



NATIONAL NEWCOMER
NAVIGATION NETWORK

RÉSEAU NATIONAL DE
NAVIGATION POUR
NOS NOUVEAUX ARRIVANTS



ANNUAL REPORT

2020-2021



NATIONAL NEWCOMER NAVIGATION NETWORK- N4

Charting the Course Together in Newcomer Navigation

Hosted at: / Situé à:



Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par:

Immigration, Réfugiés
et Citoyenneté Canada

Educational partner: / Partenaire pédagogique





Annual Report 2020-2021

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WELCOME MESSAGE

This past year will forever be in our minds and hearts as that of the dual pandemics of COVID-19 and racism. Our collective desire to solve the health inequities and discrimination faced by newcomers challenged N4 and its members to amend services while simultaneously problem solve how to breakdown the heightened systemic barriers as the world moved to digitally based service models. N4 was honoured to support its members by tailoring its content to support this work: whether it was highlighting and curating partners resources and informational tools, bringing forward speakers with innovative practices, or relaying the latest disaggregated data for evidence based decisions making.

Though we look forward to putting COVID-19 and the horrific related racist acts behind us, it is our hope that the lessons of these pandemics are not also left behind. The direct line between socioeconomic disparities and health has never been clearer to Canada. We need to capitalize on the light being shone on these fault lines to bring forward the changes we've long needed. By working across sectors, bringing great minds together to foster innovation we are confident we can make strides to advance equity for newcomers. We at N4 look forward to supporting you in that journey.



A handwritten signature in black ink, appearing to read 'Ch Kouri'.

CHRISTINE KOURI BSCN, MHA
MANAGER, HEALTH EQUITY & DIVERSITY
CHEO



A handwritten signature in black ink, appearing to read 'Sahar Zohni'.

SAHAR ZOHNI, MD, MHA
PROJECT MANAGER
NATIONAL NEWCOMER NAVIGATION NETWORK



OUR STORY

Connect, learn, and collaborate around newcomer navigation

Increasingly, Canada has been welcoming newcomers (those who have been in Canada less than 5 years including immigrants, refugees, asylum seekers, refugee claimants, etc.). Newcomers encounter sociocultural barriers to accessing healthcare and social services while similarly those involved in newcomer navigation, the act of helping newcomer clients to navigate the complex health and social service system, encounter sociocultural and systemic challenges to providing these services in an equitable and timely manner.

In 2017, CHEO documented experiences with newcomer navigation on a website called SimplifyingtheJourney. The scope of the site was to help hospitals and other healthcare organizations determine if a newcomer navigation program would benefit their clients and how to develop and maintain such a program.

Building on its success, and with support from Immigration, Refugees and Citizenship Canada (IRCC) CHEO embarked on developing the National Newcomer Navigation Network (N4): a platform for professionals from the health and settlement sectors to work together around system navigation for newcomers. Development of the network began in April 2019.

Through a national outreach and engagement with the health and settlement sectors, it was determined that many providers (e.g. nurses, social workers, physicians, settlement workers, etc.) across Canada are providing system navigation support to newcomer clients with varying degrees of expertise among these providers.



MISSION, VISION, VALUES



NATIONAL NEWCOMER
NAVIGATION NETWORK

RÉSEAU NATIONAL DE
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NOS NOUVEAUX ARRIVANTS

OUR MISSION

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

OUR VISION

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

OUR VALUES

- Diversity
- Collaboration
- Inclusion
- Innovation



MEET THE N4 TEAM



CHRISTINE KOURI
MANAGER HEALTH EQUITY &
DIVERSITY



SAHAR ZOHNI
PROJECT MANAGER



LAUREN PROVOST
ADMINISTRATIVE ASSISTANT



RONNY SANTOS
BUSINESS SYSTEMS
ANALYST



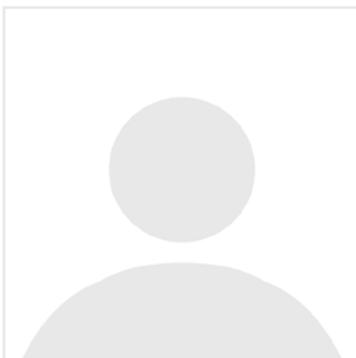
SEETA RAMDASS
COMMUNICATIONS
SPECIALIST



KIMBERLEY deLAUNAY
QUALITY IMPROVEMENT
SPECIALIST



MARIAH MADDOCK
PROJECT COORDINATOR



YVONNE KIENAST
RESEARCH COORDINATOR



ANDREW TOMAYER
EDUCATION COORDINATOR

Unless you are of Indigenous descent, we all come from a history of newcomers. Whether our family's Canadian experience started last year or last century, we can pay it forward by helping make sure the newest Canadians are welcomed and have a chance to thrive in their new country. At CHEO, we are passionate about hosting N4 and supporting those who are promoting the health and well-being of newcomers, both in the healthcare system and more broadly.



Alex Munter,
Chief Executive Officer
of CHEO

SPU is proud to be the academic partner with N4 to provide innovative education in newcomer navigation to professionals from different disciplines and sectors. Our online program provides foundational knowledge to address the complexities of newcomer-centred care and to support those working in this noble and challenging field.



