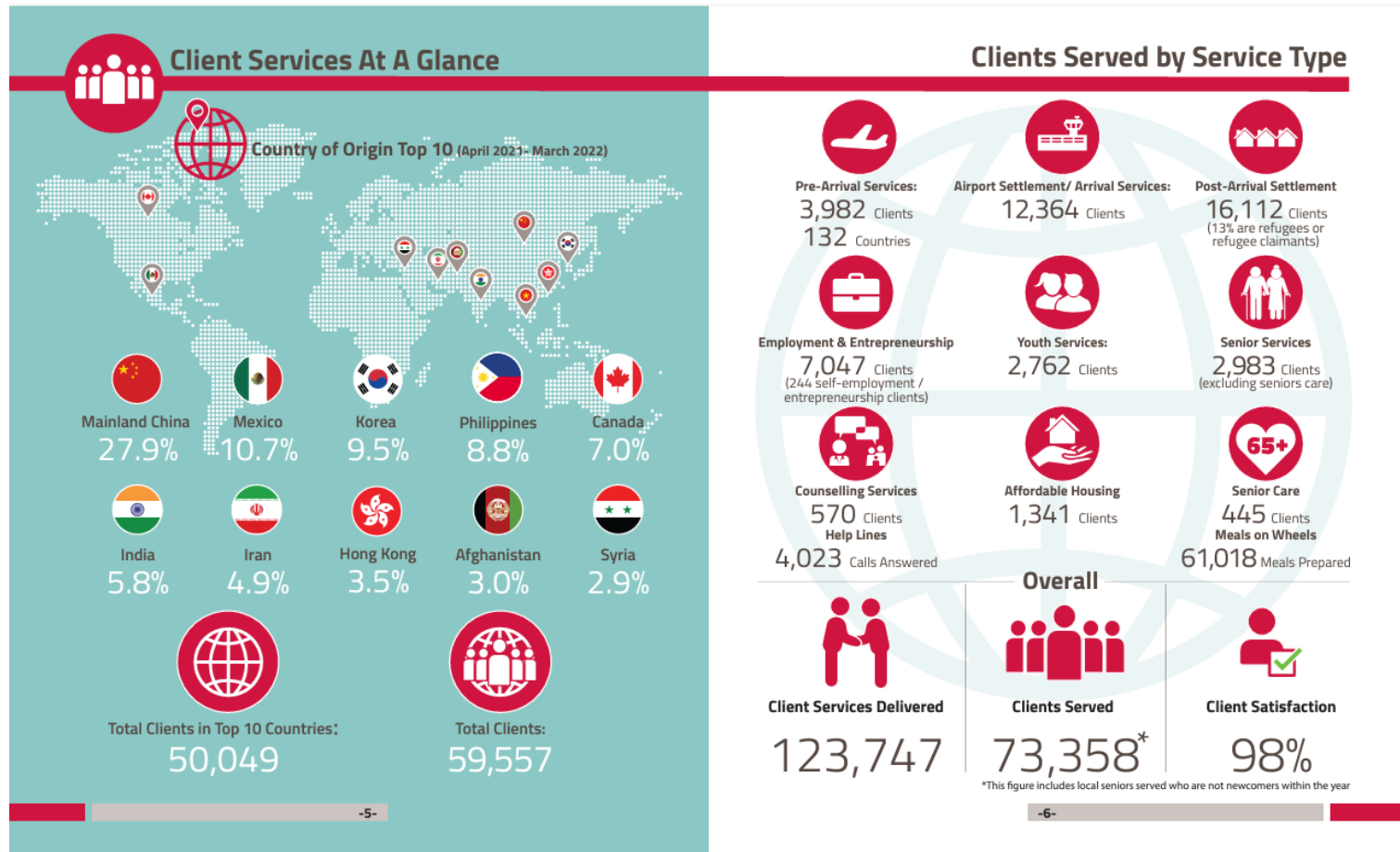




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Integrated Services





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Active Engagement & Integration Project (AEIP) – Pre-Arrival Settlement Services

Managed by S.U.C.C.E.S.S. and funded by Immigration, Refugees and Citizenship Canada

In operation since June 2008

Served over 45,000 newcomers from 191 countries since 2008

Integrated model and client centered approach to support clients settle across Canada

Overseas offices in China, with provincial partners across Canada



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AEIP Pre-Arrival Services

Pre-Departure Orientation	General orientation to Canada
Individual and Family Consultation	Address specific settlement and employment needs including FCR process and employer connections
Themed Workshops	Provincial-specific, focus on employment, education, transportation, health care and other topics as needed
Virtual Resource Centre	Available 24/7, resources including but not limited to webinars, short videos and articles
Support Group	Build social connections through provincial-specific support groups
Post-Landing Connection in Canada	Connect clients with provincial partners across Canada to receive province-specific support and ease their transition from pre- to post-arrival settlement services

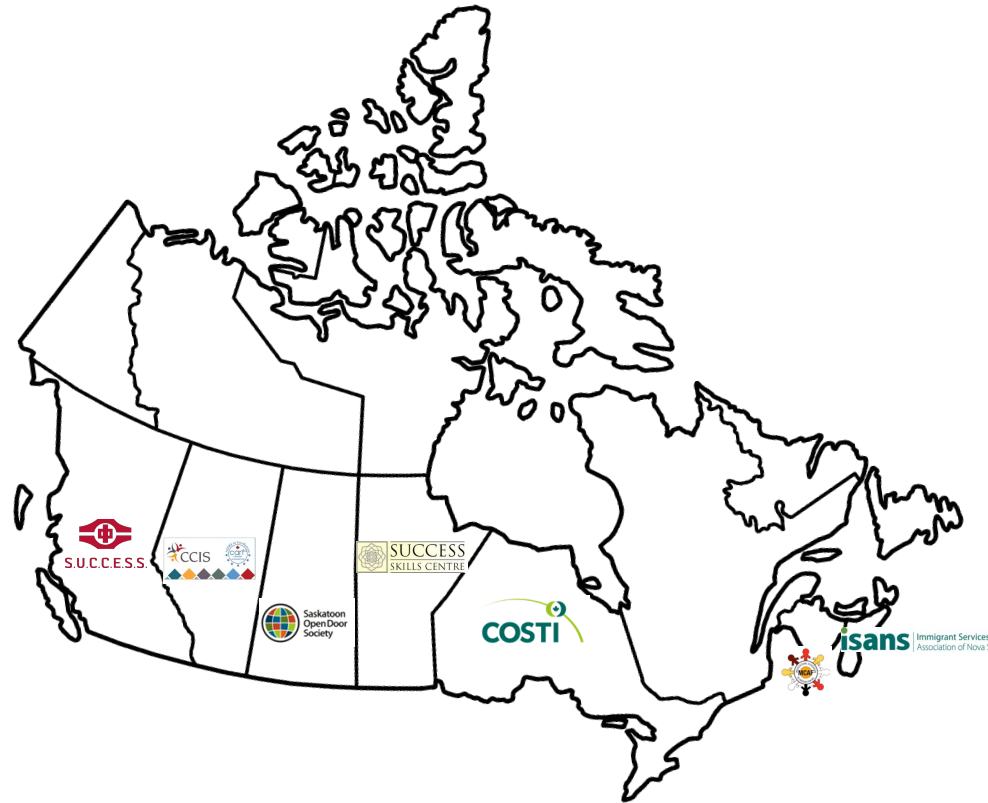


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AEIP Post Arrival Connection

