



NATIONAL NEWCOMER
NAVIGATION NETWORK

RÉSEAU NATIONAL DE
NAVIGATION POUR
NOS NOUVEAUX ARRIVANTS

ANNUAL REPORT

2023-24

Collaboration and
Connection:
Addressing Newcomer
Barriers in Healthcare





LAND ACKNOWLEDGMENT

The National Newcomer Navigation Network (N4), hosted at CHEO in Ottawa, Ontario, is built on unceded Algonquin Anishinaabe Territory. The peoples of the Algonquin Anishinaabe Nation have lived on this territory for millennia and we honour them and this land. CHEO also honours all First Nations, Inuit and Métis peoples for their past and present contributions to this land

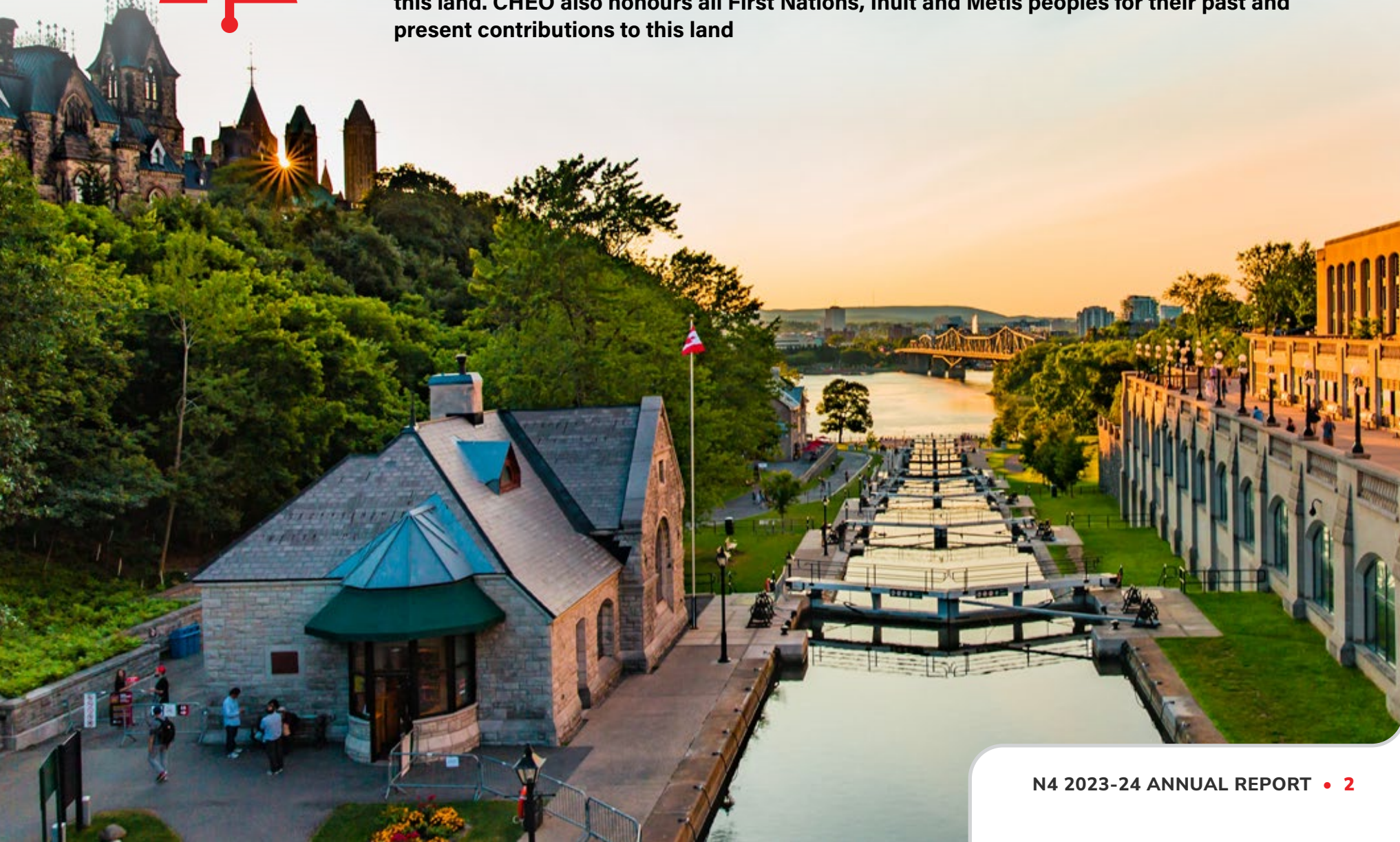




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MESSAGE FROM THE DIRECTOR

This year has represented a solidification of N4's unique role at the intersection of health and newcomers. Our dual mandates promote concrete and actionable systemic changes that result in equitable access and experiences for immigrants and refugees within health and social services whether they are newcomers seeking care, or those with international training seeking employment.

N4 continued to elevate the awareness of newcomers as a distinct group of Canadians requiring unique approaches to address the root causes of health inequities. That has meant growing our partnerships not only with health and social service providers and their organizational leadership, but all levels of government to meaningfully address both health care delivery and systemic barriers impacting the social determinants of health. We are fortunate to work in a country that values the diversity and welcome support to make tangible changes.

Our work to understand the barriers to optimal employment of Internationally Trained Physicians (ITPs) and Internationally Educated Nurses (IENs) moved to the communication and knowledge mobilization (KMb) phase. The desire of our IEN and ITP working groups

to continue to meet quarterly to support N4's KBm and continue their intersectoral collaborations is a testament to our unique community of practice model which assembles key players to intersectoral tables for defined outcomes. I invite you to explore this report further for a synopsis of our CoP efforts.

Responding to the needs of our members and partners is always a focus of N4. To support the need for some of our members to provide proof of professional development, this year, we underwent the rigorous process to accredit relevant learning events through the Royal College of Physicians and Surgeons of Canada, Canadian College of Health Leaders (CCHL) and Canadian Psychological Association (CPA). We have responded to numerous requests for collaborations on much needed research equity by supporting the promoting the inclusion of newcomers and those serving them, as well as supporting the spread of their findings. These efforts amplify our impact and further solidify N4's pivotal role at the intersection of health and newcomers.

Our work would not be possible without the support of N4's Advisory Committee. Their strategic and practical advice ensure our efforts are aligned to the most pressing needs of newcomers and those who serve

them. This past year, they supported our strategic planning activities to form a long-term strategy aligned to our vision. That process has shown that our work is not done. We must build upon our 5-year investment, partnerships and momentum to continue this transformative journey. Together, we can ensure that Canada meets the responsibilities that come with the privilege of welcoming the half a million newcomers who seek refuge and opportunity each year.

Christine Kouri
Director



N4 ADVISORY COMMITTEE

The Advisory Committee is comprised of 17 individuals with expertise across various sectors, including pediatric and adult health care, education, immigration, as well as individuals with lived experience as newcomers to Canada. Three staff from the host organization, CHEO, help to coordinate the committee. The committee is diverse in composition and includes individuals across participating provinces in Canada.

Name	Organization	Position	Location	Committee Position
Chairs				
Dr. Annalee Coakley	Mosaic Refugee Health Clinic	Medical Director	Calgary, AB	Co-Chair
Andrea Gardner	Jewish Family Services	Associate Executive Director	Ottawa, ON	Co-Chair
National Sector Representatives				
Lisa Stromquist	Children's Healthcare Canada (CHC)	Associate Director	Ottawa, ON	Pediatric Health Care
Jonathan Mitchell	HealthCareCAN	Vice-President, Research and Policy	Ottawa, ON	Health Care
Émilie Albert	Société Santé en français (SSF)	Projects Coordinator	Ottawa, ON	Francophone
Aamna Ashraf / Jewel Bailey	Immigrant, Refugee Mental Health Project (hosted at CAMH)	Senior Manager of Health Equity / Project Coordinator, IRMHP	Toronto, ON	Mental Health
Doug Olthof	National LIP Secretariat	Manager	Jasper, AB	Settlement
Jodi Hall	Canadian Association of Long-Term Care	Chief Executive Officer	Fredericton, NB	Long-Term Care
Caroline Ewen	World Education Services	Manager, Policy and Advocacy	Toronto, ON	IEHPs
Deborah Cohen	Health Workforce Canada	Chief Operating Officer	Ottawa, ON	Health Workforce
Provincial and Local Sector Representatives				
Laura Callaghan	IWK Health Centre	Nurse Practitioner	Halifax, NS	Health (frontline) Saint Paul University online Newcomer Navigation program Graduate
Dr. Nancy Clark	University of Victoria	Assistant Professor, School of Nursing	Victoria, BC	Academia/Nursing
Anila Lee Yuen	Calgary Centre for Newcomers	CEO	Calgary, AB	Settlement (frontline)
Dr. Tanya Lentz	NeuroSpark Psychology	Psychologist	St. John's, NL	Mental Health (frontline)
Persons with Lived Experiences				
Mateo Vitale	University of Calgary	Youth Advisor	Calgary, AB	Lived Experience as a Newcomer Youth
Manju Kochukunju	Executive, Nova Scotia IEN Network	Internationally Educated Nurse	Halifax, NS	Lived Experience as an IEN
N4 Support Staff				
Christine Kouri	CHEO	Director	Ottawa, ON	N4 Support Staff
Stephanie Rochette	CHEO	Administrative Asst.	Ottawa, ON	N4 Support Staff