Chantal Beauvais,
Rector of Saint Paul
University (SPU)

When newcomers succeed, our country succeeds – and all Canadians benefit. This important project will unite an array of Canada's brightest minds to help immigrants navigate our health care system, get access to social services and have their diverse needs met. Most importantly, it will help new Canadians from all walks of life get the personalized support they need to integrate, contribute and thrive in Canada.

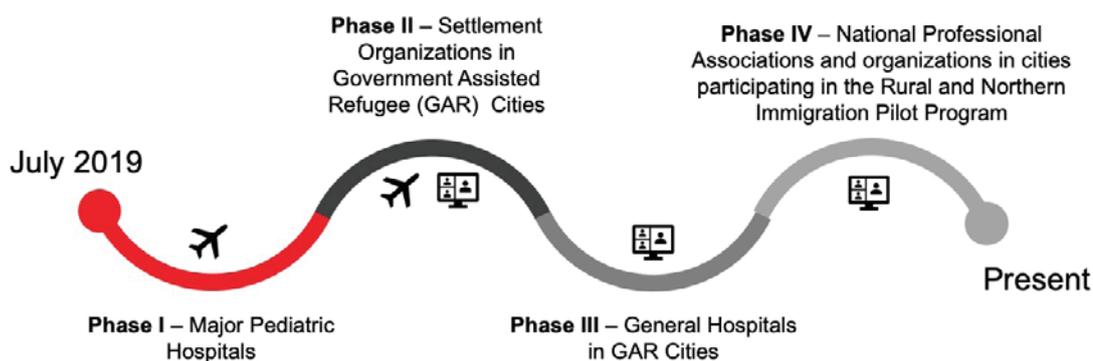


Marco Mendicino,
Minister of Immigration,
Refugees and Citizenship
Canada

CONNECT

Building our Network

Over the last year, the N4 Team has focused on building relationships with professionals in the health and settlement sector to grow and expand the N4 Network. Pre-COVID, N4 travelled coast-to-coast and developed relationships with organizations in the health care and settlement sectors. Travel was halted when the pandemic began but engagement and connections with newcomer-serving professionals from the health and settlement sector across Canada did not slow down. Virtual technology was used to connect with organizations and learn about the current state of newcomer navigation and the impact of COVID-19 on service delivery.



The pandemic created increased awareness among health care professionals about the vulnerability of newcomers to COVID-19. This translated to an eagerness among organizations in the health sector, particularly general hospitals, to learn more about N4 and how to become involved.

Virtual and in-person site visits are a critical component of N4's project activities. These visits help spread awareness about N4 and build a pan-Canadian Network that comprises diverse geographical and cross-sectoral representation. Direct engagement with newcomer-serving professionals in the health and settlement sectors provides invaluable information about the current state of newcomer navigation in Canada. This information informs all aspects of the N4's project activities and supports N4 with providing opportunities for connection, learning and collaboration among newcomer-serving professionals across Canada.

Engagement by the Numbers:



Provinces and 1 Territory Visited



Organizations Reached



Stakeholders Engaged



N4 Virtual Site Visit with the Saint John Newcomers Centre in Saint John, NB



N4 Virtual Site Visit with the Royal Ottawa Mental Health Centre in Ottawa, ON

Launching & Welcoming Members to the N4 Platform

The unprecedented COVID-19 pandemic underlined how a national network, such as N4 can play a vital role in connecting colleagues across the country and sharing evidence-based information and best practices efficiently and effectively. The need for the country to move to a virtual existence positioned N4's Platform as a model tool for connection, learning and collaboration. The demand from potential N4 members to launch the Platform confirmed the importance and value in bringing together both the health and settlement sectors to share challenges and present innovative solutions. Further feedback led to demand for a mobile app version of the N4 Platform. This is in the planning and development phases. N4 looks forward to the public launch of this mobile app next year.



Throughout the pandemic, N4 prioritized content to address COVID-19, including elevating the visibility of 3 COVID-19 related messages from IRCC. The Team vetted several COVID-19 informational items and tools for newcomer-serving professionals.

- **9,400+** platform visitors
- **2,030+** returning visitors
- **1,590+** newsletter subscribers
- **60,631** page views

N4 began welcoming members to the Platform following a ‘soft launch’ in May 2020. Removing the barrier of membership fees allowed professionals of all levels to become members creating a more diverse Network of professionals. Membership to the N4 Platform has grown steadily since May. Professionals have joined N4 from rural and urban areas across Canada, including the Territories.

Membership at a Glance:

- **327** Members
- **49** Cities
- **10** Provinces, **1** Territory



New Members



N4 Membership Growth
May 2020 to March 2021

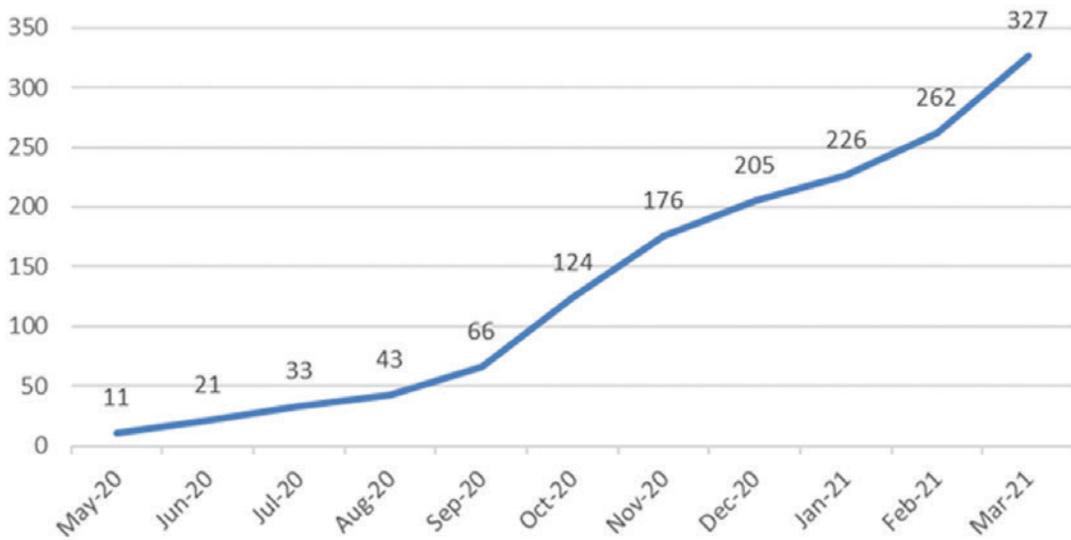


Figure 1. N4 Platform Membership Growth Month-Over-Month

LEARN

Online Certificate Program in Newcomer Navigation through Saint Paul University

N4 created an educational partnership with Saint Paul University (SPU) in Ottawa, Ontario and successfully co-developed the Certificate in Ethics and Social Contemporary Issues: Immigration and Integration (herein referred to as the Online Program in Newcomer Navigation): a 10-course, 1-year online educational opportunity that provides candidates with knowledge and guidance to better serve their clients and better understand the newcomer experience. This is one of Canada's only online programs that specifically focuses on newcomer navigation in a professional setting. It supports service providers in the health sector, settlement sector, and other sectors working directly with newcomers to develop the knowledge and skills they need to assist their newcomer clients, help navigate the systems newcomers interact with, and more greatly emphasize with their client's experience in moving to Canada. 218 nominations received from across Canada.

- **91** professionals sponsored to participate in the program
- **24** professionals obtained a certificate
- **55** professionals actively participating in the program
- **27+** Expressions of Interest should a fourth Cohort be offered

Measuring the Impact of the Online Certificate Program in Newcomer Navigation

N4 is performing a comprehensive evaluation of the SPU program. To date, a preliminary analysis of the pre-program, mid-program, and end of program surveys administered to Cohort 1 of the online certificate program in Newcomer Navigation demonstrate that there were overall improvements in participant's skills, knowledge and awareness to support newcomers (see a selection of results in Table 2 below). Preliminary results from a focus group of Cohort 1 students also indicate that the program added capacity to organizations and some candidates shared contributions they were making to their organization as a result of participating in the program. Overall, a clear positive impact is being seen by those participating in the program.



"This program is in the spirit of what Saint Paul University does best: building knowledge and competencies from the humanities and social sciences for use in practical settings where the human touch is essential."

**Matthew McLennan, Associate Professor,
SPU, and Academic Partner of the N4 Online Program Newcomer Navigation**

Table 1: Responses from Cohort 1 Pre-program and End of Program Surveys

Academic Knowledge

Question (n=19)	Pre-program	Change	End of Program
I feel comfortable serving clients/patients from various cultural backgrounds (% Strongly Agree)	53%	↑	74%
I understand how different cultural backgrounds can impact the care newcomers receive. (% Strongly Agree)	37%	↑	79%
I understand how someone's cultural background has an impact on the services they seek. (% Strongly Agree)	37%	↑	74%
I understand different ethical considerations in relation to culture (% Somewhat Agree, Agree, or Strongly Agree)	95%	↑	100%

Opportunity for Discussion with Peers

Question (n=19)	Pre-program	Change	End of Program
I am well-connected with other newcomer-serving professionals across Canada (% Somewhat Agree, Agree, or Strongly Agree)	47%	↑	84%
I have a support network of peers who serve newcomers (% Somewhat Agree, Agree, or Strongly Agree)	58%	↑	89%
With a challenge, I feel comfortable discussing solutions with my peers who serve newcomers. (% Somewhat Agree, Agree, or Strongly Agree)	84%	↑	100%

Professional Skills

Question (n=19)	Pre-program	Change	End of Program
I continuously look for quality improvement initiatives to improve newcomers' experiences (% Somewhat Agree, Agree, or Strongly Agree)	95%	↑	100%
I am comfortable receiving feedback from my supervisor/colleagues/patients (% Strongly Agree)	58%	↑	84%
I am comfortable accompanying newcomers through difficult discussions (% Somewhat Agree, Agree, or Strongly Agree)	95%	↑	100%

Practicum/Project

Question (n=19)	Pre-program	Change	End of Program
I have been involved in quality improvement initiatives for newcomers within my organization (% Somewhat Agree, Agree, or Strongly Agree)	68%	↑	89%
I feel confident seeking out quality improvement stakeholders within my newcomer-serving professional network. (% Somewhat Agree, Agree, or Strongly Agree)	63%	↑	100%
I feel confident taking on quality improvement initiatives that benefit newcomers (% Somewhat Agree, Agree, or Strongly Agree)	84%	↑	89%

Awareness about Newcomer Navigation

Question (n=19)	Pre-program	Change	End of Program
I feel comfortable explaining to others the important work I do with newcomers (% Somewhat Agree, Agree, or Strongly Agree)	89%	↑	95%
I feel I have the expertise to provide newcomers with an optimal experience. (% Somewhat Agree, Agree, or Strongly Agree)	84%	↑	95%

What professionals are saying about the program:

“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.”

