



NATIONAL NEWCOMER
NAVIGATION NETWORK

RÉSEAU NATIONAL DE
NAVIGATION POUR
NOS NOUVEAUX ARRIVANTS

ANNUAL REPORT

2021/2022



CHARTING THE COURSE TOGETHER

Newcomer Navigation during a Dual Pandemic



Land Acknowledgement

N4 – National Newcomer Navigation Network is hosted at CHEO which is located in Ottawa, Ontario. Ottawa is built on unceded Algonquin Anishinabe territory.

The peoples of the Algonquin Anishinabe Nation have lived on this territory for millennia and we honour them and this land. Their culture and presence have nurtured and continue to nurture this land.

CHEO also honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

CONTENTS

WELCOME MESSAGE	4
OUR STORY	5
MISSION, VISION, VALUES	6
N4 TEAM	7
ENDORSEMENT FROM CHEO, SPU, IRCC	8
CONNECT	9
• From Coast-to-Coast and Sector-to-Sector: Building the N4 Network	
• Welcoming Members to the N4 Platform	
LEARN	12
• Online Certificate Program in Newcomer Navigation	
• Curating Resources according to Key Learning Themes: Resource Toolkit and e-Learning	
• Filling Knowledge Gaps: N4 Webinars and Professional Development Events	
• N4's Inaugural Conference – The Past is Practice: Intersectoral Lessons Learned from the Dual Pandemic of COVID-19 and Systemic Racism	
COLLABORATE	19
• N4 Meeting Place	
• N4 Community of Practice (CoP: Think together, solve together, innovate together!	
• Newcomer Navigation by the Numbers: N4 Data Toolkit	
2021-22 PROJECT HIGHLIGHTS	23
• Knowledge Generation and Mobilization	
• For Professionals on the Go: N4 Mobile App	
• Knowledge Translation: N4 Participation in Conferences	
FUTURE DIRECTIONS	26
A STORY IN NEWCOMER NAVIGATION	27
N4 ADVISORY COMMITTEE	28
ACKNOWLEDGEMENTS AND CONTACT	29

WELCOME MESSAGE

The past year was one of many exciting milestones for N4 – it saw the launch of the N4 Community of Practice (CoP), as well as two CoP Working Groups, tasked with tackling targeted issues identified by N4 members. The Access to Interpretation Working Group drafted a position paper to advocate for system-level change around interpretation services throughout Canada, while the Afghan Resettlement Working Group developed a toolkit to support providers working with Afghan newcomers resettling in Canada.

We continued our network-building initiatives, building strategic partnerships to help advance N4's work, with a focus on connecting with umbrella organizations and national professional associations. To respond to the ongoing need for support as newcomer-serving professionals navigated the dual pandemics of COVID-19 and systemic racism, as well as the emerging challenges of the Afghan and Ukrainian crises, N4 curated its professional development resources and leveraged its SME network to respond to these challenges.

We launched our data collection tool, a simplified and searchable database designed to help with decision-making for newcomer-serving professionals and to generate reports, as well as our N4 mobile app. We celebrated the completion of the second and third cohorts of the N4 and Saint-Paul University Online Program, comprised of newcomer-serving professionals across Canada.

Finally, we held our first virtual conference, **The Past is Practice: intersectoral lessons learned from the dual pandemics of COVID-19 and systemic racism**, where we brought together speakers and attendees from the healthcare, settlement, social service, academic, and legal sectors from across Canada. The conference was a timely reminder of the passion that newcomer-serving professionals bring to their work on a daily basis, and how we are all stronger when we connect, learn and collaborate together.



Christine Kouri, BscN, MHA
Manager, Health Equity & Diversity
CHEO



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 fewer than five 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.ca**. 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 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 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.





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

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.

Values

- Diversity
- Collaboration
- Inclusion
- Innovation



N4 TEAM



Christine Kouri
Manager of Health
Equity and Diversity



Sahar Zohni
Project Manager



Ronny Santos
Business Systems
Analyst



Lauren Provost
Administrative
Assistant



Mariah Maddock
Project Coordinator



Andrew Tomayer
Education Coordinator



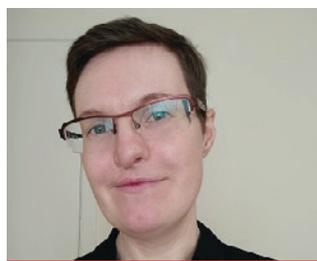
Michelle Quinlan
Quality Improvement
Specialist



Lishai Goldstein
Communications
Specialist



Colleen Drake
Conference Project
Coordinator



Cat Goodfellow
Research Coordinator



ENDORSEMENTS FROM CHEO, SPU, IRCC, MP



The Honourable Sean Fraser

Minister of Immigration, Refugees and Citizenship

“Those using N4 have relied on it to provide them with data that they need to advocate for their clients and have used it to connect them with other service providers all across the country. And healthcare practitioners, in particular, with access to N4 have said that it has increased their awareness of the healthcare challenges faced by newcomers and refugees and allowed them to advance potential solutions.”