- Calgary Catholic Immigration Society (AB)
- COSTI Immigrant Services (ON)
- Immigrant Services Association of Nova Scotia (NS)
- Multicultural Association of Fredericton (NB)
- Saskatchewan Open Door Society (SK)
- Success Skills Centre (MB)
- S.U.C.C.E.S.S. ISIP (BC)





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Human Centric Approach

AEIP has been working diligently to promote client centered service approach

- We want to preserve the human touch with clients as a way to foster relationship building
- We understand the importance of empathy. We want to demonstrate empathy, which is crucial in building trust with a client.
- We want to empower clients to take charge
- We aim to “partner” with clients



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Human Centric Approach

4 key areas

- Clients are treated with respect and dignity
- Clients are encouraged and supported to participate in decision making
- We share complete and unbiased information with clients
- Collaboration with clients in service delivery



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AEIP and Technology

- The rise of remote and hybrid services/learning
- More and more clients can learn at their own pace
- Technology keeps clients engaged
- Technology strengthens service delivery
- Technology is a must to succeed in the post pandemic world



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Key Technological Features with AEIP



e-Learning platform



CMS (Client Management System)



Communication & Work Management Tools



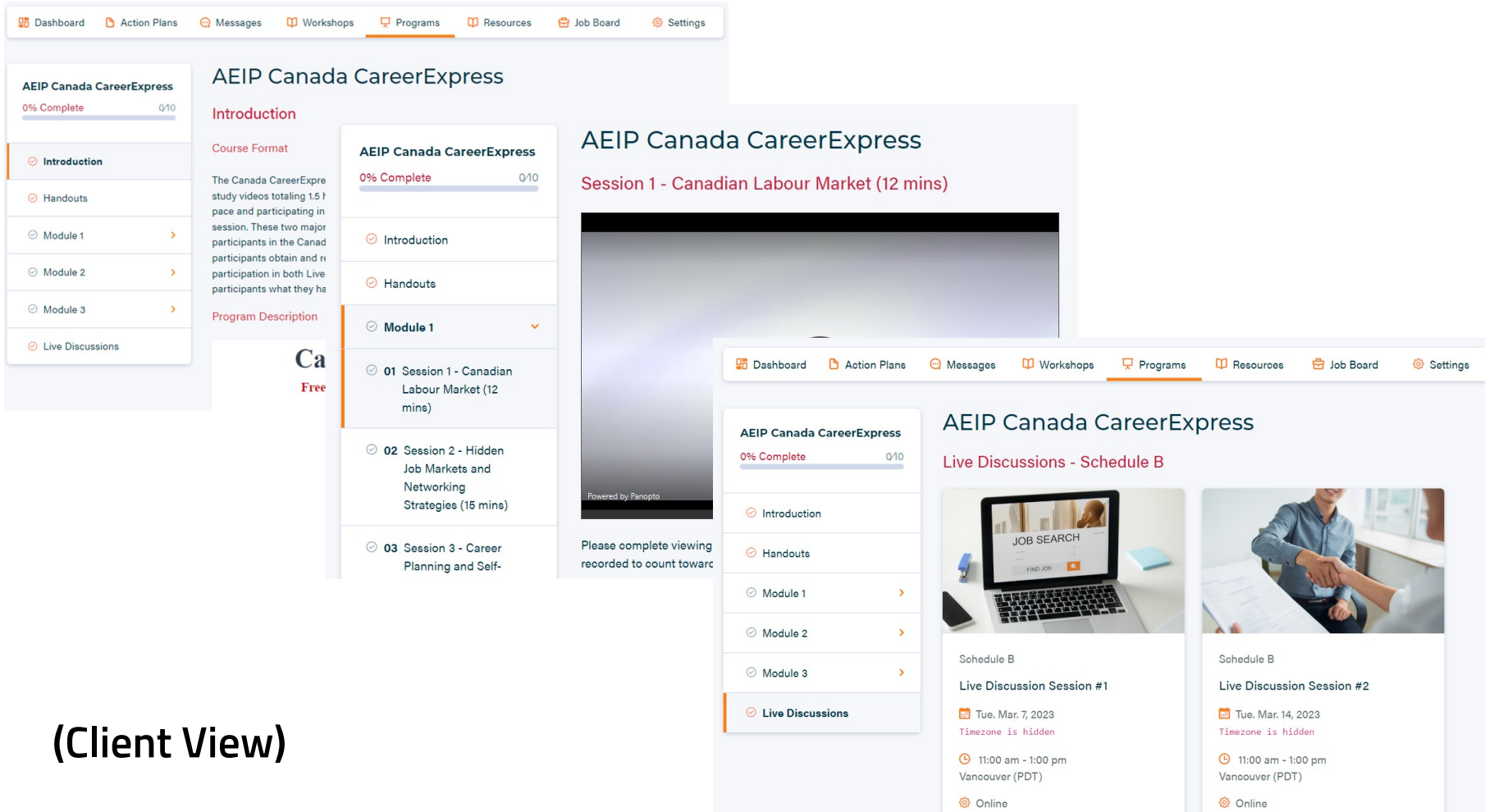
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e-Learning platform

How e-Learning platform benefits client?

- Enhanced Learning Experience
 - Includes self-study, progress check, and online group discussion
 - Improves interaction, engagement, and understanding within their class/cohort
 - Also benefits staff as the e-Learning environment would help save time in administrative work (which indirectly enabling staff to focus more on client services)



The screenshots show the user interface for the AEIP Canada CareerExpress program. The top navigation bar includes: Dashboard, Action Plans, Messages, Workshops, Programs, Resources, Job Board, and Settings.