Hanan Shami, Community Health Worker Multicultural Health Broker Cooperative, Edmonton, AB



“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!”

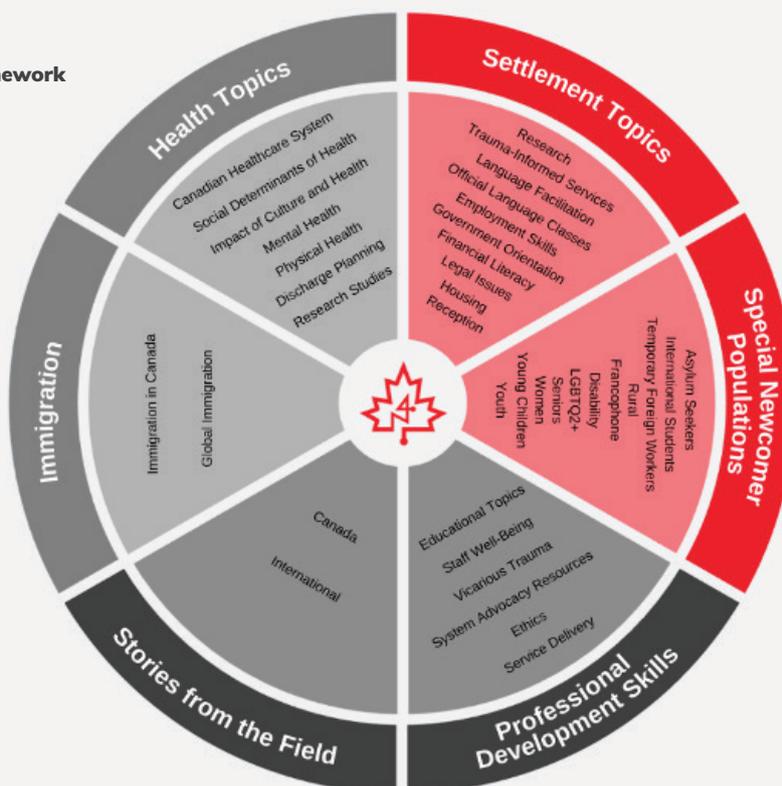
Laura Callaghan, Pediatric Nurse Practitioner, IWK Health Centre, Halifax, NS

Curating Resources According to Key Learning Themes: e-Learning and Resource Toolkit

The N4 Platform features a consolidated Resource Toolkit and e-Learning library with over 600 resources related to current topics, professional development, and support tools for newcomer-serving professionals. N4’s Resource Toolkit and eLearning library doubled in content this year. The N4 Team vetted and shared over 150+ credible COVID-19 related e-learning and resources to support professionals from the health care and settlement sectors working with newcomers.

Findings from N4’s pan-Canadian Needs Assessment with professionals from the health and settlement sector across Canada on the current state of Newcomer Navigation were used to create the N4 Learning Framework. The Learning Framework identifies key learning themes and sub-themes based on learning needs identified by professionals from the health and settlement sector across Canada. Resources and eLearning were curated according to key themes and sub-themes identified.

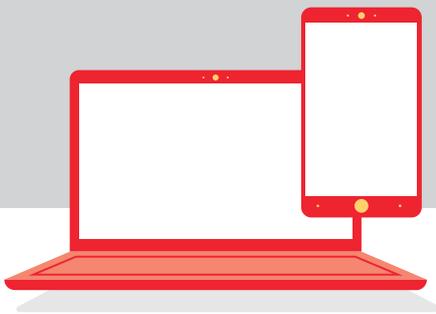
Figure 2. N4 Learning Framework



Filling Knowledge Gaps: N4 Webinars

The N4 Team identified and engaged with Subject Matter Experts to plan a series of webinars according to gaps identified in the N4 Learning Framework. Subject Matter Experts delivered webinars on promising practices, innovative partnerships, models of service delivery, and special topics including newcomer nutrition, human trafficking in migrant workers, ethics in newcomer navigation, interpersonal communication, among others. The N4 Team also planned a COVID-19 webinar series featuring topics related to welcoming refugees during COVID-19 and lessons learned from organizations in the health and settlement sector.

The pandemic created increased awareness among health care professionals of the disparities among newcomer populations, which translated to an eagerness to participate in N4 learning opportunities such as webinars. The popularity of N4 webinars and strong attendance across both health and settlement sectors validated the common interest areas and has informed N4's prioritization of themes of learning/recruitment of subject matter experts from academia, healthcare, social services, and the settlement sector.



11
Webinars



837
Total
Attendees



74%
agreed or strongly agreed that
**“As a result of this
webinar, I gained new
knowledge applicable to
my work**

COLLABORATE

Initiating National Conversations in the N4 Meeting Place

The need for N4 collaboration tools such as the N4 Meeting Place (online moderated discussion forum) was further emphasized during the pandemic. Topics raised in the meeting place ranged from addressing COVID-19 Vaccination Misinformation, Digital Poverty and Digital Literacy among Newcomers. Professionals from the health and settlement sector across the country asked questions, shared learnings and contributed their expertise in N4's Meeting Place.