OUR STORY

Canada is embracing an increasing number of newcomers—generally defined as those who have relocated to this country for fewer than five years, including immigrants, refugees, asylum seekers, and refugee claimants. Despite this warm welcome, newcomers often encounter systemic barriers to access and when experiencing services. Simultaneously, those involved in newcomer navigation—dedicated professionals assisting clients in navigating the intricate health and social service system—face their own set of challenges impeding their ability to provide culturally appropriate care. The result are health inequities.

The National Newcomer Navigation Network (N4) was established to address these critical and intersectoral issues. Our members represent the diversity of professionals whose work impacts the ability of newcomers to navigate our complex health and social systems. Our mission, vision and values guide our work daily and ensure we remain outcome focused in supporting our valued members.

N4 was established in 2019 to bridge the silos between health and settlement and foster health equity for newcomers. Building on an extensive outreach, N4 was built to provide the infrastructure that moves a passion for and commitment to newcomer equity to connections, learnings and collaborations. Fostering systemic change, improved services and seeing tangible difference in the lives of those newest to Canada has been our honour.

In April 2022, Immigration, Refugees, and Citizenship Canada (IRCC) expanded N4's mandate from newcomers as patients in the healthcare system, to also look at equity for newcomers seeking optimal employment in that sector. As Canada grapples with a health human resource crisis, N4 is leveraging its connections, platform and tools to identify and address systemic inequities that prevent internationally educated health professionals (IEHPs) from credential recognition, unbiased hiring and a sense of belonging and value in the workplace. These efforts support newcomers to contribute to a stronger, more inclusive healthcare workforce.

At N4, inclusivity is non-negotiable. Thanks to our generous funder, membership and access to our tools are provided at no cost —ensuring that all stakeholders benefit, regardless of financial constraints. We also ensure that the voices of lived experiences are elevated, including representation on our Advisory Committee, and working groups.

We believe that together, we can pave the way for a healthier, more equitable Canada—one where newcomers thrive and contribute to our shared future.



“N4 is dedicated to creating a fair environment for new doctors and nurses coming from different countries to work in Canada. The launch of the Internationally Educated Healthcare Professionals (IEHP) Resource Hub helps these newcomers work together and share knowledge to be a part of Canada's healthcare system. N4 not only helps address shortages in healthcare workers across the country; they help patients, family and communities stay healthy with access to quality care.”

ALEX MUNTER, CEO AND
PRESIDENT, CHEO

”



MISSION, VISION, VALUES

Vision

For Canadian newcomers to have a consistent and equitable experience in navigating health and social services during their settlement.

Mission

To create a national platform for newcomer-serving professionals to connect, learn, and collaborate around newcomer navigation.

Our Values

- Diversity
- Collaboration
- Inclusion
- Innovation



“I see a strong alignment of our programs, and Institutional mission with this project. Saint Paul University integrates learning and research with social engagement. Collaborating with CHEO on the development and delivery of N4 initiatives is a natural fit as both institutions strive to be change agents for sustainable development in society.”

DR. LOUIS PATRICK LEROUX,
RECTOR, SAINT PAUL UNIVERSITY





OUR TEAM



Christine Kouri
Director



Sahar Zohni
Manager of Operations,
Planning & Performance



Ronny Santos
Senior Business
Systems Analyst



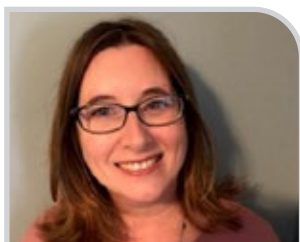
Lauren Provost
Finance Officer



Mariah Maddock
Team Lead Knowledge
Development and Mobilization



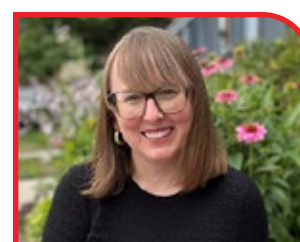
Andrew Tomayer
Education Coordinator



Colleen Drake
Project Engagement
Coordinator



Cat Goodfellow
Research Coordinator



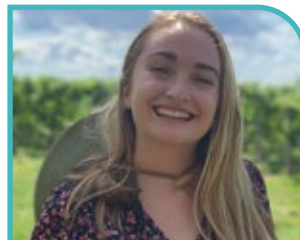
Sage Mosurinjohn
Graphic Designer



Youcef Khallil
Communications
Specialist



Stephanie Rochette
Project Officer



Catherine Penney
Quality Improvement
Specialist



Michelle Quinlan
Acting Team Lead Knowledge
Development and Mobilization



OUR TOOLS



CONNECT

Member directory: Searchable and sortable contact database of N4 members

Meeting place: Online discussion forum to exchange ideas and resources

Events calendar: Upcoming N4 and partner educational offerings

Conversation Cafe: Where IEHP connections flourish and knowledge blooms.



LEARN

N4-Hosted Webinars and Professional Development Series: Live sessions and access to recorded ones

eLearning: Catalogue of N4 and partner trainings

Resource Toolkit: Library of news, research articles, and tools

Data Snapshots: Key public and member-driven data to facilitate evidence-based decision making

N4/Saint Paul University programs:

Online certificate programs to enhance non-clinical skills of IEHPS and those needed in order to promote newcomer equity

Conferences: Intersectoral knowledge mobilization events

RSS Feed: News from organizations involved in the recruitment and retention of IEHPs



COLLABORATE

N4 Community of Practice: Time-limited working groups producing evidence based, outcome-driven, and impact-focused deliverables to address the root causes of inequities for newcomers

Subject Matter Experts (SMEs):
Volunteers providing expertise to N4 members

IEHP Resource Hub: A comprehensive platform that provides resources, tools, reports, and an up-to-date list of supports for IEHPs, organizations supporting them (stakeholders) and employers.

GROWING OUR NETWORK

Outreach and Site Visits

Site visits play a pivotal role in the National Newcomer Navigation Network's needs assessment process, facilitating firsthand engagement with stakeholders to identify challenges and inform the development of resources for assisting newcomers in accessing Canadian health and social services.

