

Fostering an Inclusive Digital Environment for Newcomers

The CARE Centre for Internationally Educated Nurses

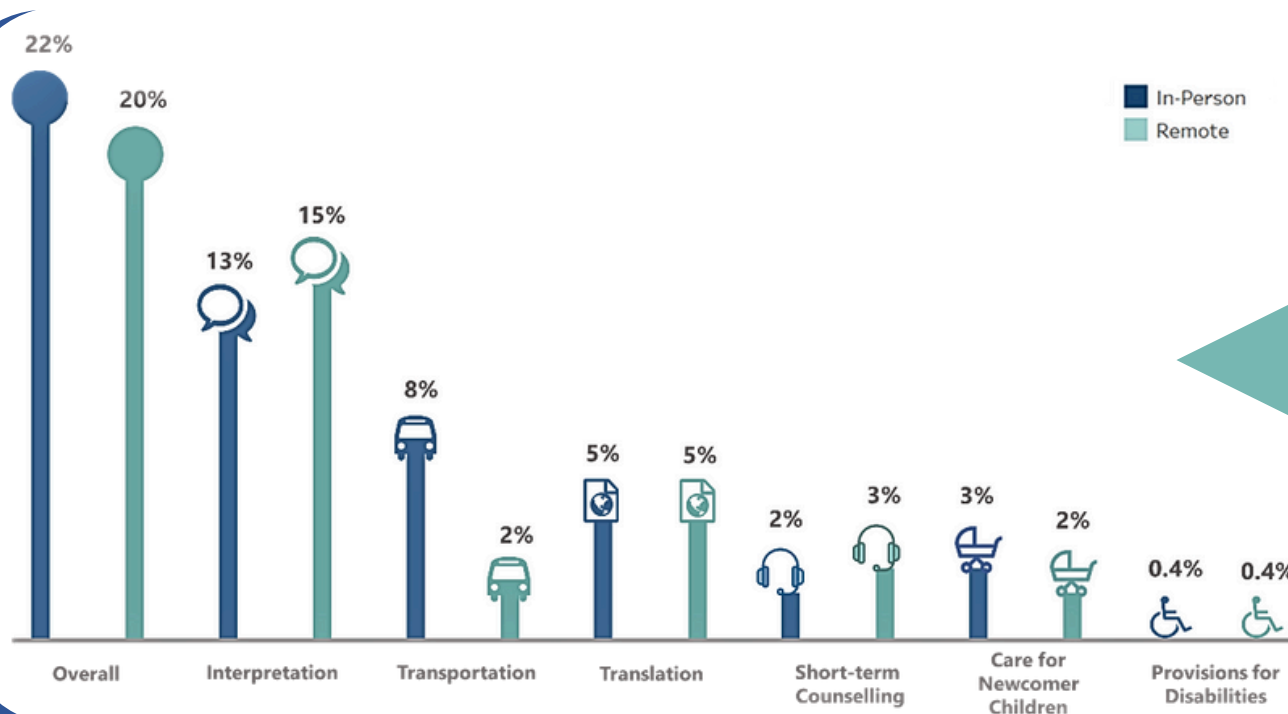
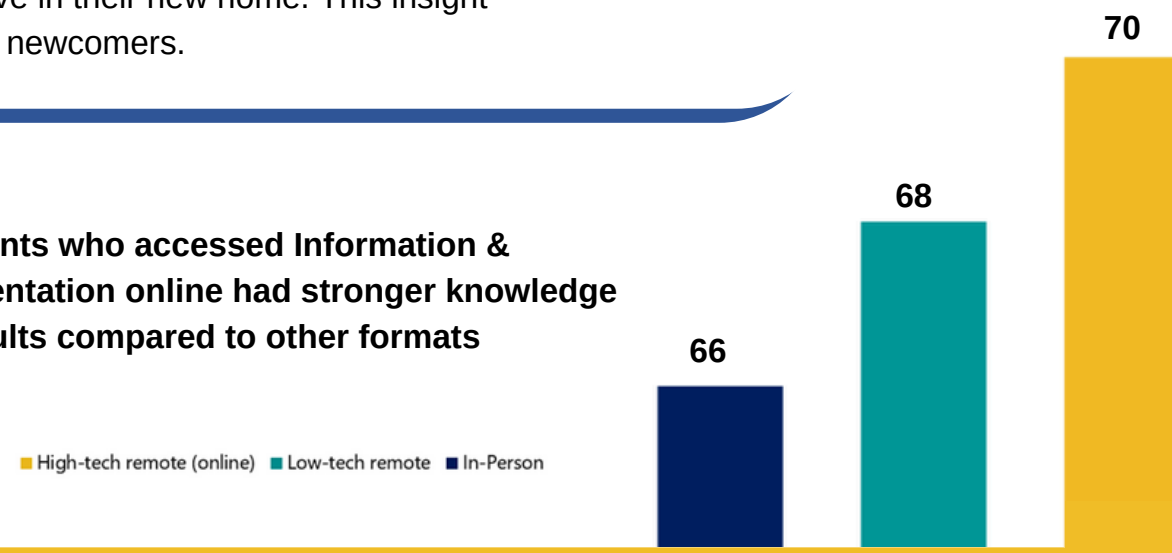
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As services go digital, understanding newcomers' online activities reveals unmet needs and areas for improvement. Service providers must stay up-to-date on changing technologies to promote digital equity in immigration. Newcomers often rely on shared resources like library computers, making digital equity crucial for accessing vital information on healthcare, education, employment, and government services. By ensuring digital equity, newcomers can better integrate, overcome barriers, and thrive in their new home. This insight enables service providers to enhance support and foster a more inclusive digital environment for newcomers.