50
posts created



289 likes



102 comments

 **Seeta Ramdass** Public Point
Posted on 1/21/21, 10:01 PM

Newcomers and information about the COVID vaccine / Les Nouveaux arrivants et informations sur le vaccin COVID

Are newcomers aware of the COVID vaccine? Do they know / want to get the vaccine? Do they have concerns about the vaccine? If so, what concerns?

Les nouveaux arrivants connaissent-ils le vaccin COVID ? Savent-ils / veulent-ils se faire vacciner ? Ont-ils des inquiétudes au sujet du vaccin ? Si oui, quelles sont ces préoccupations ?

[See More +](#)

COVID-19 Vaccine COVID-19 Newcomer Newcomer healthcare Pandemic Pandemie Women 17 4 Share Report

 **Seeta Ramdass** Public Point
Posted on 3/23/21, 3:46 PM

Newcomers and the International Arrival Quarantine

The process for every international traveler coming into the 4 designated airports is complex and not understood well. For newcomers, this has proven all the more complex. What is your involvement in that process? Specifically, when do you first have contact with newcomer families? Are you involved in the 10-day COVID screening swab? How are their medical needs addressed during the 2-week quarantine?

Les nouveaux arrivants et la quarantaine à l'arrivée internationale
Le processus pour chaque voyageur international arrivant dans les 4 aéroports désignés est complexe et mal compris. Pour les nouveaux arrivants, cela s'avère d'autant plus complexe. Quelle est votre implication dans ce processus ? Plus précisément,

[See More +](#)

Newcomers COVID-19 Pandemic Pandemie Quarantaine Quarantine Nouveaux arrivants 4 2 Share Report



The N4 CoP: Think together, solve together, innovate together!

This year the N4 Team developed a N4 Communities of Practice (CoP) Guidebook based on the highly successful Ottawa Communities of Practice Model. The Guidebook is being used to implement the N4 CoP. A Steering Committee for the N4 CoP was established and co-Leads from the Health and Settlement sector were identified.

When fully launched, the N4 CoP will create a dynamic, active learning system that spans the health and settlement sectors across Canada. The CoP is an idea-generating forum that identifies needed policies or position statements, and supports defined working groups that encourage intersectoral and interdisciplinary collaboration and knowledge exchange. It will provide a formalized space for members to connect with peers and work collaboratively on projects, such as the development of best practices.

The CoP will include designated leads, project managers, stakeholders, collaborators and champions, all collectively working on solutions that bridge the health and settlement sectors to deliver an optimal experience for Canada’s newcomers. This is the first CoP that is national in scope, bringing together professionals from the health, social services and settlement sectors to focus on addressing emerging primary to complex care issues in the field of newcomer navigation.

Figure 3. CoP Framework adapted from (Fung-Kee-Fung,2019)