of Organizations Reached

150

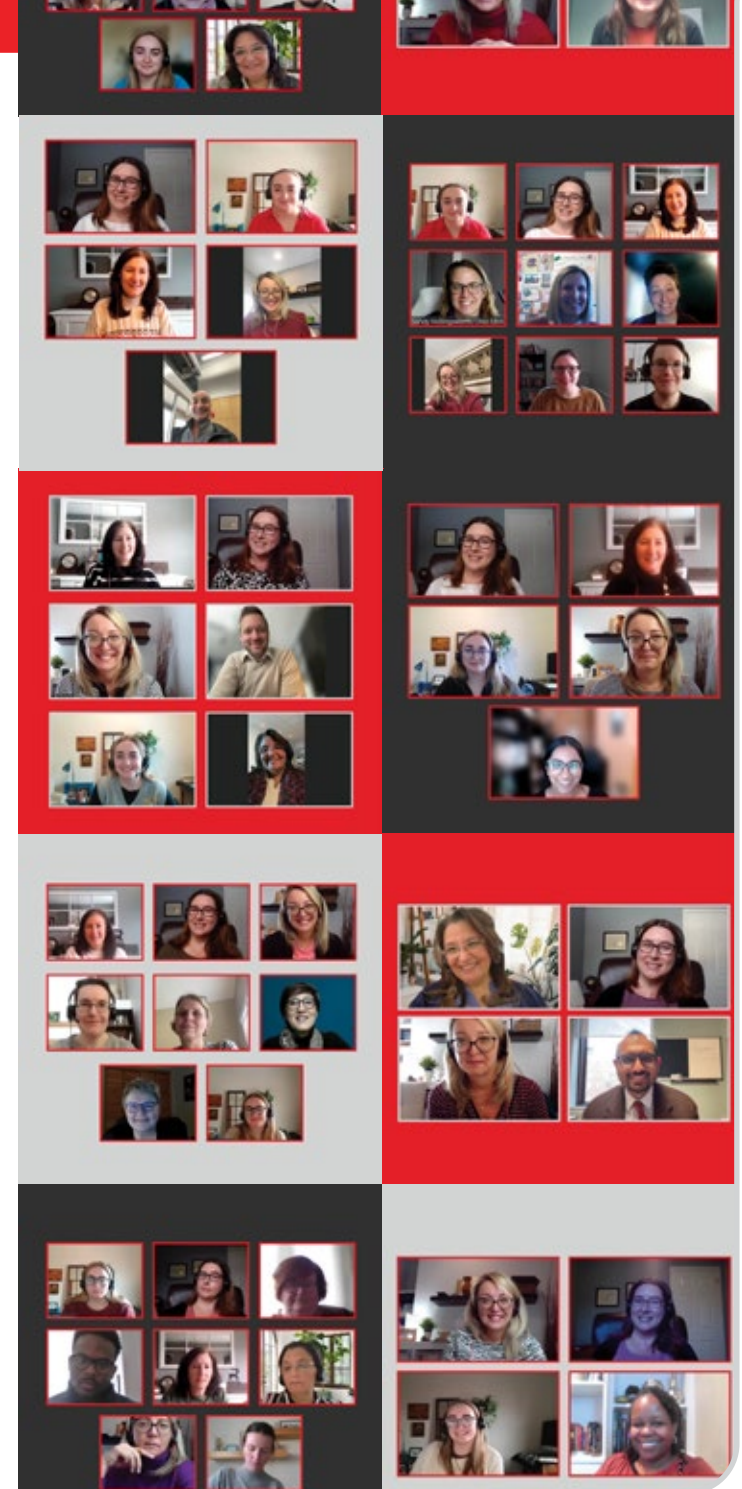
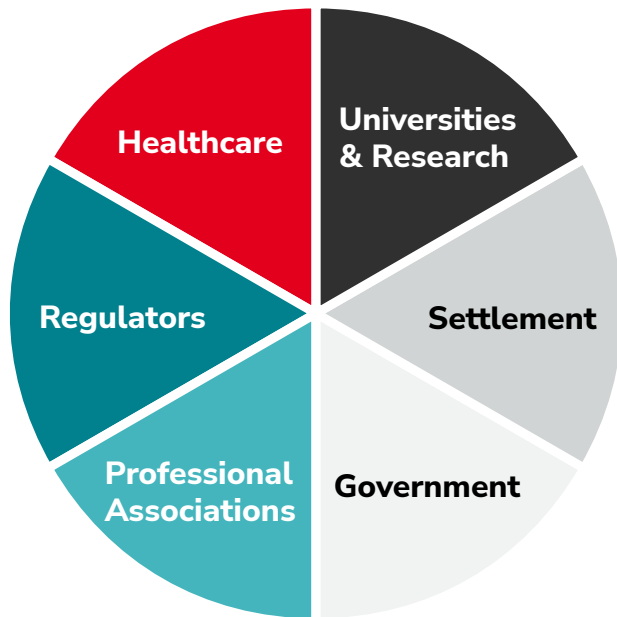
of Professionals Engaged

372

of Provinces Visited

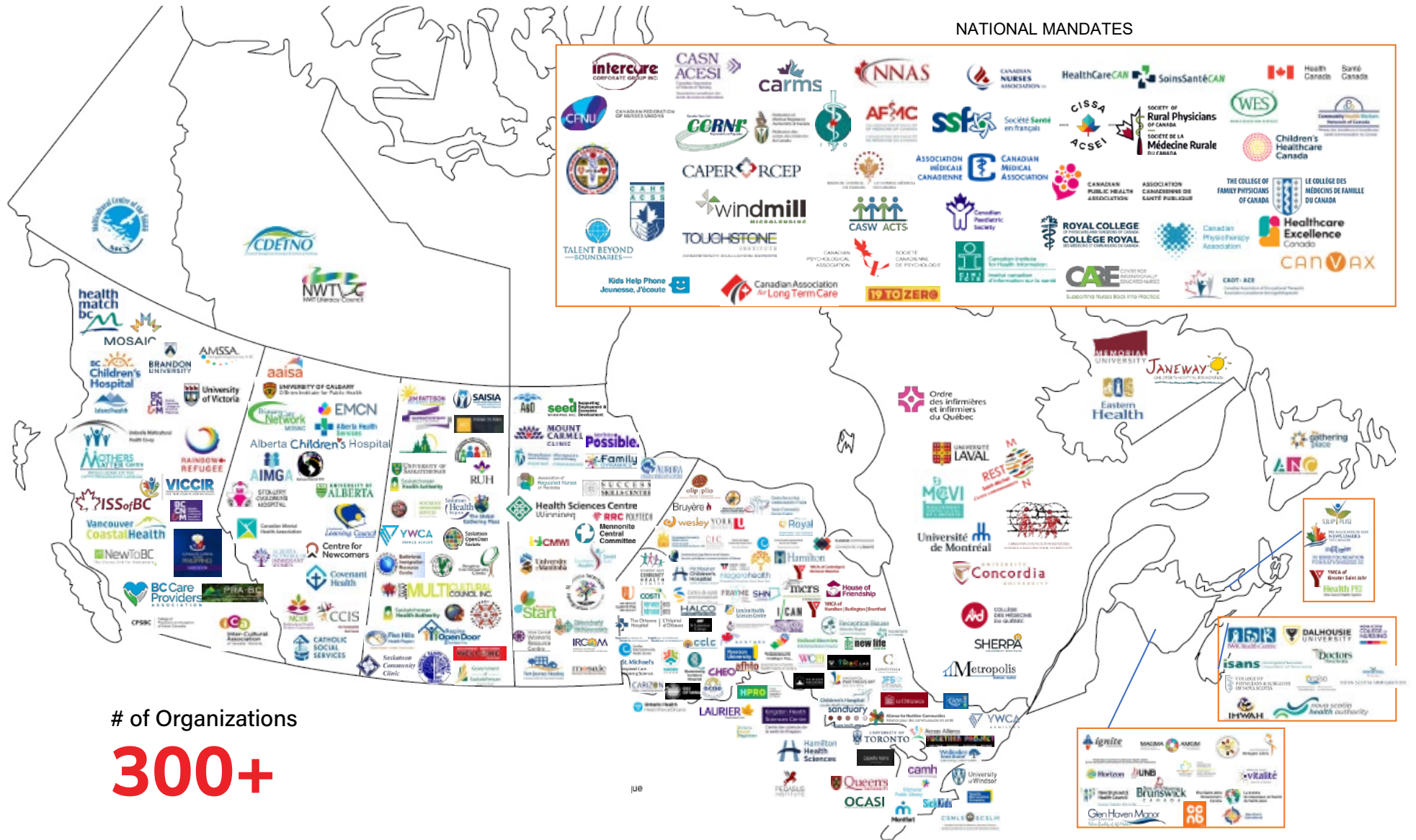
10

SECTORS REACHED





Partners, Learning Contributors and Navigation Network





WEB ANALYTICS

The N4 website offers a dynamic platform that serves as a resource hub, fosters engagement, and streamlines collaboration among our valued members and stakeholders.