The main content area displays the course progress for "AEIP Canada CareerExpress" (0% Complete, 0/10). The course structure includes:

- Introduction
- Handouts
- Module 1
- Module 2
- Module 3
- Live Discussions

The "Introduction" section is expanded, showing the "Course Format" and "Program Description". The "Course Format" section states: "The Canada CareerExpress study videos totaling 1.5 hours are presented in a self-paced format and participating in session. These two major participants in the Canada CareerExpress obtain and receive participation in both Live Discussions and Handouts." The "Program Description" section is partially visible, starting with "Ca Free".

The "Session 1 - Canadian Labour Market (12 mins)" video player is shown, with a "Powered by Panopto" watermark. Below the video, it says "Please complete viewing recorded to count towards".

The "Live Discussions - Schedule B" section shows two sessions:

- Live Discussion Session #1:** Tue, Mar. 7, 2023. Timezone is hidden. 11:00 am - 1:00 pm Vancouver (PDT). Online.
- Live Discussion Session #2:** Tue, Mar. 14, 2023. Timezone is hidden. 11:00 am - 1:00 pm Vancouver (PDT). Online.

(Client View)



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CMS (Client Management System)

How CMS benefits operation and client experience?

- Helps build a strong case management approach
- Speeds up intake with the use of technology (fast filtering), reducing application processing time
- Generates comprehensive reports (which help analyze trends and clients' preferences)
- Provides clients with easy access to information, resources and personalized support



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Dashboard Admin Users + Offices Larry Lai

You have 0 new messages

View my clients

Notification for Follow-Ups, clients messages, and client assignments

Short-cut to each SP's list of clients

Time zones in real-time

Add Follow Up on each application/client profile

List of all the Follow-Ups with links to client profiles

Super Admin + Add Follow Up

Active Resolved All All Time

Tue. October 5

12:00 pm Application Review Unresolve Wang (31005)

Mon. October 25

12:00 pm Application Follow up Landry Resolve Edit

Vancouver February 28, 2023 Tuesday 10:42 am

Beijing March 1, 2023 Wednesday 2:42 am

Guangzhou March 1, 2023 Wednesday 2:42 am

Seoul March 1, 2023 Wednesday 3:42 am

Client ACTIVE + Add Follow Up

Oguntayo Olaoluwa Profile Mes

Application ID: A40172





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Source Files

To download and analyze all types of data on the website

Date Range:

Data Type:

Selector:

[Generate CSV](#)

Exports are kept on the site for 2 weeks after they are removed. Bulk Actions ▾

<input type="checkbox"/>	Status ↑↓	Data Type	Date Range	Generated On ↑↓	Actions
<input type="checkbox"/>	✓ Complete	Total number of applicants	2023-02-26 - 2023-03-01	Feb 28 2023, 8:11am PST by [redacted]	Download Delete
<input type="checkbox"/>	✓ Complete	Self Activity Report	2023-01-31 - 2023-03-01	Feb 28 2023, 2:19am PST by [redacted]	Download Delete
<input type="checkbox"/>	✓ Complete	Workshop Attendees	2023-02-07 - 2023-02-17	Feb 27 2023, 11:23pm PST by [redacted]	Download Delete

Data Type Dropdown Menu:

- Select one...
- Select one...
- Client Intake
- Total number of applicants
- Needs Assessments
- Pre-arrival Plan
- Information and Orientation
- Settlement Transition Plan
- Resources
- Workshop Sessions (raw data)
- Workshop Attendees
- Workshop Session Count
- Workshop Attendance Count
- Staff Activity
- Self Activity Report
- For self-direct usage
- Self Directed iCARE
- Employment Support



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Dashboard Action Plans Messages Plans Resources Job Board Settings

Notification icon for new messages

Where client can view/download their personalized plans

Needs Assessments
You don't have any Needs Assessments

Created Plans
You don't have any Plans

Hello Test

[Dashboard](#) [Action Plans](#) [Messages](#) [Workshops](#) [Programs](#) [Resources](#) [Job Board](#) [Settings](#)

All Categories

All Languages

All Topics

Filter and Search for specific workshops

Search



Workshops are being shown in your preferred timezone **Africa/Brazzaville**. You can change this setting anytime from your [Site Preferences](#).

Short-cut to update their time zone

2 3 ... >



Dashboard Action Plans Messages Workshops Programs Resources **Job Board** Settings

Important notice to all AEIP clients


Your Settlement Practitioner (SP) will review resume(s) and cover letter(s) that you submit through the AEIP Job Board. The AEIP Employer Liason (EL) will then help to refer your application to the employer.

[Learn More](#)

All Categories All Languages at work All Provinces All Cities All Education



Job Type: Permanent Contract Seasonal Casual Internship Other

Job Hours: Full Time Part Time

Search 

Filter and Search for specific job types and locations

< 1 2 3 >

Employer	Position/Job ID	Location	Posted	Deadline	
	Associate	All Provinces	Feb. 17, 2023	--	View 



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Communication & Work Management Tools

zoom

WhatsApp



INTERMEDIA
ANYMEETING



asana

brazen





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Future Planning

(SHORT TERM) Further utilize the system we build by enabling partners to access the portal

- Eliminate all the emails going back & forth with partners for referrals
- Allow partners to upload documents, prepare case notes, etc., within an integrated system

(MIDTERM) Adopt artificial intelligence (AI) to improve work efficiency and reduce staff cost

(ULTIMATE GOAL) Redefine pre-arrival service as a client led movement and give clients the appropriate tools to own their destiny



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Thank you!