Alex Munter

President and Chief Executive Officer, CHEO

“I do see this network as a tremendously powerful expression of what we believe as Canadians, and to walk the talk of social justice and inclusion in the delivery of care and the delivery of services, and that’s just so so very important.”



Yasir Naqvi

Member of Parliament for Ottawa Centre

“...You know quite well the the different level of complications in terms of navigating the system, and how a network like yours allows for that navigation, perhaps to be simplified. And I think that has been, in my view, one of the biggest lessons of this pandemic.”



Chantal Beauvais

Rector of Saint Paul University

“We live in a world where things are very volatile, uncertain, complex and ambiguous and it requires organizations to be very agile and to be very creative in order to provide some stability, at least enough stability to people so that they can connect with their own humanity...the N4 program made us at Saint Paul University more agile and so I wanted to thank everybody involved in N4...”



CONNECT

From Coast-to-Coast-to-Coast and Sector-to-Sector: Building the N4 Network

Building on outreach efforts from previous years, the N4 Team continued to connect with hundreds of professionals virtually to learn more about the impacts of COVID-19 on service provision for newcomer populations and newcomer-serving professionals' experiences in welcoming an influx of refugees from Afghanistan and Ukraine.

As well, the N4 team strategically connected with national professional associations to explore collaboration opportunities and leverage their support to spread the word about N4 as a resource to their well-established networks. Outreach efforts were highly successful with several professionals who belong as members to National Professional Associations such as physiotherapists, social workers, physicians, occupational therapists, and nurses formally joining N4.

In early 2022, the N4 Team also began to connect with health and settlement organizations in rural and remote communities to better understand strengths and challenges professionals experience as they support newcomers who navigate the health and social service systems in these locales.

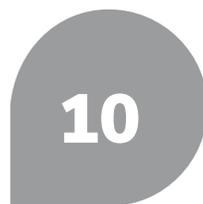
Engagement by the Numbers:



Organizations Reached



Professionals Engaged



Provinces



Territory



Rural, Remote and/or Northern Communities Reached

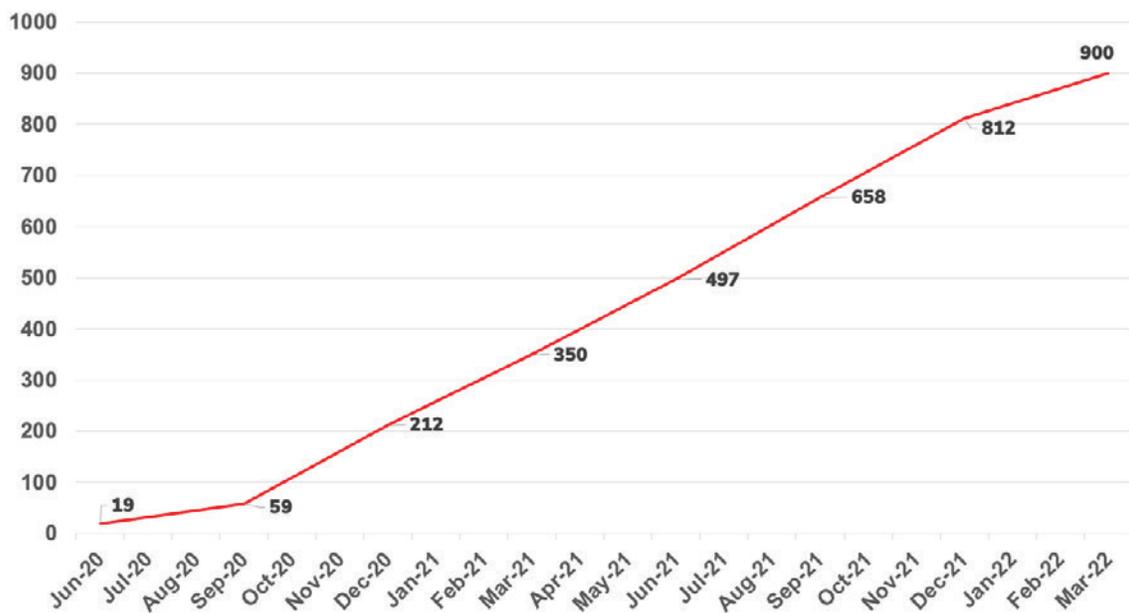


Welcoming Members to the N4 Platform

N4's online integrated platform (www.newcomernavigation.ca) is a one-stop-shop hub that includes the latest tools and resources to support newcomer-serving professionals from coast-to-coast across Canada. This year, N4 placed an emphasis on broadcasting emergency COVID-19 messages from Immigration, Refugees and Citizenship Canada (IRCC), sharing IRCC's Key Figures: #WelcomeAfghans and the latest news on the crisis in Ukraine.

To ensure the platform remains a protected space for professionals, a member login is required. Formalized membership to the N4 platform has grown steadily since its informal launch in May 2020. Significant membership growth was observed following N4 webinars, outreach and virtual site visits, N4's professional development series and the inaugural N4 conference.

N4 Platform Membership Growth over Time



"If you work with newcomer patients, you understand how health-needs intersect with sectors beyond health-care and how the gaps between sectors create barriers for patients. N4 seeks to overcome those gaps by creating a one-stop platform to assist physicians in newcomer navigation within Healthcare, settlement services and more."



- Dr. Tim Holland, MD, Physician, Halifax Newcomer Clinic



Platform Members – began welcoming members in May 2020

145,310
pageviews

35,100
visitors

29,750
new visitors

3,400
newsletter
subscribers

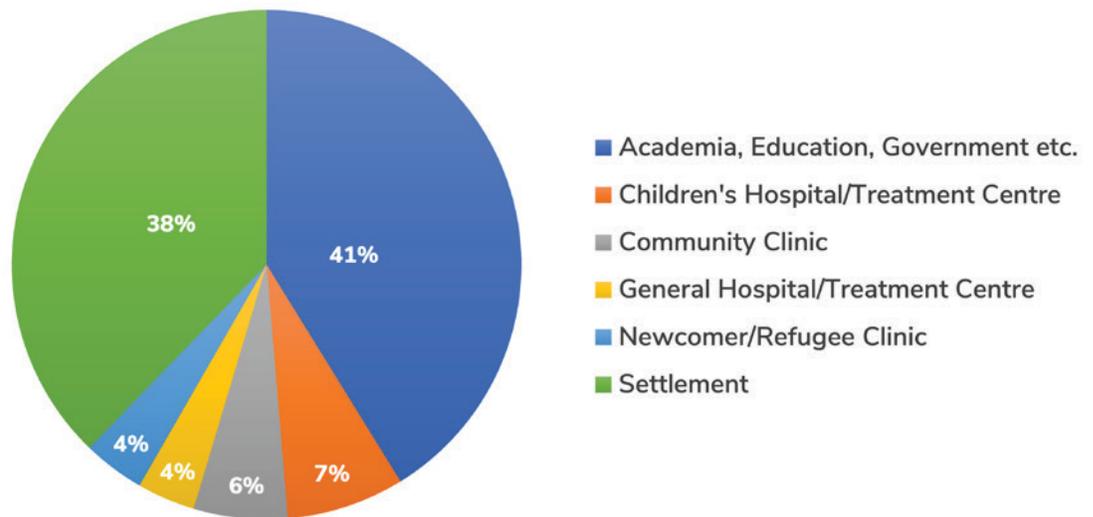
900+
members

95
cities,

10
provinces,

1
territory

Membership Breakdown by Organization Type



“I just want to inform you that the N4 platform has been an amazing connection tool, that we are so lucky to have. I have families that are planning on moving from our city – Windsor – to different cities for re-location. The N4 platform is providing us with that national connection that is well needed, especially with the Afghani’s arrival. Thank you for an ingenious idea, that is opening doors for the settlement sector.”



- Rebecca Rafca Saad, CSS Case Manager, The Multicultural Council of Windsor and Essex County, Windsor, ON



LEARN

Online Certificate in Newcomer Navigation Program

Three cohorts of professionals across Canada successfully completed the online certificate program through Saint Paul University. This certificate program consists of 10 courses across two microcertificates over a one-year period with the purpose of gaining a greater understanding of the newcomer experience and being able to apply their knowledge gained within their own organization and professional role.