of Pageviews

187,606

of Returning Visitors

15,427

of New Visitors

52,417

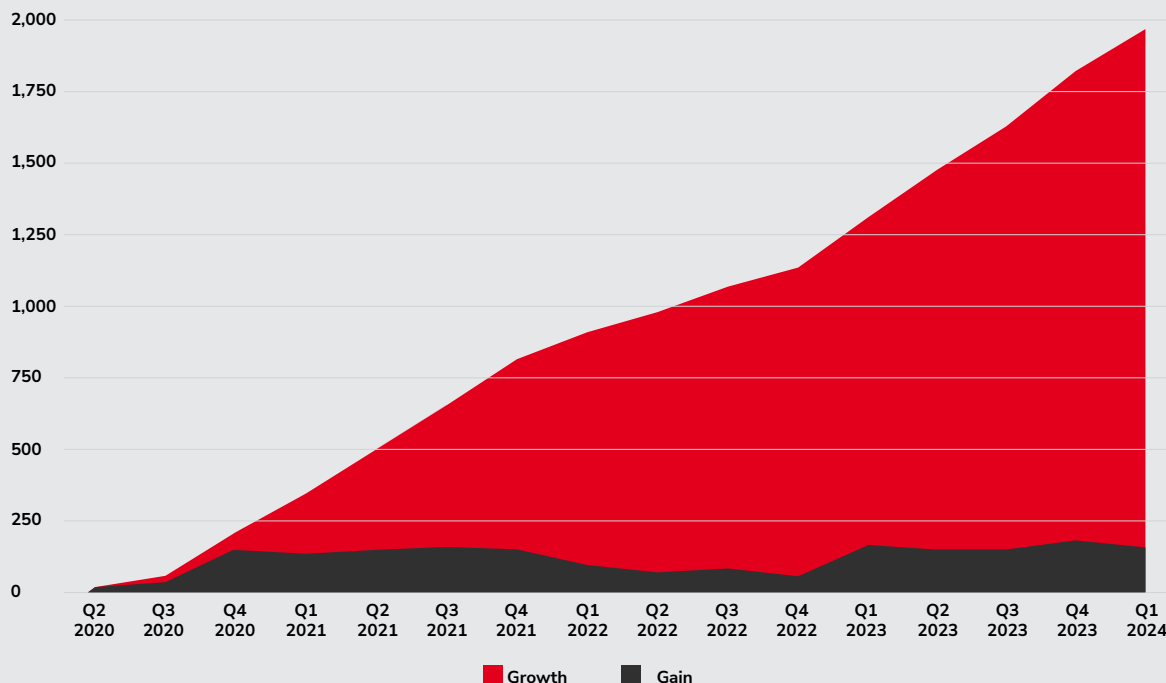
of Newsletter Subscribers

7,502

MEMBERS

Began welcoming members in May 2020. Membership to N4 connects professionals to a multidisciplinary and an intersectoral network of newcomer service providers who share their professional expertise, resources, and tools to support professional and organizational development.

GROWTH VS. QUARTERLY GAIN



of Provinces & Territories

12

of Cities

144

of Members

1,970



MEETING PLACE - CONVERSATION CAFÉ

N4's Meeting Place is a member-only online moderated forum for engaging discussions, idea-sharing, and networking opportunities within the N4 Network community. N4 also provides IEHPs with a unique platform for engagement and allows peer-to-peer support through the Conversation Cafe.

of Members Engaged

26

of Posts

16

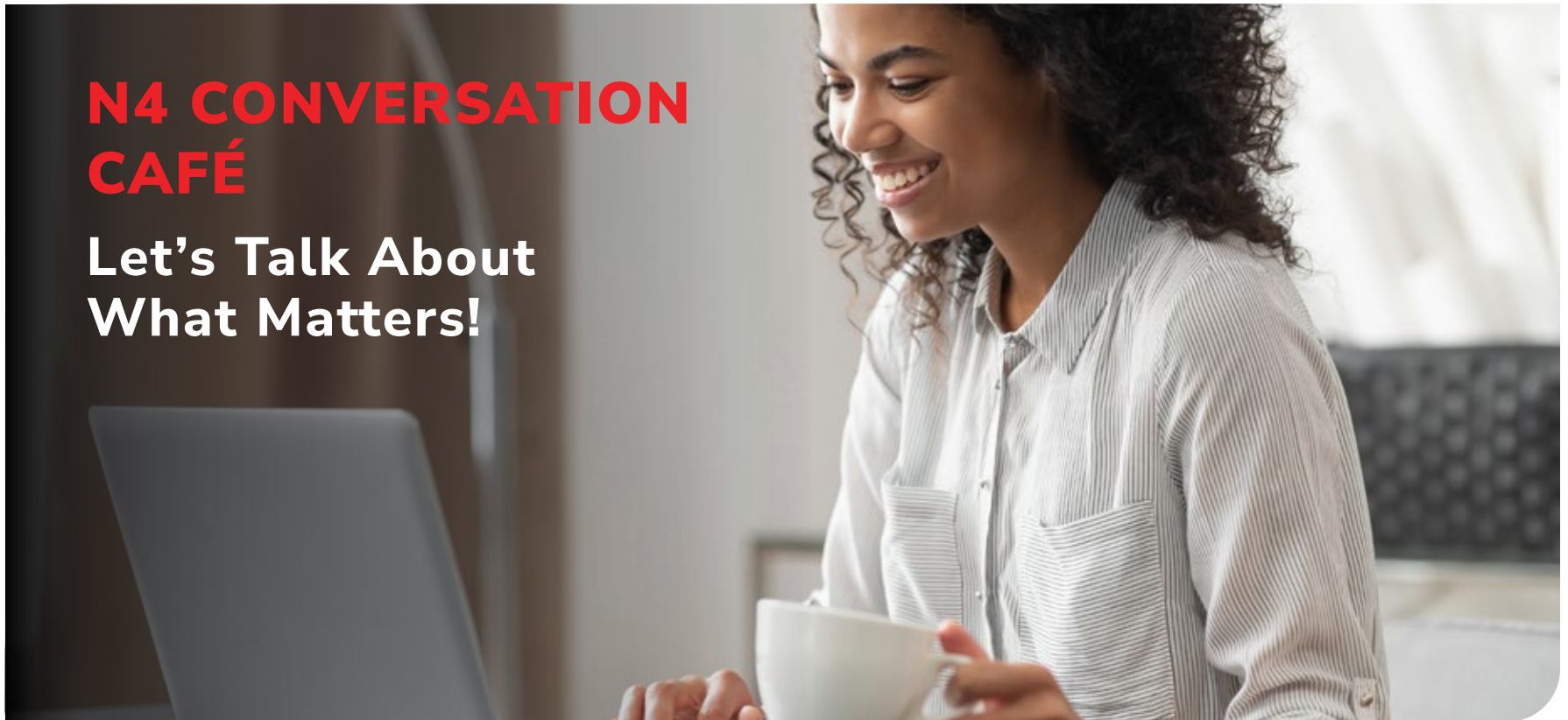
of SPU champions

15

IEHPs who have completed the SPU program and can lead discussions.

N4 CONVERSATION CAFÉ

Let's Talk About
What Matters!





FOSTERING CANADIAN INTEGRATION FOR INTERNATIONALLY EDUCATED HEALTH PROFESSIONALS (IEHPS): FROM LEARNING TO ACTION

An online program in partnership with Saint-Paul University

The N4/SPU online program for IEHPs, *Fostering Canadian Integration for Internationally Educated Health Professionals (IEHPs): From Learning to Action*, launched in September 2022 and found success in helping IEHPs gain a greater understanding of the Canadian healthcare context which supports their journey towards optimal employment.

Building on last year's first 3 co-horts, we expanded our reach with Cohorts 4, 5, and 6. The SPU program is based on an integrated development model that stresses knowledge, skills and identity (who I am and who I am becoming). The program's content allows students to build on their expertise to develop skills and knowledge for integration in Canada while forming a learning community through exercises of personal development and reflective practice (peer mentoring, reflective learning journals, discussion forums).

The program includes a variety of foundational content, including that based around self-reflection, understanding the Canadian mosaic of cultures, and other topics to prepare them for employment in the Canadian health care system. Interest and enrollment were pan-Canadian and from multiple professional groups.

Total # of Pre-Registrations

596

Total # of Registrants Enrolled

182 Cohorts 4-6
(English and French)



UNIVERSITÉ
SAINT-PAUL
UNIVERSITY

<https://ustpaul.ca/>



“My future goal is to practice medicine in Canada, and I do believe the modules have helped me a lot to work towards that goal. The main thing that I learned of it is the personalized learning plan which is very important when you go into residency to know how to best tackle your learning.”

AZEEZ SADEEQI, ITP
OTTAWA, ON
COUNTRY OF ORIGIN: IRAQ

”



N4/SPU IEHPS Online Program Candidates Across the World

(COHORTS 1-6)

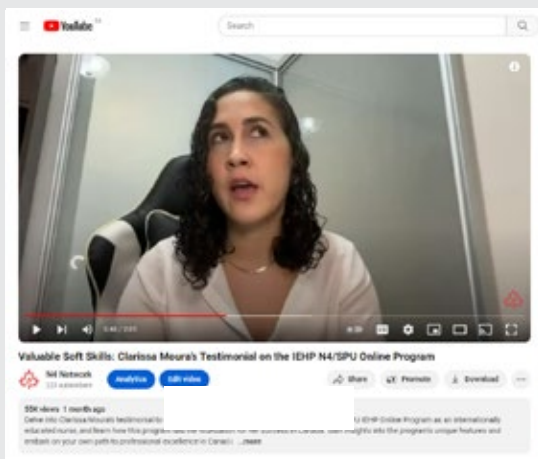
**64 Countries of Origin
for the 321 Participants**





MEDIA SPOTLIGHT: SUCCESS STORIES FROM THE N4/SPU IEHPS ONLINE PROGRAM

Explore firsthand accounts of success and insights from participants of the N4/SPU online program for Internationally Educated Health Professionals (IEHPs). From compelling video testimonials to informative articles, delve into the experiences and achievements of individuals who have benefited from this transformative program.