Contact:

Niloufar Oveysi, Partnership and Communications Manager

Niloufar.Oveysi@success.bc.ca

Selina Aheer, Best Practices Coordinator

selina.aheer@success.bc.ca

INTEGRATING NEWCOMERS



BCCA's commitment to Seamless Newcomer Integration

- One-on-one career coaching while still abroad.**
- In-depth skills, education and credential assessments specific to Construction.**
- Resume, LinkedIn and cover letter support.**
- Focused short/medium/long term career paths advice.**
- Referrals and Connections with Licensing bodies, employers, associations across Canada.**

Canada-wide connections with...
Construction associations
Construction-related industries
Construction employers across the country



Strategic Collaborations

- Partnerships with pre-arrival services, level 1 and level 2 – cross referral to amplify the support.**
- Collaboration through online webinars (ACCES Employment, AEIP, Build ON etc.).**
- Supporting other IRCC led initiatives: RNIP, Local Immigration Partnerships, EMPP.**
- Practical connections to employers, licensing bodies and professional associations anywhere in Canada.**
- Connections to post-arrival services in the landing community – building the bridge.**

Tech-Driven Inclusivity

- ❑ **Online Platforms: Providing easy access to information 24/7, ensuring inclusivity.**
- ❑ **Tailored Resources: Customized to clients' locations for a personalized pre-arrival experience.**
- ❑ **Personalized Video Advisory: One-on-one video sessions offer tailored guidance, making support inclusive and accessible.**
- ❑ **Efficient Communication: CRM integration for clear and efficient client interactions, benefiting a diverse client base.**
- ❑ **AI-Powered Assistance: Leveraging generative AI tools to provide insightful and personalized guidance, optimizing inclusivity and the client experience.**

Client Centric Approach

- Personalized Advisory:** Our human-centric approach places personalized advisory at the forefront of client support.
- Diverse Guidance:** Tailoring guidance to account for diverse backgrounds and aspirations, ensuring inclusivity.
- User-Friendly Platforms:** Creating user-friendly digital platforms to enhance the newcomer experience, making services accessible and inclusive.
- Client Satisfaction:** We're proud that 96% of clients are satisfied with our services and would recommend us.

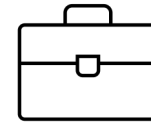
Fostering Success



**Served 1500+ clients
since 2019.**



**10000+ Employment
Referrals since 2019**



**450+ Clients have found
employment.**

Continued Success

"It's an honor to get to know you in the first step of finding a new career here in Canada and receive great help and good energy. In the process of settling down as an immigrant here, I will never forget the help you gave me today and try to be a helpful person to Canada and someone else."

"I am immensely grateful for the unwavering dedication of my Employment Liaison Specialist whose guidance and mentoring have been invaluable throughout this journey. A big thank you to the entire team at BCCA for their support and commitment."

"I am happy to share that I have received a job as Project Coordinator from Points Athabasca Contracting LP. I will be starting from Monday. I want to express my heart felt gratitude for all your help and resources and tips. It really helped me a lot. Thank you so very much."

Our Pledge to the Future

- Expanding our reach to reach more newcomers in promoting rural and remote locations**
- Constantly revising our digital resources and tools, adapting to new clients**
- Providing even more personalized, one-on-one support through technology**
- Continued Advocacy on behalf of clients, construction industry, and immigration legislations.**
- Expanding the BCCA-IN program to further assist skilled immigrants nationwide in transitioning to the construction industry**

Thank you!

Visit us : www.bccassn.com/IN

newcomers@bccassn.com



STRONGER TOGETHER:
SUPPORTING THE ALIGNMENT OF PRE- AND POST-ARRIVAL SERVICES FOR
NEWCOMERS

COSTI Immigrant Services

YOUR CONNECTION TO ONTARIO



Immigration Journey Starts Before Landing

Settlement

Employment

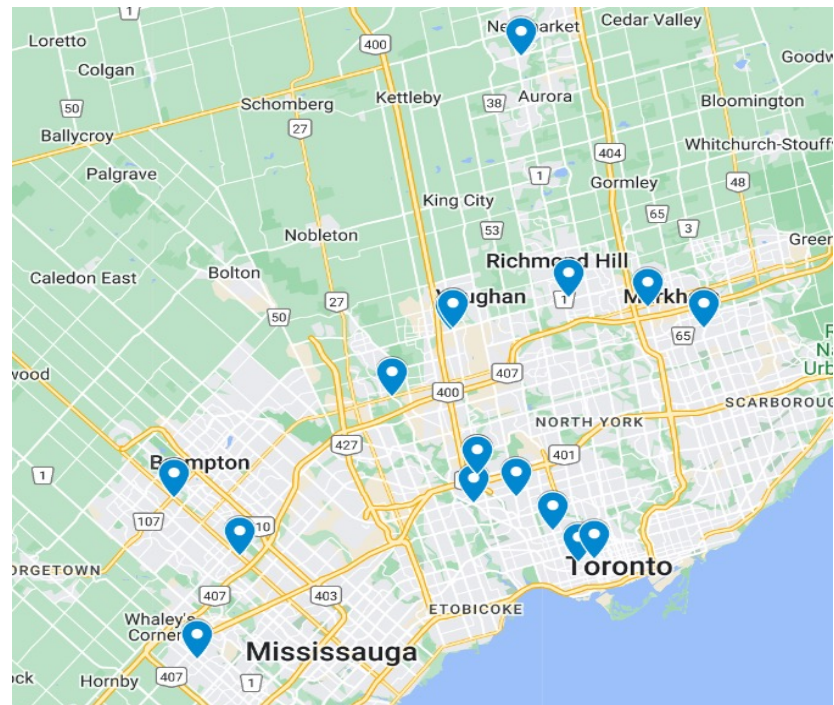




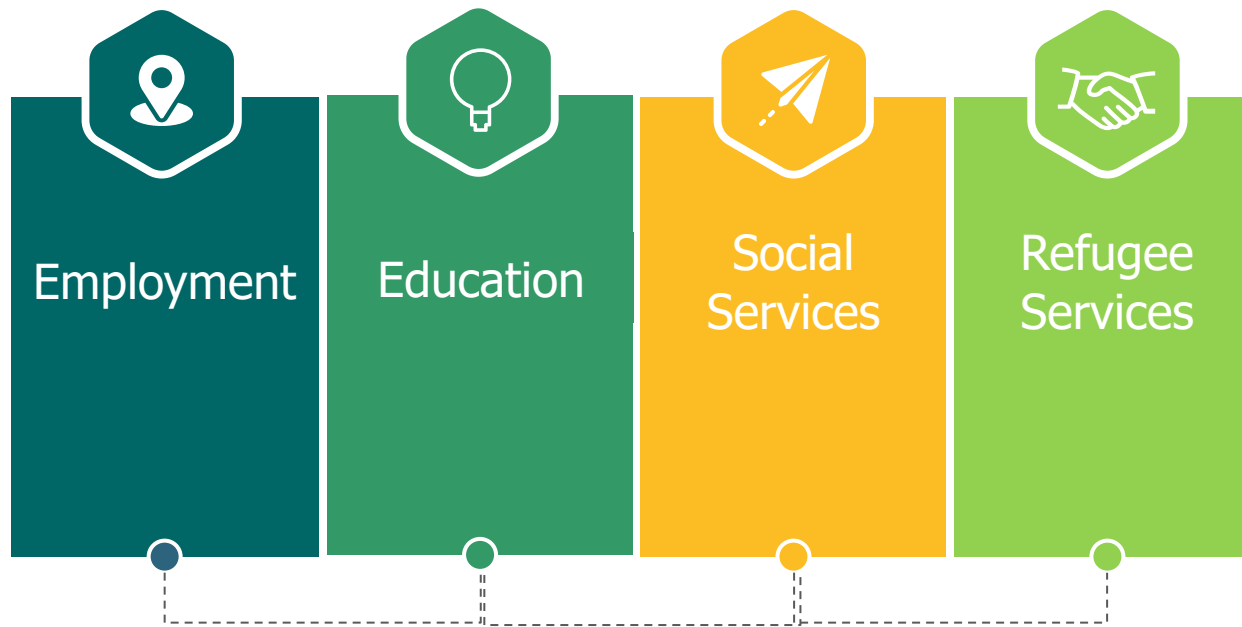
**STRONGER TOGETHER:
SUPPORTING THE ALIGNMENT OF PRE- AND POST-ARRIVAL SERVICES FOR
NEWCOMERS**