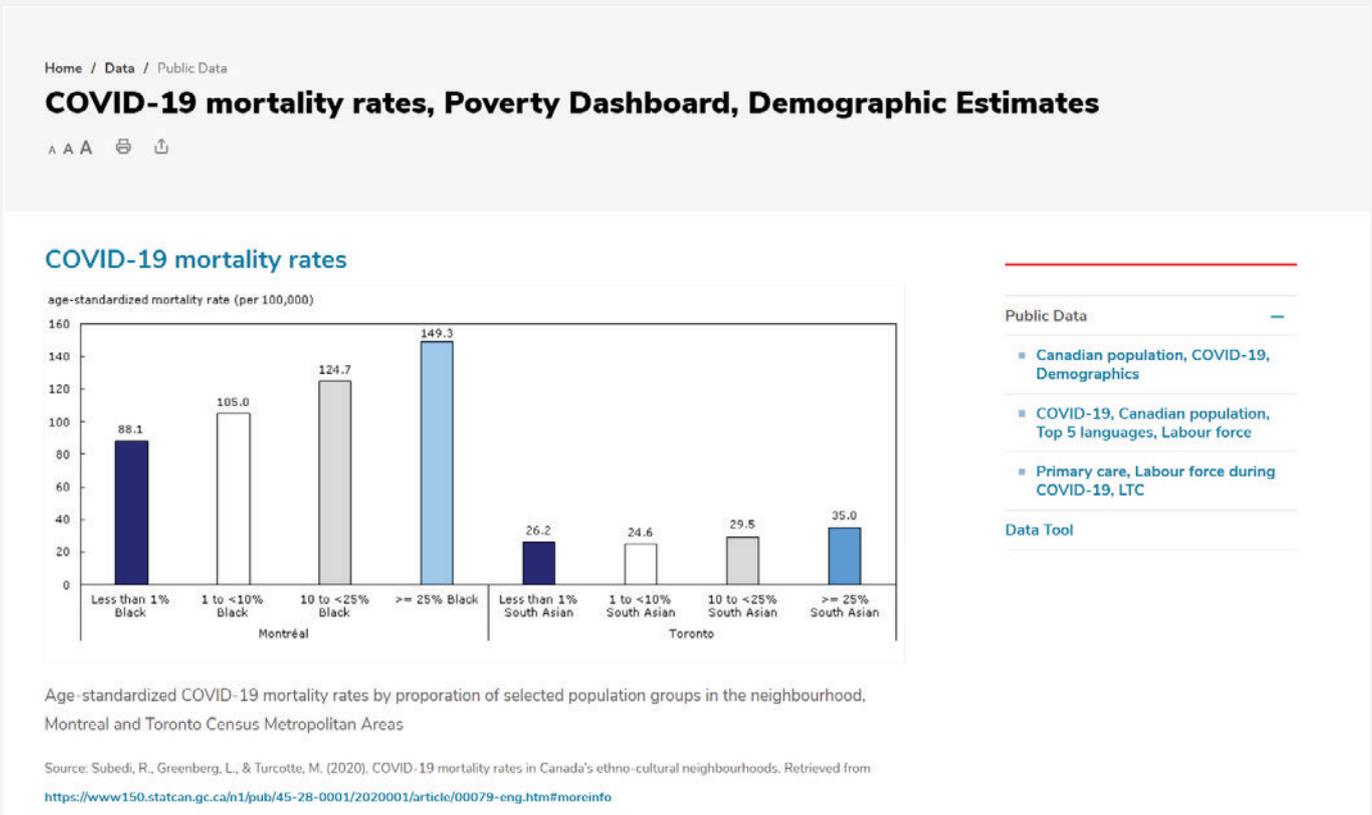


Newcomer Navigation by the Numbers: N4 Data Toolkit

N4 produced a series of data reports relevant to newcomers to support member decision-making. Data was derived from publicly available national and local data. There was interest from several healthcare professionals in accessing data reports related to newcomer populations being overrepresented in COVID-19 positive cases. Providing and sharing sociodemographic data is important to support evidence-based population health planning and promote equity in health care planning and delivery.

This year, the N4 Team prepared 7 Data Forms for organizations from the health and settlement sector to use when submitting data related to providing services to newcomers. Standardized data collection will support organizations in the health and settlement sectors with making local, regional and provincial comparisons. This N4 Platform feature will increase consistency and the amount of data collected on newcomers, and support organizations with making evidence-informed program and policy decisions.

Screenshot of COVID-19 Mortality Rates from Public Data on N4 Platform



N4 2020-21 PROJECT HIGHLIGHTS

Research and Knowledge Exchange

The N4 Team connected with hundreds of professionals, shared knowledge and raised awareness about N4 during a series of conferences this year. Members of the N4 Team presented at several conferences and had the opportunity to exchange knowledge with key stakeholders, as well as develop new partnerships with organizations from the health and settlement sectors across the country.

- **2 Posters at Children's Healthcare Canada Conference**
 - Building Bridges across Sectors to Improve Health Outcomes in Newcomer Children and Families with Complex Needs
 - Adapting and Leveraging the N4 Platform during COVID-19 was accepted for a Poster Presentation
- **1 Webinar in Pathways 2 Prosperity Webinar Series**
 - Improving Health Outcomes in Newcomers with Complex Needs through Multidisciplinary Models of Care and Cross-Sectoral Collaboration
- **1 Panel Discussion at Metropolis Conference**
 - What is COVID-19 Revealing? Lessons Learned from the Health and Settlement Sector
- **2 Exhibitor Booths at P2P and Metropolis Conference**
 - Over 50 new contacts made

**Screenshot of Panel Discussion at
March 2021 Metropolis Conference**

**NATIONAL NEWCOMER
NAVIGATION NETWORK**
RÉSEAU NATIONAL DE
NAVIGATION POUR
NOS NOUVEAUX ARRIVANTS

**The National Newcomer Navigation Network (N4)
Presents**

**What is COVID-19 Revealing?
Lessons Learned from the Health and Settlement Sectors**

PANELIST
Mateo Vitale
*Newcomer with Lived Experience
Youth Advisor, N4
Advisory Committee*

PANELIST
Jean McRae
*CEO, Inter-Cultural
Association of Greater Victoria
Member, N4 Advisory
Committee*

PANELIST
Dr. Annalee Coakley
*Medical Director,
MOSAIC Refugee Clinic
Co-Chair, N4 Advisory
Committee*

PANELIST
Marcela Diaz
*Manager of Settlement
and Integration,
MCC of Windsor and
Essex Country*

Mariah Maddo...

Contributing towards Research

During its needs assessment, N4 had requests for its platform content to be available in an app format. In order to assess newcomer-serving professionals' needs, N4 is embarking on a research study. Currently under review by the CHEO Research Ethics Board, the study seeks to understand their current use of technology, current methods of information gathering and knowledge exchange, and their desired features for the N4 App. N4 looks forward to REB approval, sharing the results and the full release of the N4 app next year.

Measuring Success: Development of a Monitoring and Evaluation Framework

In the spirit of continuous quality improvement, an external evaluator worked closely with the N4 Team to develop a Monitoring and Evaluation Framework to monitor and evaluate components of the N4 Project. The N4 Team is currently implementing this comprehensive framework to track project outcomes. This framework will measure success and assess the impact of N4 Project Activities. An external evaluator will prepare a full evaluation report in the next fiscal year.