Clarissa Moura's Video Testimonial of the N4/SPU IEHP Online Program.

[Watch the video here.](#)



N4/SPU IEHP Online Program Featured in Symposium+ Magazine.

[Read the article here.](#)



“This program gave me the opportunity to reflect on the past and makes me push through my goal to become a Registered Nurse in Ontario. I also got the chance to meet other IEN through Peer Mentoring Group and shared common goals and experiences.”

NATALIE ACOSTA, IEN,
TORONTO, ON
COUNTRY OF ORIGIN: PHILIPPINES





WEBINARS

N4 webinars serve as interactive platforms led by subject matter experts, covering essential topics such as the Canadian healthcare system, culturally safe care, refugee and immigrant health, settlement issues, ethics, and service delivery, providing opportunities for personal and professional development.

Total # of Webinars	# of SMEs	Total # of Registrants
25	53	4,153

80.6%

of post-webinar survey respondents
gained new knowledge



Accredited Webinars

N4 is approved by the Royal College of Physicians and Surgeons of Canada, the Canadian College of Health Leaders (CCHL), and the Canadian Psychological Association (CPA) to offer continuing education for their members.

Total # of Accredited Webinars:

4



This
webinar is
ACCREDITED!

Professional Development Events

TOTAL # ETHICIST-LED CASE DISCUSSIONS: 2

- Abortion in Canada :A Case-based Approach to Ethical and Legal Context and Health Professional Responsibilities
- Thinking about Ethics in the Context of Refugee Experience

TOTAL # PROFESSIONAL DEVELOPMENT SERIES: 6

- Doing More With What You Know: An Introduction to Knowledge Mobilization for Newcomer-Serving Professionals
- Hope Series: Recovering Hope and Agency in the Disorienting Dilemma of Immigration as IEHP
- Hope Series: Building Resilience: Navigating the Long-Term Impact of Trauma
- Workplace Inclusion Series: A Roadmap for Senior Managers
- Workplace Inclusion Series: A Few Things You Can Do Without Having to Wait for Top Management
- Interpersonal Communication 101: Basics and Foundation

[All Professional Development Series](#)

93%

of participants shared that the content met their Learning expectations

85%

gained knowledge applicable to their work



Resources and eLearning

The Resources and eLearning library are a go-to destination for an extensive array of educational materials and resources that are timely and responsive to emerging themes designed to support professionals.

of eLearning Courses Added

123

of English Resources Added

570

of French Resources Added

207

Total # of Resources & e-Learning Available

2,929 20% French

RSS News Feed

The N4 IEHP RSS News feed curates trusted sources of news so that our partners can stay up to date in this rapidly changing context.

of English News
Articles Added

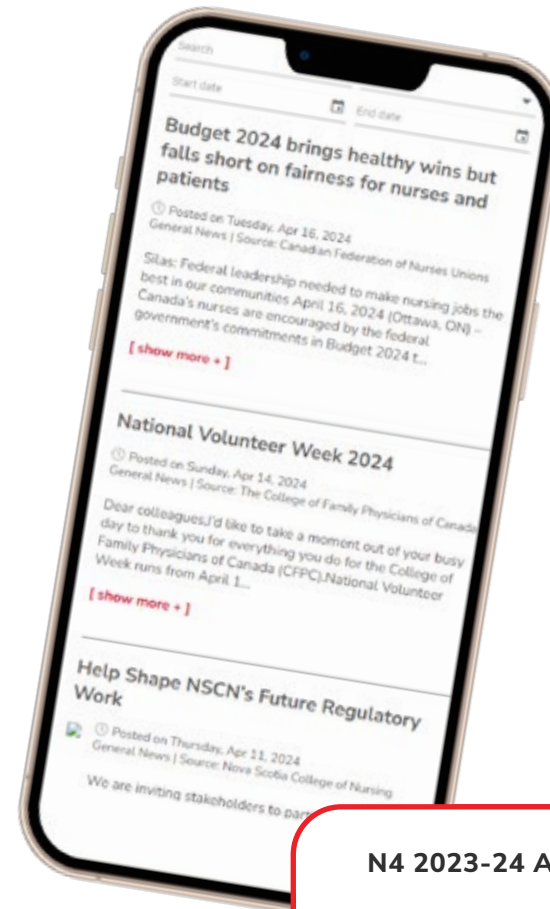
316

of French News
Articles Added

200

Total #
Available

777





COMMUNITY OF PRACTICE

The N4 Community of Practice Steering Committee met quarterly this year to guide the activities of the working groups and provide strategic input into actioning the CoP products, in particular this year our work towards equity for IEHPs. The IEN and ITP working groups kept N4 updated on developments in the sector and assisted with knowledge mobilization of N4's recommendation reports, and suggested opportunities for further work. Our lived experience consulting groups met quarterly to validate our implementation of the [recommendation reports](#).

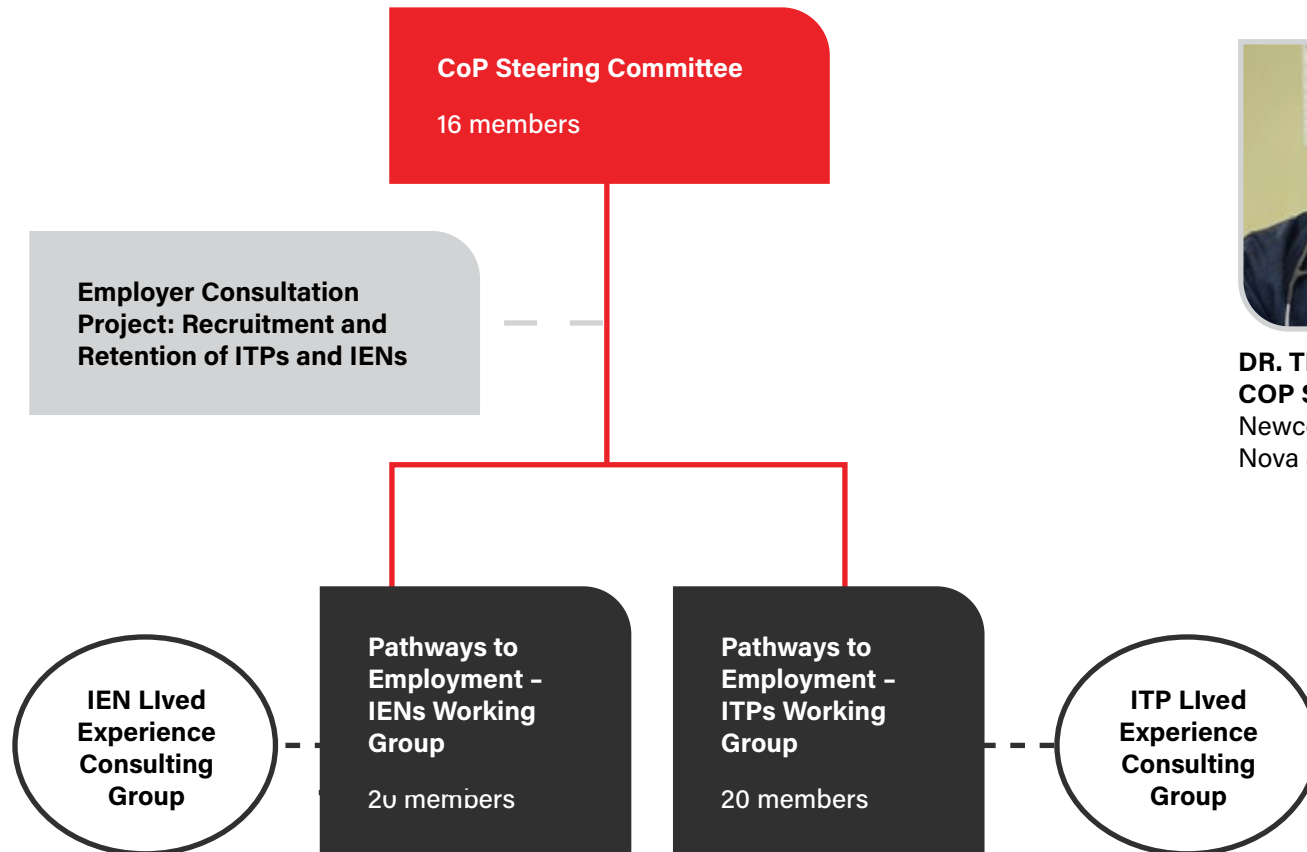
THE SUCCESSFUL COMMUNITY OF PRACTICE STRUCTURE CONTINUED TO SUPPORT THE WORK RELATED TO IEHPs