COSTI Overview

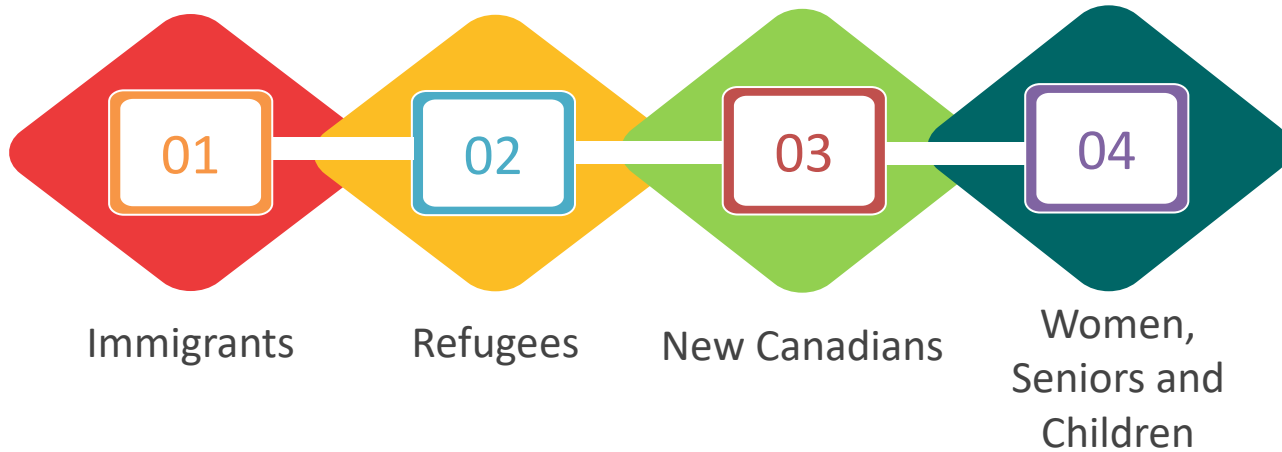
- Over 70 years
- 550+ staff
- 65+ languages
- 18 locations



Divisions and Key Service Areas



People We Serve



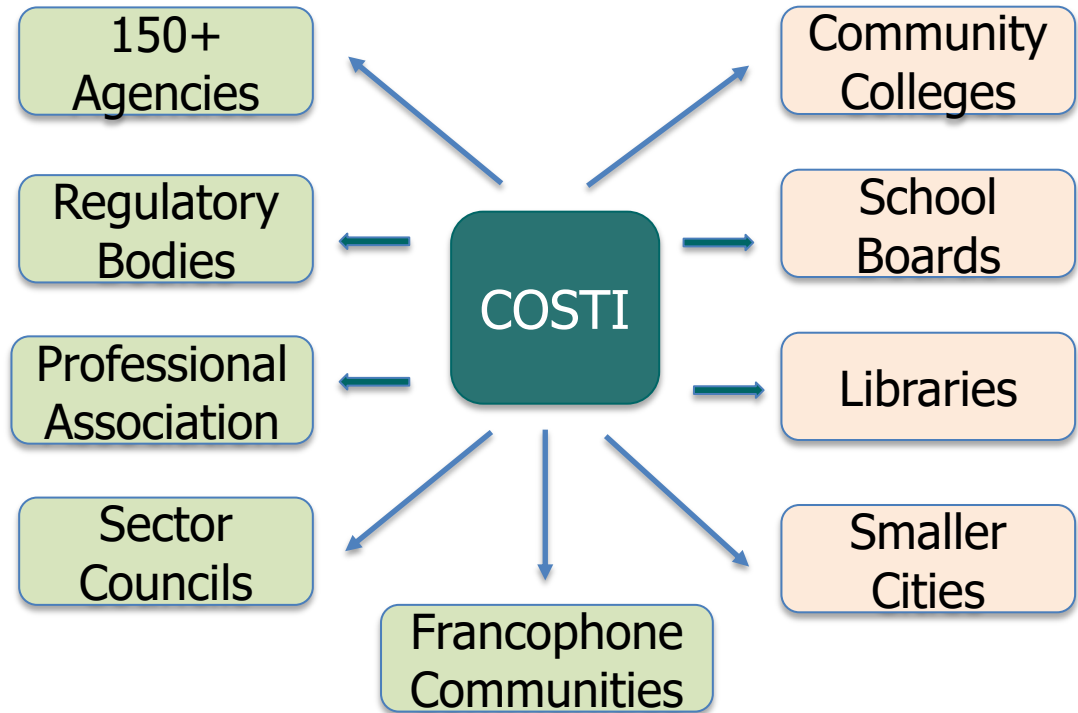
As a Provincial Partner, COSTI provides:



Post-arrival Services and Programs



Post-arrival Service Networks and Partnership



150 Immigrant Serving Organizations and Settlement Agencies



- Major cities and towns
- Toronto and Greater Toronto Area
- Rural and small communities
- Francophone communities





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Post-arrival Employment Services

**EMPLOYMENT
ONTARIO**
Your job is out there. We'll help you find it.



ontario.ca/employment • 1-800-387-5656

triec ▶▶
Mentoring
Partnership
Diversity Drives Success

COSTI Looking for employment in
your field?