75+ professionals completed the program

49 of Expressions of Interest should a fourth cohort be offered

A comprehensive evaluation of the online certificate program in newcomer navigation has revealed that there has been visible improvement in the confidence, knowledge, and connections that have been made by the candidates to create positive gains with newcomer navigation among each of the candidates' professional roles and organizations.

As well, when asked publicly about the most valuable elements of the program, our candidates stated the following:

"Every course I took has really expanded my appreciation on the experience that a newcomer may go through arriving to Canada, and the challenges they may encounter. From studying social justice barriers, to exploring the obstacles of a newcomer with disabilities who's trying to maneuver new surroundings that are not adapted to his or her disablement. Every professor has guided me on exploring and understanding my own beliefs, and challenged me to analyze them in a different view."



- Adele Ois, Outreach Worker, CHEO · Ottawa, ON

"The most valuable gain I consider is knowing, communicating, learning, sharing experiences, discussing, and connecting with other professionals all over Canada. It is a significant learning curve in my career, and I appreciate it as it enriched my abilities and knowledge."



- Neveen Fanous, Settlement Worker, Mosaic - Newcomer Family Resource Network · Winnipeg, MB

"The 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 Brokers Cooperative · Edmonton, AB



Pre-, Mid-, and End of Program Survey Responses for Cohorts 1, 2, and 3, N4-SPU Online Program in Newcomer Navigation* (N= 49)				
Section	Question	% Agreed**		
		Pre-Program survey	Mid-Program Survey	End of Program Survey
A: Academic Knowledge	AQ1: I feel comfortable serving patients/clients from various cultural backgrounds	100%	100%	100%
	AQ2: I understand how different cultural backgrounds can impact the care newcomers receive	100%	100%	100%
	AQ3: I understand how someone's cultural background has an impact on the services they seek	98%	100%	100%
	AQ4: I understand different ethical considerations in relation to culture	96%	100%	100%
B: Opportunity for Discussion with Peers	BQ1: I am well-connected with other newcomer-serving professionals across Canada	60%	74%	90%
	BQ2: I have a support network of peers who serve newcomers	75%	87%	96%
	BQ3: When I encounter a challenge, I feel comfortable discussing solutions with my peers who serve newcomers	92%	89%	100%
C: Professional Skills	CQ1: I continuously look for quality improvement initiatives to improve newcomers' experiences	98%	100%	100%
	CQ2: I am comfortable receiving feedback from my supervisor/colleagues/patients	100%	100%	100%
	CQ3: I am comfortable accompanying newcomers through difficult discussions	98%	100%	100%
D: Practicum/ Project	DQ1: I have been involved in quality improvement initiatives for newcomers within my organization	88%	94%	96%
	DQ2: I feel confident seeking out quality improvement stakeholders within my newcomer-serving professional network	79%	87%	100%
	DQ3: I feel confident taking on quality improvement initiatives that benefit newcomers	92%	91%	96%
E: Awareness About Newcomer Navigation	EQ1: I feel comfortable explaining to others the important work I do with newcomers	96%	100%	98%
	EQ2: I feel I have the expertise to provide newcomers with an optimal healthcare experience	79%	91%	98%
*Based on students that responded to all three surveys				
**Participants responding with Somewhat Agree, Agree, or Strongly Agree to Survey Question				



On June 23, 2021, N4 and SPU hosted a congratulatory reception for Cohorts 1 and 2 over Zoom that completed the program at that time. We hosted close to all the graduating students in those cohorts. We look forward to planning and hosting the graduating Cohort 3 students at our upcoming reception in May 2022.

Overall, through student and professor feedback, as well as our research that is currently underway, we are seeing very positive improvements among those that took the N4-SPU Online Program in Newcomer Navigation (Certificate of Ethics and Contemporary Social Issues: Immigration and Integration). The program provided thus far a fantastic opportunity to expand the knowledge and understanding of those working directly with newcomers across Canada and in turn improve their respective professional roles.



Knowledge Generation and Mobilization: N4 Webinars and Professional Development Events

On an ongoing basis, N4 identifies Subject Matter Experts (SMEs) from across Canada to present on topics that align with our N4 Learning Framework and that are responsive to learning needs identified by our N4 membership and/or that are suggested by our N4 Advisory Committee. Participants are issued certificates following their attendance to webinars to support Continuing Education Credits or evidence of professional development. N4's Meeting Place is leveraged as a space to continue the dialogue and questions raised in webinars and N4's Resource Toolkit houses a series of resources that support further learning on the webinar topic.