DOUGLAS OLTHOF,
COP STEERING CO-CHAIR
National LIP Secretariat



DR. TIMOTHY HOLLAND,
COP STEERING CO-CHAIR
Newcomer Health Clinic
Nova Scotia





IENT WORKING GROUP:



ITP WORKING GROUP:



IENT CONSULTING GROUP:

- Number of Members: **15**
- Provinces Represented: **Ontario, British Columbia, Nova Scotia, Alberta, and Manitoba**
- Chair: **Jennifer Lopez** (IEN Lived Experience)

ITP CONSULTING GROUP:

- Number of Members: **18**
- Provinces Represented: **Ontario, Alberta, and Manitoba**
- Chair: **Dr. Ahmad Alkhatib** (ITP Lived Experience)

As a result of these monthly meetings, N4 shifted gear into developing tools and resources for IEHPs. In collaboration with the working groups, N4 identified particular value in working towards the following recommendation:

Access to transparent, plain language and reliable information

Create a central hub of information that reflects the current state of the pathway to optimal employment in a user-friendly format.

The IEHP Resource Hub was created to meet this recommendation.



N4 IEHP RESOURCE HUB

The IEN and ITP Working Groups requested that N4 create a central and trusted repository of the most up to date information to guide their efforts towards licensure and employment. The [N4 IEHP Resource Hub](#) is a comprehensive platform, offering a wealth of resources, tools, reports, and support listings specifically tailored for Internationally Educated Healthcare Professionals (IEHPs), organizations supporting them (stakeholders), and employers. The Hub promotes collaboration, knowledge sharing, and the integration of IEHPs into Canada's healthcare system.

A FEW OF THE TOOLS AND RESOURCES ON THE HUB :



IENT PATHWAY TO LICENSURE AND ITP PATHWAYS TO LICENSURE

Support IEHPs and those who support them in understanding the journey to licensure in Canada.



NAVIGATIONAL SUPPORTS

A list of trusted information on the current navigation services for nurses, physicians, and other professions by province.



PROVINCIAL INITIATIVES

Initiative opportunities provided by Canadian employers, healthcare organizations, and academic institutions to help IEHPs who must fill theoretical or practical gaps in their learning.



BRIDGING PROGRAMS

All clinical training programs available to close the gap between their foreign credentials and Canadian licensure requirements.



SETTLEMENT SERVICES

Community integration supports by the settlement sector which fosters capacity to focus on licensure.



NON-CLINICAL SUPPORTS

Training, mentorship, and peer-to-peer supports to augment success of IEHPs in achieving licensure and employment.

Total # of Pageviews

40,893

Total # of Engagements

28,145

Total # of Downloads

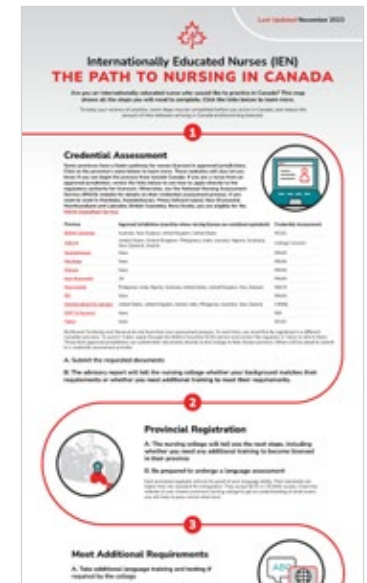
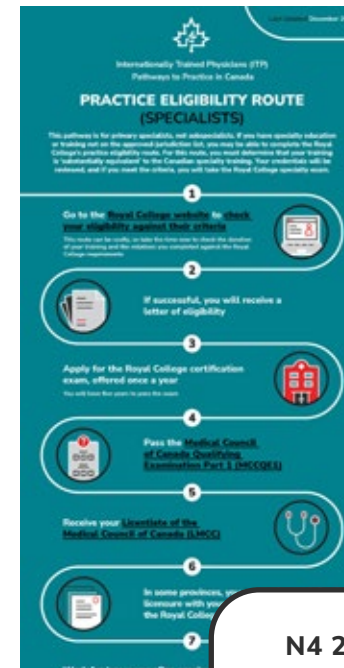
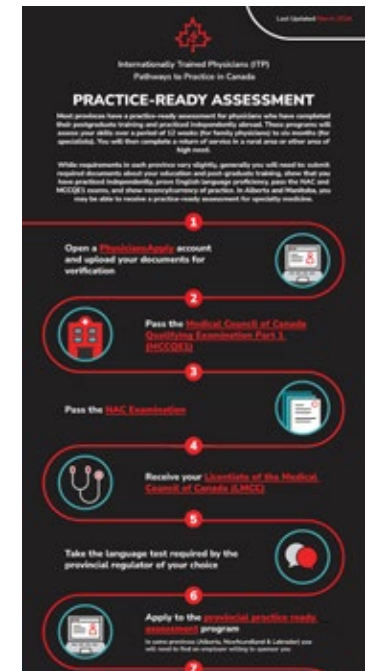
369



N4 HIGHLIGHT:

IEN Pathway to Licensure and ITP Pathways to Licensure

These pathways, the first of their kind in Canada, bridge the gap between global expertise and local patient care. For nurses, the N4 IEN pathway integrates language proficiency assessments, credential evaluations, and rigorous clinical competency assessments. Meanwhile, physicians (International Medical Graduates - IMGs) can choose from various routes, including the Practice Eligibility Route (for specialists), alternative pathways (for family medicine), and the Practice Ready Assessment. By establishing these pathways, Canada not only ensures that IEHPs meet Canadian standards but also enriches its healthcare workforce with diverse talents and perspectives.





Actioning Our Other CoP Products

POSITION PAPER ON ACCESS TO PROVINCIALLY-FUNDED INTERPRETATION SERVICES

In consultation with healthcare and settlement providers across Canada, the National Newcomer Navigation Network (N4) developed a proposed national standard and an accompanying set of recommendations to address language barriers for newcomers. [This position paper](#) calls for an interpretation approach which can be implemented nationally to promote safe, equitable and positive healthcare access and experiences for newcomers. N4 continued to champion our position paper on interpretation through a government relations strategy to advance uptake at the provincial level. N4 has also created [a template letter](#) addressed to provincial ministries of health, which advocates for provincially funded centralized interpretation services.



of Pageviews

2,413

of Engagements

1,117

of Downloads

833

AFGHAN RESETTLEMENT TOOLKIT

[The toolkit for Afghan refugees](#) was curated by N4's Community of Practice Working Group to aid professionals from healthcare, settlement, education, and other public-serving sectors in ensuring fair access and services for Afghan newcomers.



of Pageviews

2,017

of Downloads

31

of Engagements

685

UKRAINE EVACUEE TOOLKIT

[This toolkit](#) provides context about the current crisis in Ukraine and will assist providers in helping newcomers connect with the Ukrainian-Canadian community and understand the immigration options available to them.



of Pageviews

832

of Engagements

505



SCHOOL ENROLMENT ADVOCACY TEMPLATE LETTER FOR CHILDREN IN TEMPORARY HOUSING

Upon arrival in Canada, refugee families are frequently accommodated in hotel settings while seeking long-term, suitable accommodations, which can often take months. However, without a permanent address, newcomer children may face obstacles in enrolling in school. To address this issue, N4 has developed [a template letter](#) to advocate for families in your community experiencing difficulties with school registration due to their temporary housing arrangements (e.g., living in a hotel).

[Today's Date]
[School Principal's Name]
[School Address]
[City, Province, Postal Code of School]
[School Phone Number]

RE: School Enrollment for [Client's Name(s)]

Dear [Mr./Ms./Mx.] [School Principal's Last Name],

I am writing regarding the school enrollment needs of [Child's Name(s)]. Their family is known to me in my role of [Social Worker/Refugee Case Manager]. As you know, attending school is the right of all children in Canada (including refugees) and key to their emotional and developmental well-being. For newcomer children, studies show that the sooner they can attend school, the better their adaptation to Canada, which translates to better mental health outcomes.