Online Enhanced
Language Training
FOR INTERNATIONALLY EXPERIENCED
PROFESSIONALS





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Regulatory Bodies, Credential Evaluation Services and Professional Associations

Ontario 

HealthForceOntario



Professional Engineers
Ontario



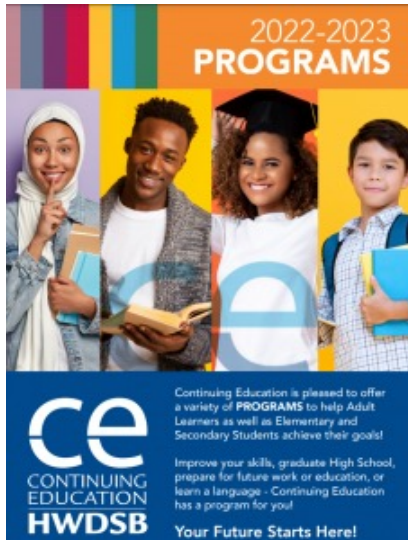


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Career Bridging, Language and Skills Training



Community Connections and Volunteering



2022-2023 PROGRAMS

ce
CONTINUING EDUCATION
HWDSB

Continuing Education is pleased to offer a variety of PROGRAMS to help Adult Learners as well as Elementary and Secondary Students achieve their goals!

Improve your skills, graduate High School, prepare for future work or education, or learn a language - Continuing Education has a program for you!

Your Future Starts Here!



CultureLink

BikeHost

Become a Mentor!
Meet new people from around the world.
Enhance your leadership and facilitation skills.
Gain experience in group riding and event planning.

Mentor a Newcomer!
Mentors are matched with Newcomers and together they explore Toronto by bike, organize and participate in group activities.

Follow us:
@CultureLinkTO
#BikeHost





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NEWCOMERS

Thank You!
Visit us: www.costi.org





- **400+ Staff**
- **1800 Volunteers**
- **60+ Languages**
- **70 Programs**
- **9 Locations**