RESOURCES - For Service Providers

- Digital Standards Playbook - Government of Canada
- Web Aim - Free, online accessibility tools for website development
- The Settlement Sector and Technology Task Group - Online Reports
- Google Inspect - Tool to check web layouts for different device screens
- Google Page Speeds - Free website test and recommendations

Clients who accessed Information & Orientation online had stronger knowledge results compared to other formats



While in-person and remote services were accessed at roughly the same rates, online programming and remote service delivery continues to grow.

- Interpretation and short-term counselling services were the only supports that were accessed at higher rates remotely than in-person.
- Survey respondents noted that the main benefits of remote services included not needing to commute to a service location, and not needing to seek childcare
- Noted the benefits of on-demand remote services for flexible scheduling that was helpful for working newcomers and those with caring responsibilities
- 6% had problems using remote support services, the majority of them relied on a family member, friend, or service provider to help them
- Fewer clients were using support services when they access remote services

Source: IRCC (2022) The Digital Case Study Client Survey

Things to Consider...

More clients accessed short-term counselling remotely than in-person – the vast majority of which were female clients. In fact, regardless of service format, more female clients used support services compared to other genders. Consequently, changes to the delivery format of support services may impact female newcomers differently.



The need for digital literacy and skills training appears to be concentrated among certain client demographics

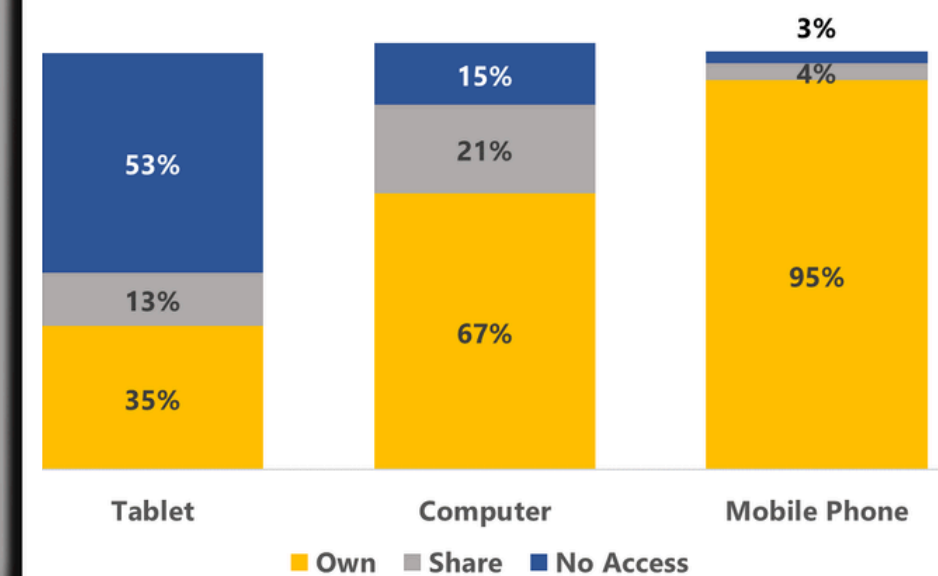


More Language Assessment clients requested online language training



More clients received digital skills training as part of Information & Orientation or Community Connection services

More clients reported owning a mobile phone than any other device.



Source: IRCC (2022) DCS Client Survey

Note: Totals slightly exceed 100% because some respondents indicated owning and sharing a device

Presented by:



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