The family informed me that [Child's Name(s)] has been declined school enrollment due to a misunderstanding regarding their permanent address. As you know, access to affordable and appropriate housing is a current challenge for many Canadians. Refugees are placed in hotel settings while their settlement worker works on finding appropriate and affordable long-term accommodations for this family. There is, unfortunately, no end date to their current accommodation. Therefore, while it is a hotel address, it should be considered this family's permanent address and used for school registration.

As you can imagine, a hotel setting creates an exceptionally challenging environment for a child to learn and thrive. Therefore, I hope you can prioritize the resolution of this child's school registration so the family and child can start having some sense of normalcy as new Canadians. Please let me know if you require further information to process their registration.

Sincerely,
[Your Signature]

of Pageviews

288

of Engagements

207

of Downloads

89

EMPLOYER CHECKLIST FOR RECRUITING, INTEGRATING AND RETAINING INTERNATIONALLY EDUCATED HEALTH PROFESSIONALS

The [Checklist for Recruiting, Integrating, and Retaining Internationally Educated Health Professionals \(IEHPs\)](#) serves as a guide for healthcare employers to create an inclusive workplace environment that welcomes and ensures a sense of belonging for IEHPs.

EMPLOYER CHECKLIST FOR RECRUITING, INTEGRATING, AND RETAINING INTERNATIONALLY EDUCATED HEALTH PROFESSIONALS (IEHPs)

This checklist supports health care employers to create a workplace where newcomers feel welcome and ensure a sense of belonging for IEHPs.

STEP 1: ORGANIZATIONAL PREPARATION

DATA COLLECTION

- ☐ We have an awareness of the diversity of IEHPs within our organization working in our workplace/area (e.g., qualifications, experience, services, and food services).
- ☐ We include newcomers (those within Canada less than five years) as a basic demographic in our staff roll, identification, and our engagement survey.

COMMUNITY INTEGRATION

- ☐ We are a member of our local health care leadership table to create linkages to community supports and step ahead of the issue facing newcomers in our area.
- ☐ We are aware of settlement organizations and other supports (housing, childcare, transportation, etc.) that can help newcomers integrate into our community.
- ☐ We have a mechanism to connect IEHPs with available community support (language, religion, etc.).

BIAS, DIVERSITY AND INCLUSION

- ☐ We have policies and practices (recruitment, onboarding, and address any experiences of discrimination).
- ☐ Our HR and leadership teams understand the value IEHPs add to the workplace (see below onboarding page and ensure representation of the community they serve).
- ☐ Our organization demonstrates the value of belonging to their organization and how to support their sense of belonging.

of Pageviews

1,085

of Engagements

179

of Downloads

119



SUBJECT MATTER EXPERTS

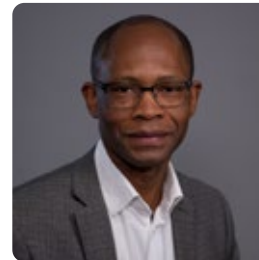
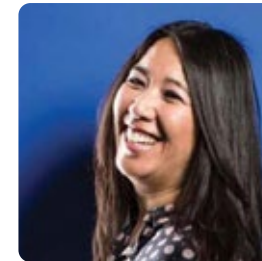
N4 recruits SMEs (Subject Matter Experts) in key newcomer navigation topics with whom N4 and its members can consult and collaborate. We're honored to rely on the invaluable expertise of our dedicated members who generously volunteer as subject-matter experts across a myriad of topics within our network.

of New SMEs Welcomed This Year Total # of SMEs

11

41

- **Jennifer Lopez**, Patient Care Coordinator, University Health Network, Toronto General Hospital, Hemodialysis Unit
- **Michaël Séguin**, Assistant Professor, School of Leadership, Ecology and Equity, Université Saint-Paul
- **Ann Curry-Stevens**, Professor, Faculty of Social Work, Wilfrid Laurier University
- **Liz Okai**, Manager, Child Welfare Immigration Centre of Excellence, Peel CAS
- **Omar Abdellatif**, Director of Healthcare Recruitment, Nova Scotia's Dept. of Labour, Skills & Immigration
- **Damilola Iduye**, Senior Instructor, School of Nursing, Dalhousie University
- **Eunice Jang**, Professor - Department of Applied Psychology & Human Development, University of Toronto
- **Amanda Koyama**, Director of Strategic Engagement, Calgary Catholic Immigration Society - CCISAB
- **Catherine Baxter**, Assistant Professor, Brandon University
- **Henry Akanko**, Director, Hire Immigrants Ottawa
- **Sarah Pinder**, Knowledge Broker, The Knowledge Institute at CHEO





DATA SNAPSHOTS

This year, N4 continued to publish a wide range of data snapshots. These mini publications provide data visualizations based on complex quantitative data sets, breaking down big issues into bite-sized facts.

Between April 2023 and March 2024, N4 published 7 public data sets on the following topics:

- Coming and going: Where do Travellers Enter Canada, and Why Do Immigrants Leave?
- National Immigration Figures: A 2021-2023 Overview
- Expressions of Social Inclusion for Immigrants and Visible Minorities
- Canada's Racialized Population, Multigenerational Poverty
- Internationally-Educated Health Professionals and Healthcare Job Vacancies in Canada
- Temporary Foreign Worker Positions Over Time, Citizenship and Study Permit Holders
- Labour Force Characteristics of Immigrants, January – June 2023

of Data Snapshot

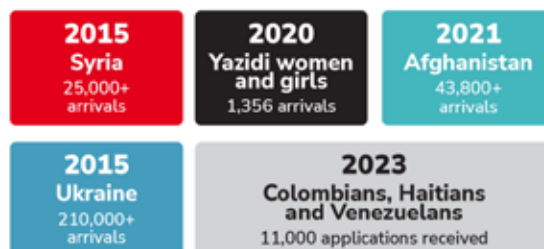
Pageviews

3,297

NATIONAL IMMIGRATION FIGURES: A 2021-2023 OVERVIEW

The following charts show context for recent immigration to Canada, and indicate where immigrants are choosing to live.

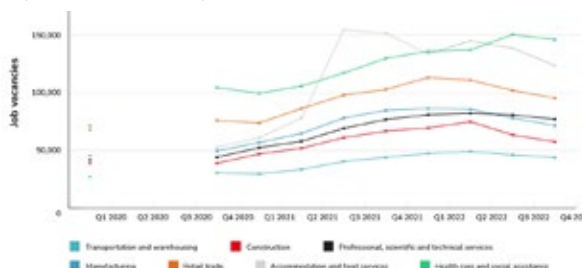
KEY MIGRATIONS TO CANADA



IEHPS AND HEALTHCARE JOB VACANCIES IN CANADA

With Canada's health care workforce struggling to meet demand amidst staffing challenges, burnout and post-COVID changes, the way Canada recruits internationally-educated health professionals (IEHPs) is under serious review. There is also a great need for data on job vacancies, numbers, and professions of IEHPs. The data below provides some straightforward data points to aid understanding the scope of the issue, participation compared with each other and with Canadian-born individuals.

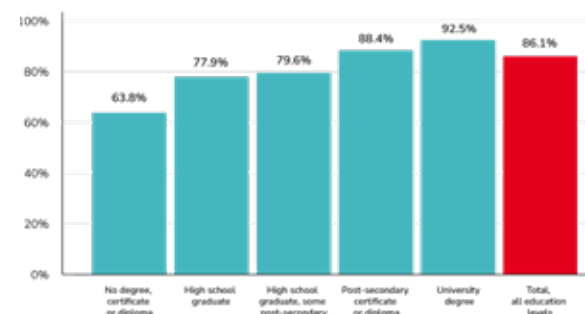
JOB VACANCIES BY SECTOR, Q3 2019 TO Q3 2022



LABOUR FORCE CHARACTERISTICS OF IMMIGRANTS, JANUARY – JUNE 2023

Labour force characteristics data help us to understand who is participating in the workforce. These charts present some data for the first half of 2023, showing how different groups of immigrants fare in workplace participation compared with each other and with Canadian-born individuals.