Contributing to the Future of Newcomer Navigation



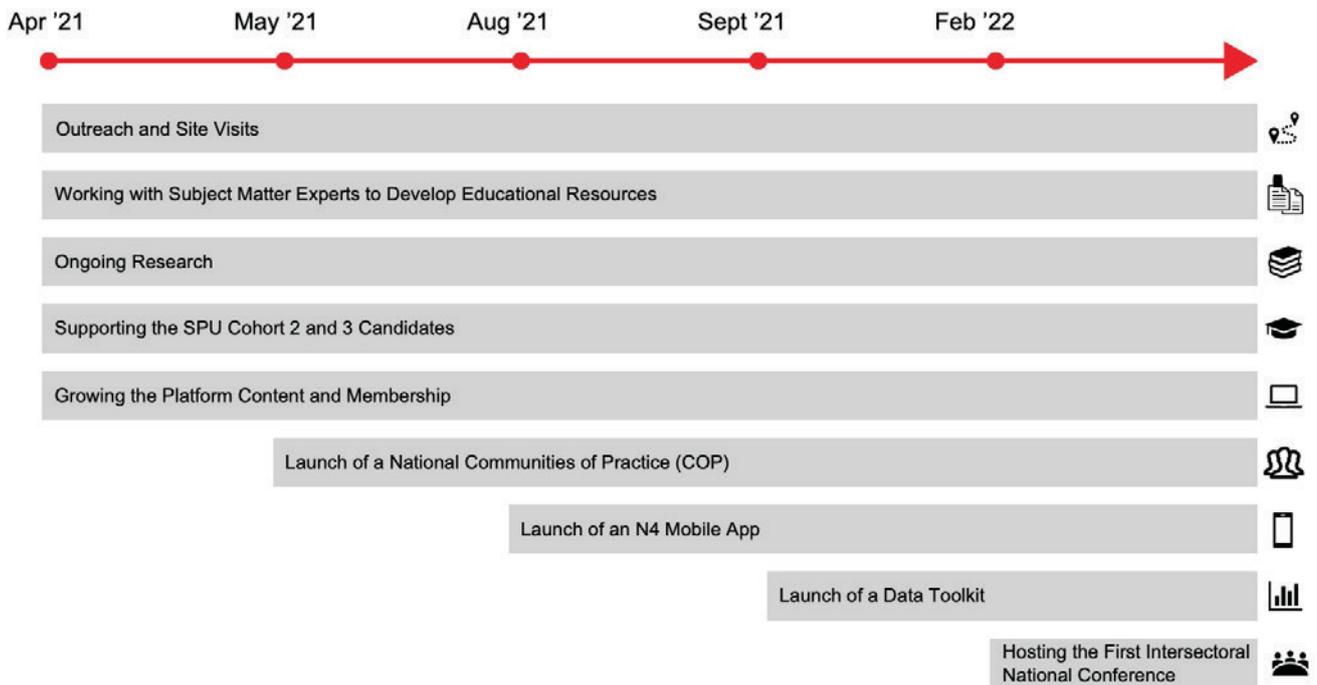
N4 partnered with the Bachelor of Global and International Studies (BGIInS) program at Carleton University to offer e-internships to students in the virtual experiential learning course. The course is offered to third-year BGIInS students as an alternative to an international internship, allowing greater accessibility to real-world, hands-on projects with a non-profit, community partner. The collaboration involved 24 students over the two academic terms. Students, supported by an N4 supervisor, helped with communications and graphic design, research curation, event planning, blogging and publicity projects. The N4 Team is proud of the students' contributions to improving the experience of newcomers to Canada.



"The e-internship at N4 not only helped me develop interpersonal and collaborative skills, but it also helped me navigate the professional world and build professional networks. The N4 Team offered guidance and support throughout the e-internship and put in the utmost effort to ensure that I felt included in the Team. E-interning at N4 was an incredibly rewarding experience."

- Mallory Haggith, 3rd Year BGIInS student/N4 intern

LOOKING AHEAD TO THE NEXT YEAR



A STORY IN NEWCOMER NAVIGATION



Neny Kwasi:

A Professional in Newcomer Navigation and Champion of Social Justice, Halifax, Nova Scotia.

Neny Kwasi is a professional in newcomer navigation and a champion of social justice. A Graduate Programs secretary at Dalhousie university she serves as a board member of the Im/Migrant Women's Association of Halifax (IMWAH) where she also volunteers as a Project Coordinator for their Art and Storytelling project sessions with Immigrant and migrant women and their children.

Originally from Ghana, Neny worked with a non-profit organization helping young people who had been imprisoned and mistreated over the commission of petty crimes. As she explains: "Our laws were draconian and subjected these young people to undue hardships and dismal outcomes so I decided to pursue a Master of Law at Dalhousie to explore better avenues of social justice and systemic policies that could help these youth and give them hope for a better future."

When she arrived in Canada in 2017 she experienced what many newcomers go through, as she recounts: "...I was overwhelmed by the loneliness and isolation. I was wandering around the university campus like a ghost, feeling unseen, not included, feeling like an outsider." Eventually, she connected to a group of other foreign students where she regained a sense of belonging to a community.

Neny's own lived experience of feeling isolated, trying to find her way through her new community, and having to create a new local social support network from scratch, was instrumental in her work with the Halifax YWCA: facilitating newcomer women workshops by sharing tips and strategies with them on how to survive as a newcomer to Canada. To further advance her knowledge, she undertook the N4 Online Program in Newcomer Navigation in partnership with Saint Paul University N4-SPU and explains how it has helped her: "... It is the perfect complement to my interests in social justice and my passion to help newcomers to adjust to life in a strange, new but, welcoming country. It has helped me to understand the complexities of Canada's various systems, including health and social services, and the common challenges professionals from the different sectors encounter in helping newcomers to settle in..."