*Banff, Brooks, High River,
Okotoks, Chestermere,
Rockyview*

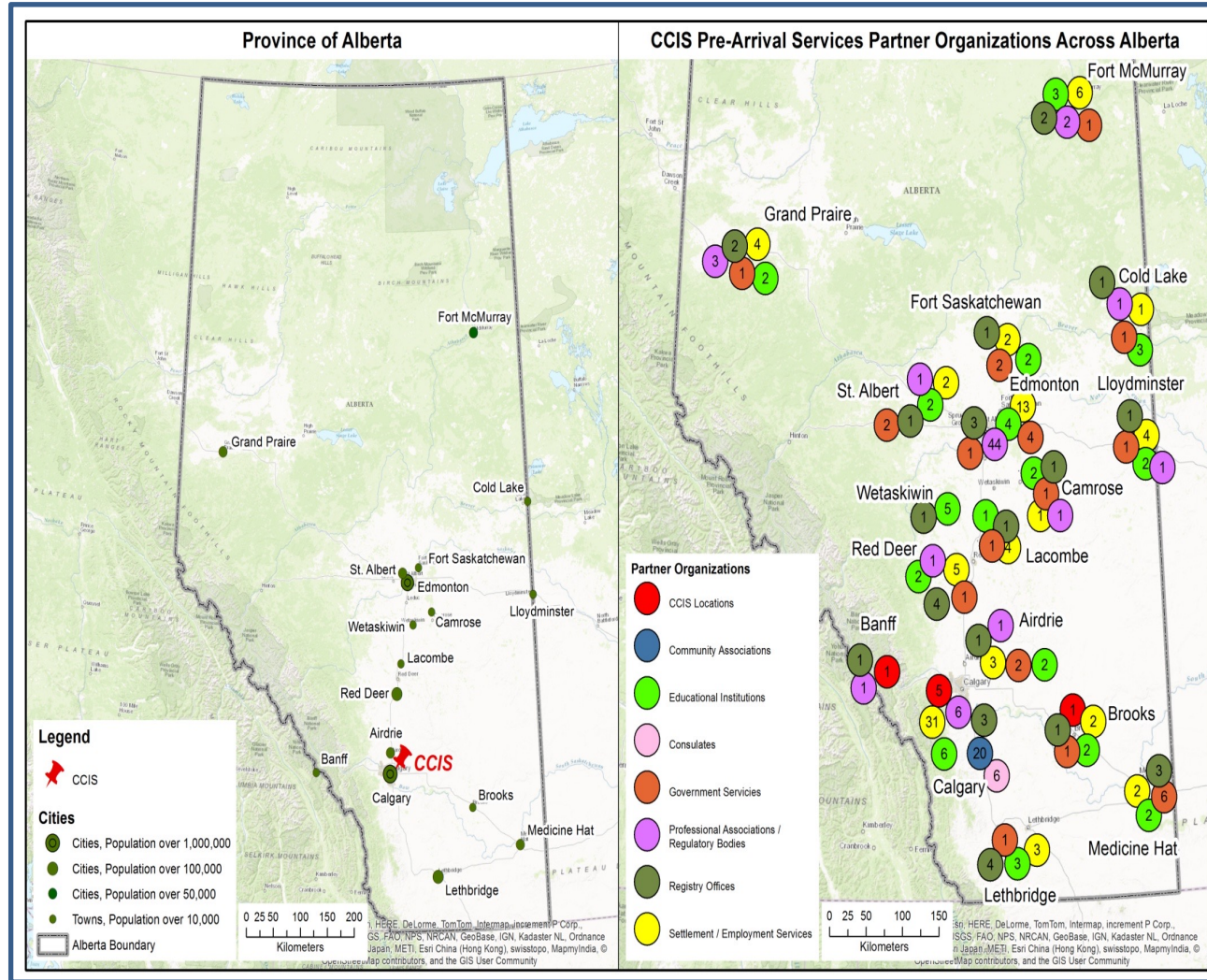




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CCIS' Pre-Arrival Services

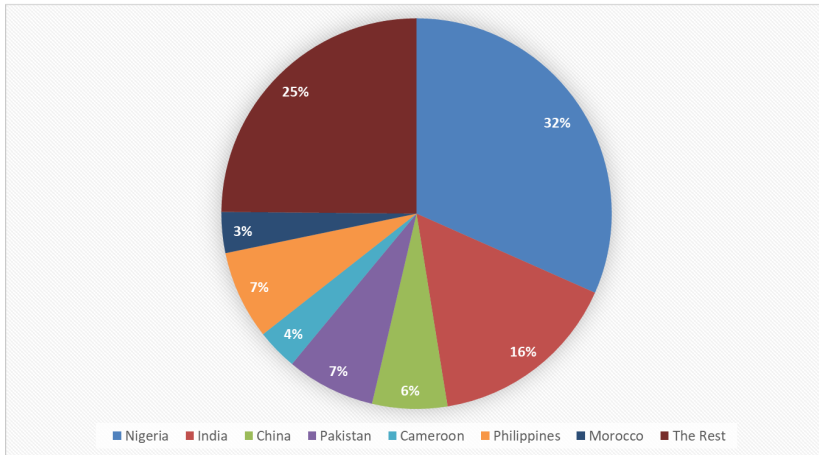
CCIS' Role As Provincial Partner



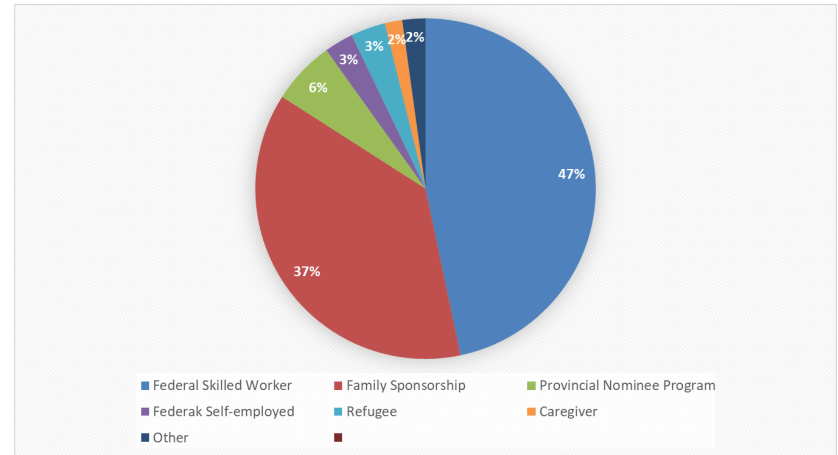


BUILDING BRIDGES: FOSTERING SEAMLESS COLLABORATION AND HUMAN-CENTRIC DESIGN IN PRE- AND POST-ARRIVAL SERVICES

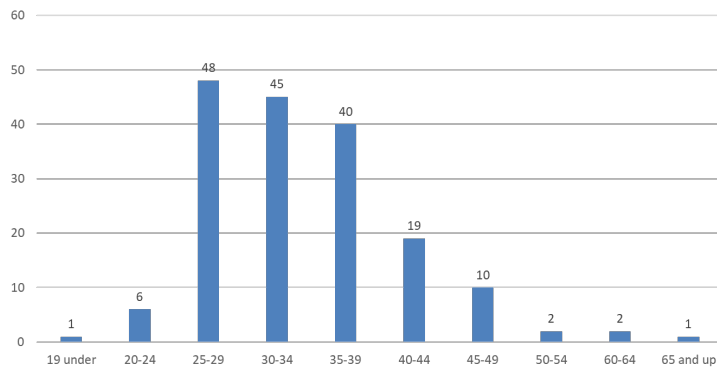
TOP SOURCE COUNTRIES OF THE CLIENT REFERRED TO CCIS



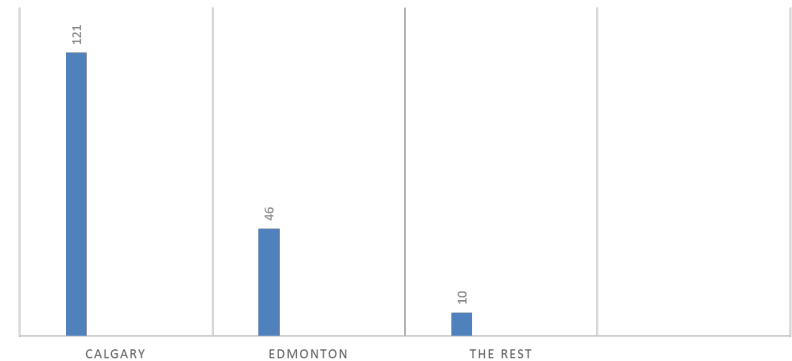
CLIENT'S IMMIGRATION CATEGORIES



CLIENT AGE GROUP



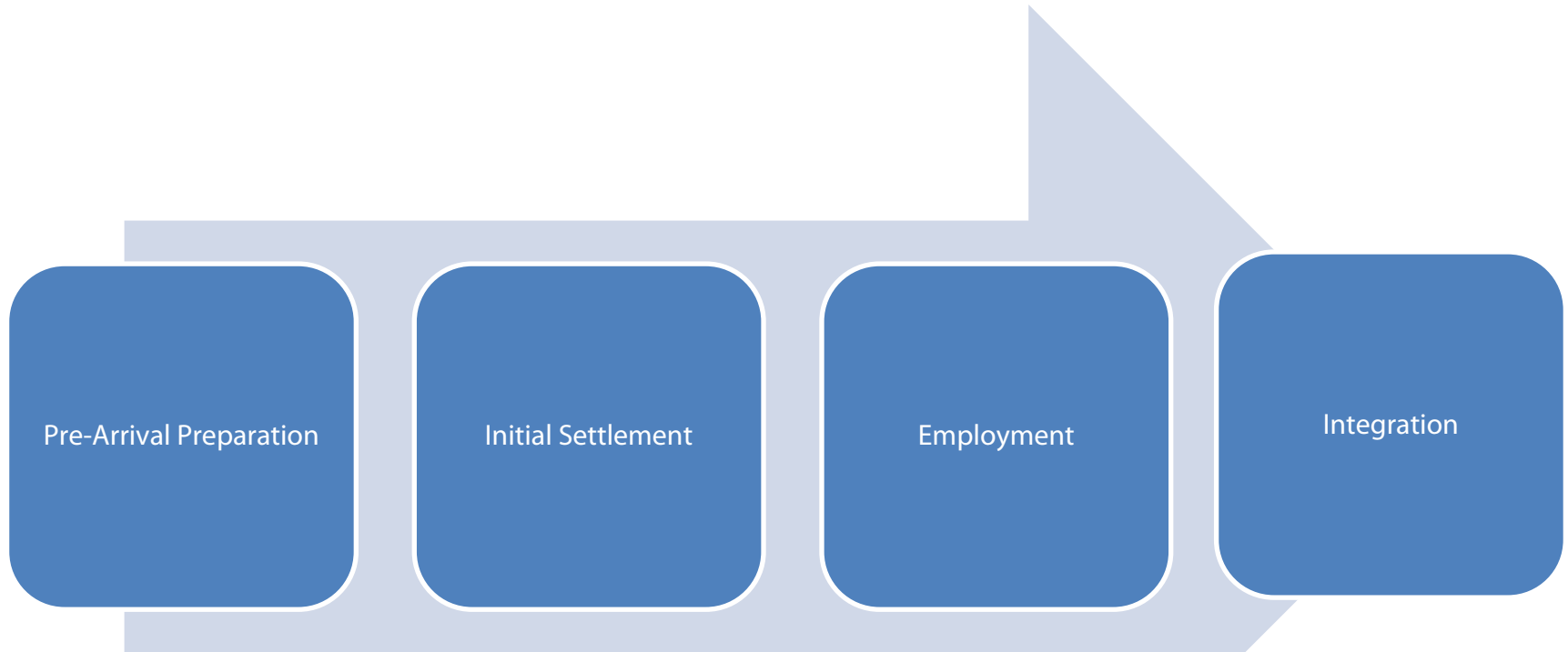
CLIENTS' DESTINATIONS IN THE PROVINCE





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CCIS OFFERS PRE-ARRIVAL AND POST-ARRIVAL SERVICES TO SUPPORT OUR CLIENTS THROUGH ALL STAGES OF THE SETTLEMENT AND INTEGRATION PROCESS





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CLIENT NEEDS AND CHALLENGES THROUGHOUT THE IMMIGRATION, SETTLEMENT, AND INTEGRATION PROCESS

Pre-Arrival

- General settlement and employment information
- Credential recognition, accreditation, and professional licensing
- Managing expectations
- Post-arrival resources and referrals

Post-Arrival Settlement

- Information and orientation (e.g., housing, schools, finances)
- Assistance with personal network or ties to the community

Post-Arrival Employment

- Job Search Strategies
- Developing professional network
- Understanding the local labour market
- Accessing the hidden job market



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Keys to Success

- Equal focus on settlement and employment preparation
- Organizational experience and expertise
- Regional knowledge and partnerships
- Post-arrival services and support
- Client-focused approach



Key Lessons Learned

- Province-specific approach is an effective way to deliver pre-arrival services
- Pre-arrival and Post-arrival services are complimentary
- Together, they provide clients with a complete spectrum of seamless support from pre-departure, to the successful settlement



Key Lessons Learned



Clients who access pre-arrival services experience increased levels of

- Confidence
- Positive attitudes toward the job search
- Realistic expectations

This results in a faster labour market integration



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When we received our documents from IRCC, they gave us links to different pre-arrival organizations to help us transition smoothly, and that is how we contacted AEIP. Cecilia and her colleagues coached us and gave us all the tools we needed before we arrived in Canada. Cecilia then connected us to April (ERIEC) as we went to Edmonton City. April spoke with us via zoom and connected me to a job at NorQuest College before I arrived. AEIP coached me for my new job in Canada, and when we arrived in Edmonton on Christmas day of 2021, April encouraged us to join the Mentoring and Networking Programs that ERIEC provides to Internationally Trained Professionals. To tell you all about ERIEC would take us a century! I am now ERIEC's Program Assistant, and I serve Internationally Trained Professionals like me! The Sky is NO Limit!

Jacky Kyomukama , Program Assistant at ERIEC

Success Stories





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It was a smooth journey from the immigration at the airport to my final destination. I didn't have any issues because my papers were completed with the help of AEIP. I also followed the instructions my advisor gave me.

Getting a job was difficult at the beginning. My advisor connected me with FRAP (FRANCOPHONIE ABERTAINE PLURIELE) in Edmonton. They referred to a training program offered by MCG Careers. I was hired as an Administrative Assistant after the training. I would suggest other newcomers register with AEIP, they helped me with my resume, and this helped me to get a job faster.