LABOUR MARKET PARTICIPATION OF CANADIANS BY EDUCATION LEVEL





CONFERENCE CONTRIBUTIONS

N4 was honoured to be invited to present at a series of local, provincial and national conferences and special events. In total, N4 has presented at 15 learning events. These included:

- **Projet Santé Immigration Francophone - Webinaire (en français)** "Inclusion/diversité/Équité/Immigration et Ressources pour les professionnels de santé formés à l'étranger" April 4, 2023
- **Pathways 2 Prosperity 2023 Workshop Series** "Stay in the Know: Expanding Knowledge Mobilization Across the Settlement Sector" April 6, 2023
- **Pathways 2 Prosperity 2023 Workshop Series** "The Role of Internationally Educated Health Professionals (IEHPs) in Addressing Canada's Health Human Resource Crisis: Intersectoral Collaboration to End Underutilization through Systems Change" April 11, 2023
- **Navigating Health Globally Conference** "The Point of Navigation: Equity of Access & Outcomes" April 18, 2023
- **Canadian Healthcare Navigation Conference** "Achieving Integrated Care Through Healthcare Navigation" April 20-21, 2023
- **Strangers in New Homelands Conference** "Part of the Solution, Not the Problem: Recommendations for Welcoming Internationally Trained Physicians and Nurses into Canada's Health Care Sector" June 2, 2023
- **North American Refugee Health Conference** "Part of the Solution, Not the Problem: Recommendations for Welcoming

Internationally Trained Physicians and Nurses into Canada's Health Care Sector" July 21-23, 2023

- **Pegasus Conference** "Part of the Solution, Not the Problem: Recommendations for Welcoming Internationally Trained Physicians and Nurses into Canada's Health Care Sector" July 21-23, 2023
- **Metropolis Social Determinants of Health Conference:** "Tools and Resources to Support Optimal Employment of Internationally Educated Healthcare Professionals" October 2-3, 2023
- **Canadian Children, Youth and Communities (CCYC) Conference** "Ensuring Health Care Equity for Newcomer Children and Youth: The Case for Professional Health Care Interpretation Services" October 20, 2023
- **Pathways to Prosperity 2023 National Conference** "Exploring Innovation in Immigration and Settlement in Canada: Challenges and Opportunities of New Geographies, Modes, and Levels of Immigration" November 20-22, 2023
- **Pathways to Prosperity National Conference** "Poster Presentation in Collaboration with St. Paul University faculty and students: "Fostering Inclusion in the Ontario Settlement Sector" November 20-23, 2023

- **International Health Workforce Collaborative Conference** "Part of the Solution: Developing recommendations and tools to improve the pathway for IEHP using an intersectoral community of practice model" December 7, 2023
- **Centre for Newcomers Crossroads of Care-Redefining Youth Settlement Conference** "The National Newcomer Navigation Network: An Invitation to Connect, Learn, Collaborate" January 18, 2024
- **Metropolis Conference** "Barriers and Solutions to the Labour Market: Integration of Internationally Educated Healthcare Professionals" March 14, 2024





RESEARCH

Research informs policy, management and care through our healthcare and social service systems. Over the last year, we continued to collaborate with academics, researchers and stakeholders from across Canada on several research projects including:

- **Vaccine Equity in Pediatrics (VIP) Project** (Children Healthcare Canada)
- **Co-design and Evaluation of a Patient Navigator Intervention for Migrant Children and Youth with Special Healthcare Needs** (CYSHCN) Experiencing Care Transition (Research Institute of the McGill University Health Center)
- **Impact Analysis of National Newcomer Navigation Network and Saint Paul University Online Program in Newcomer Navigation** (Saint Paul University and the National Newcomer Navigation Network)
- **Enhancing Patient Navigation with Newcomers for Newcomers; Evidence-based Intervention Planning Guides** (Western University)
- **Transition in care for refugee, immigrant and other migrant populations (TicRIM)** (McMaster University)
- **Characterizing Canada's Healthcare System** (Canadian Refugee Health Network and Refugee Health YYC, University of Calgary)
- **Understanding the Healthcare Experiences of families of Children with Inherited Metabolic Diseases who face barriers to participation in research** (School of Epidemiology and Public Health, University of Ottawa)
- **Fostering a culture of Inclusion: Assessing EDI practices in Ontario Community-Based Settlement Agencies Leadership and Spirituality** (Saint Paul University and National Newcomer Navigation Network (N4))
- **Navigating the Canadian Healthcare System: A toolkit created for youth by youth who have come to Ontario** (Center for Refugee Children, St Michael's Hospital, University of Toronto, SickKids, Women's College Hospital, Sojourn House)
- **Mobilize knowledge related to Post-COVID 19 conditions** (McMaster University)

N4 IN THE NEWS

N4 has been featured by external partner organizations and news articles, showcasing our commitment to supporting IEHPs and advancing healthcare and settlement equity. Here's a brief overview of where we've been featured this year:

- **Health Workforce Canada** has featured our IEHP Resource Hub as part of their resources that aim to address current health workforce challenges in their website.
- **The Metropolis Institute** featured N4's Operations Manager speaking about the role of social determinants of health during the Metropolis Social Determinants of Health Conference, alongside other specialists in the field on their YouTube channel.
- **Symposium+ Magazine** published an article discussing the N4/SPU IEHP Program that supports the integration of IEHPs into the Canadian healthcare system in response to the underutilization and de-skilling of immigrants in health-related occupations in Canada.
- **The Ontario Hospital Association Newsletter** posted an article titled "Tools for Employers to Promote Workplace Equity for International Experience" which explores N4's Employer Toolkit for Recruitment and Retention of IEHPs and the process of its creation.
- **The Canadian Paediatric Society** has cited our Provincial Interpretation Standard Position Paper in their position statement titled "Access to appropriate interpretation is essential for the health of children."



LOOKING AHEAD

N4 is committed to ensuring newcomer equity is meaningfully understood and addressed within our health and social services. We are grateful to our funder IRCC for supporting an exceptional 6th year of system delivery improvement funding to allow N4 to continue to provide a central repository for all resources, learning, events, and evidence to the diversity of actors who play a role in improving newcomer access and experiences within healthcare. We will continue to champion the outputs of our Community of Practice that address the root causes of inequities; ensuring refugee children housed in hotels are registered in schools, healthcare consent through access to interpretation, toolkits with key resources to provide culturally appropriate care, and key actions to push against bias and barriers that prevent our internationally trained health professionals (IEHPs) from being optimally employed.

Through strategic communication and knowledge mobilization plans, and the support of our IEN and ITP working groups, we'll ensure that our insights reach key stakeholders. Over the next year, we will support over 150 IEHPs to learn about the Canadian context of care through the SPU Program and provide them opportunities to connect and learn from each other. We are committed to maintaining an up-to-date IEHP Resource Hub in the dynamic landscape of legislative, policy and program change, and provide virtual orientation sessions to enhance the hub's reach and impact.

We look forward to working with you to connect, learn and collaborate as we pave the way for a more inclusive and equitable healthcare system—one which better reflects our commitments towards a just society.



FEATURED MEMBERS

The [Featured Member Series](#) is a celebration of the inspiring journeys and experiences of our valued members who bring a wealth of expertise in newcomer navigation, immigration, public health, professional licensing, and more. Each featured individual brings a unique perspective and accomplishments that have caught our attention. We believe their stories could inspire and motivate others in our community.



Jennifer Lopez



Cindy Dawson



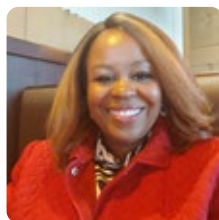
Bianca Briciu



Mohja Alia



Lisa Jane de Gara



Janelle Benjamin



Hassan Vatanparast



Rola El-Moubadder

FEATURED ORGANIZATIONS

The [Featured Organizations Series](#) highlights the outstanding work of organizations committed to the improvement of the health and settlement sectors in Canada. We believe that showcasing the work of other organizations within our field is essential for fostering collaboration, sharing best practices, and collectively advancing our mission.



World Education Services (WES)



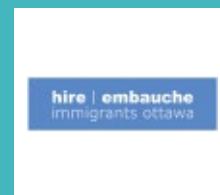
Rainbow Railroad



AIMGA



The Immigrant Education Society (TIES)



Hire Immigrants Ottawa



Canadian Institute for Health Information (CIHI)



Child Welfare Immigration Centre of Excellence (CWICE)



The Catholic Centre for Immigrants (CCI)



MAJOR PARTNER ACKNOWLEDGEMENTS

N4 is thankful for the continued funding and support of IRCC to establish and expand N4. We are grateful to our host organization, CHEO for their governance and infrastructure support. We thank SPU for their continued partnership to co-design and deliver our formal educational offerings.

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