Neny is also helping local female-identifying Canadian youth to overcome socioeconomic challenges and build a more positive future through Dalhousie University's Sister to Sister High School outreach. Commenting on the current global civil rights movement she says "... It highlights the social injustices that have been experienced by many vulnerable groups around the world for centuries. It is an opportunity for all of us to contribute to change that will improve the lives of the most vulnerable members of society and globally, it will provide positive outcomes for everyone."

A STORY IN NEWCOMER NAVIGATION

Lorraine Thomas:
**Family Support Specialist, Hollard Bloorview
Kids Rehabilitation Hospital, Toronto, Ontario**



Lorraine Thomas has over 20 years of experience working with families of children with disabilities, many of whom are newcomers. While her clients and families have diverse socio-ethno-cultural origins, having come from countries such as Brazil, China, Sri Lanka, Syria, and the Phillipines, they all face the common challenge of being unable to connect effectively to the complex Canadian health and social services systems.

It is very challenging for newcomers to get a foot in the door to access health and social services for their families. These are individuals who often have had to overcome many difficult, even life-threatening obstacles to get to Canada, and once they get here, they face numerous additional barriers to care.

My own lived experiences on so many levels: as a newcomer who immigrated from the Caribbean to Canada, being a visible minority woman, and living with a disability, has given me authentic insight and understanding about the challenges that many newcomers experience. The N4-SPU on-line program in newcomer navigation, provided me with additional validation of my personal and professional experiences and how they serve me in my role working with refugees, immigrants, asylum seekers and marginalized newcomers. In particular, I found that the Social Justice course gave me an academic vocabulary with which to express my intuitive and experiential knowledge. I feel empowered by the program, especially regarding my abilities to advocate for my clients and families and to engage with more confidence in interdisciplinary knowledge transfer and sharing with my colleagues across the different sectors.

N4 ADVISORY COMMITTEE

Member Matrix -National Newcomer Navigation Network

Term: Nov 2019 - March 2022

Name	Organization	Position	Location	Committee Position
Co-Chairs				
Karyn Steer	Ottawa Community Immigrant Services Organization (OCISO)	Interim Executive Director	Ottawa, ON	Co-Chair
Dr. Annalee Coakley	Mosaic Refugee Health Clinic	Medical Director	Calgary, AB	Co-Chair
National Sector Representatives				
Doug Maynard	Children's Healthcare Canada (CHC)	Associate Director, Business Development	Ottawa, ON	Pediatric Healthcare
Jonathan Mitchell	HealthcareCAN	Vice-President, Research and Policy	Ottawa, ON	Adult Healthcare
Jewel Bailey	Centre for Addictions and Mental Health (CAMH) – Immigrant, Refugee Mental Health Project	Project Coordinator, IRMHP, CAMH	Toronto, ON	Mental Health
Jean McRae	The Canadian Immigrant Settlement Sector Alliance – Alliance canadienne du secteur de l'établissement des immigrants (CISSA-ACSEI)	Treasurer	Victoria, BC	Settlement
Provincial and Local Sector Representatives				
Karima Karmali	Sick Kids	Director, Centre for Innovation & Excellence in Child and Family-Centred Care	Toronto, ON	Pediatric Healthcare (local)
Shelley Robichaud	Vitalité Health Network	Director, Primary Care Services	Bathurst, NB	Adult Healthcare (local)
Nicole Jowett	Manitoba Association of Newcomer Serving Organizations (MANSO)	Director of Settlement Support	Winnipeg, MB	Settlement (provincial)
Carolyn Whiteway	Atlantic Region Association of Immigrant Serving Agencies (ARAISA)	Executive Director	Halifax, NS	Settlement (provincial)
Dr. Tanya Lentz	Janeway Children's Hospital	Psychologist	St. John's, NL	Frontline Pediatric Healthcare (local)
Dr. Lana Beth Barkhouse	Boardwalk Professional Centre	Physician	Charlottetown, PEI	Frontline Adult Healthcare (local)
Jered Nsimba	YWCA Prince Albert	Settlement Counsellor	Prince Albert, SK	Frontline Settlement (local)



Name	Organization	Position	Location	Committee Position
Persons with Lived Experiences				
Bousy Al Ibrahim	CHEO	Family Advisor	Ottawa, ON	Lived Experience – as a newcomer and parent of a child with complex medical needs
Mateo Vitale	University of Calgary	Youth Advisor	Calgary, AB	Lived Experience - as a newcomer youth
Host Organization and Project Representative				
Christine Kouri	CHEO	Manager, Health Equity and Diversity	Ottawa, ON	Host Organization Representative
Sahar Zohni	CHEO	Project Manager, Health Equity and Diversity	Ottawa, ON	N4 Project Representative
Resource Staff				
Mariah Maddock	CHEO	Project Coordinator, Health Equity and Diversity	Ottawa, ON	Advisory Committee Lead
Lauren Provost	CHEO	Administrative Assistant, Health Equity and Diversity	Ottawa, ON	Administrative Support



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N4 is deeply grateful to our host organization, CHEO; our funder, IRCC; and our educational partner, SPU for their commitment to develop and sustain this Pan-Canadian newcomer-centric network designed to engage with the health and settlement sectors providing system navigation support to newcomer clients.



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