Remilekun Ogunfemi

Success Stories





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I made extensive use of settlement organizations such as CCIS to help with networking, developing my resume, refining my interview skills etc.

My biggest advice to newcomers would be to make extensive use of settlement services as they can provide you with crucial contacts and access to the broader network which will help you open more doors than you can imagine.

The second advice would be to prepare as much as you can prior to landing in Canada and do as much research as you can to give yourself the maximum chance to succeed.

Sunil Menon, Production Engineer at Suncor Energy

Success Stories





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I landed as PR in Canada on 31st July 2020. Just like any other new immigrant, I was overwhelmed with the overdoes of information flowing in and was juggling through multiple documentation and settling processes. However, prior to my arrival, I watched multiple videos of AEIP which helped me plan my initial few weeks in Canada and took away some of the anxiety in the process.

AEIP connected me with CCIS, and my advisor at CCIS helped me understand how a resume needs to be written, to be registered with recruiters it really helped me stand out as far as my applications are concerned.

Mohammed Abdul Aziz Ansari, E-commerce Manager, Metro Vancouver

https://pixelhuman.com/share/AEIP2022/AEIPTestimonial_MohammedansariV5-1SUB.mp4

Success Stories





BUILDING BRIDGES: FOSTERING SEAMLESS COLLABORATION AND HUMAN-CENTRIC DESIGN IN PRE- AND POST-ARRIVAL SERVICES

I immigrated to Canada from India. AEIP helped me a lot to soothe my immigration process. Earlier I was unaware of the Canadian job market and education system. However, I attended numerous webinars organized by AEIP for immigrants, which gave me an insight into the Canadian job market as well as Canadian culture. I am really thankful for their efforts. Within 2 months of landing, I got a decent job. Even after landing, AEIP Advisor is helping me to work on my dream job. She is providing all the useful material and links to me. I am really thankful to all of them and AEIP. - Jaswinder kaur, Teacher

Prior to coming to Canada, I attended several AEIP sessions on pre- and post-landing information to know. I became equipped and more than ready to face my new country and land. I knew the basics of renting a home, finding a job, working on my resume and cover letter, networking, and most importantly the Canadian workplace culture. Each of these sessions built a foundation which led to landing a permanent job before I clocked one year of entering Canada as a permanent resident. - Obiageri Ezenwamelaku, Administrative Assistant

I took part in the program to ensure that I was receiving as much information as possible about settling into life in Canada and it was really helpful. The information provided on preparing for a job search in Canada was very valuable for me in preparing myself for the Canadian job market. My advice would be to join the program as early as possible, get as much information as you can and ask as many questions as you can. Too much information is never a bad thing.- Dotun Afouda, Project Manager

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Join our
community
wherever
you are.



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Calgary Catholic
Immigration Society



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cciswelcomehere.com

Key Takeaways

The Power of Nationwide Collaboration

Technology as an Empowerment Tool

Human-Centric Design for Seamless Integration

Thank You!

Questions?