63 Webinar Speakers

30 Webinars Hosted

~2000+ Webinar Attendees

~80% agreed or strongly agreed that "as a result of this webinar, I gained new knowledge applicable to my work."

For the first time this year, N4 began offering interactive professional development workshops to professionals from the health and settlement sector across Canada. The content of this series was driven by gaps in content noted by N4 members. N4 partnered with the Trauma-Informed Care Health Team at IWK Health Centre and Dr. Michelle Mullen, Bioethicist at CHEO and Associate Professor at University of Ottawa to deliver content on topics related to trauma-informed care and ethical issues in newcomer navigation in an interactive and engaging format. Registration for the professional development sessions was consistently full. Session evaluations demonstrated these professional development events provided were a valuable learning opportunity for participants.

3 Ethicist-led Case-Based Learning Events

1 three-part Professional Development Series on Trauma-Informed Care

>80% of participants shared they would apply knowledge of session to their work

"N4 has been an excellent source of information - through their website and webinars - and has allowed me to connect with other service providers across the country"

“

Zoe Schwartz, MSW,
RSW, Social Worker
BC Children's & BC
Women's Hospital
& Health Centre
Vancouver, BC



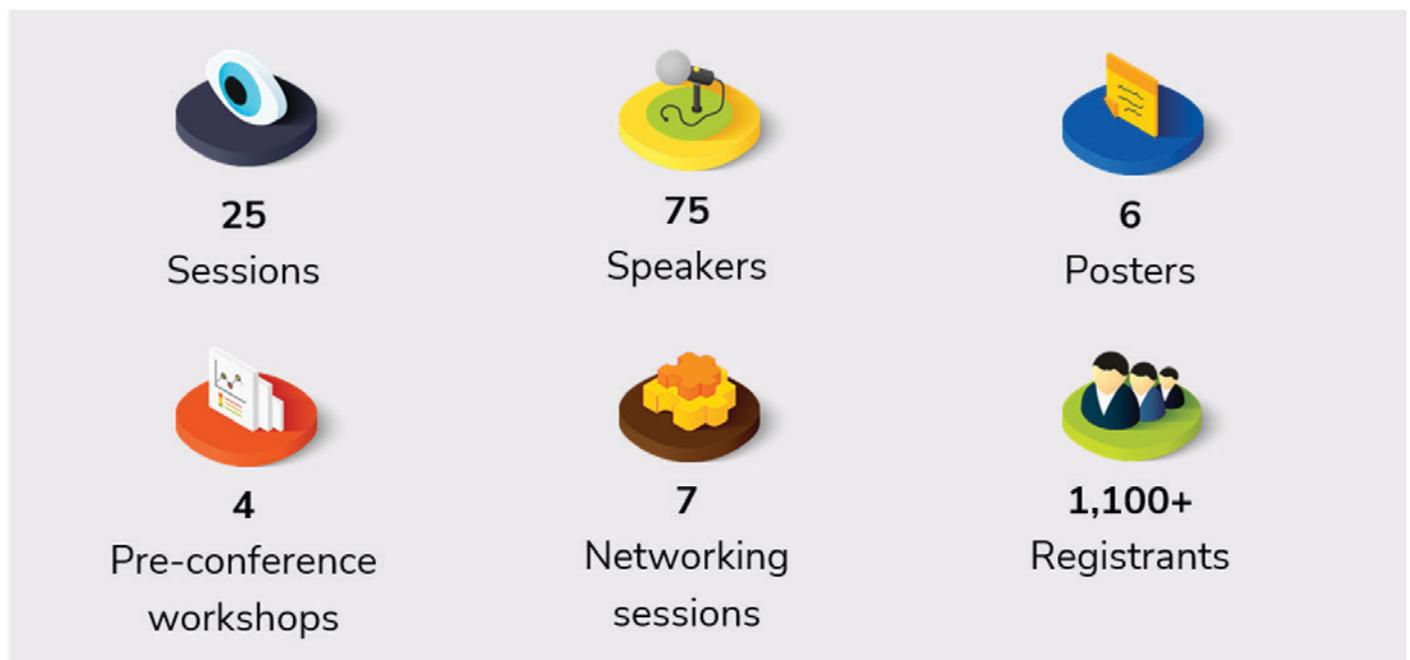
N4's Inaugural Conference: The Past is Practice: Intersectoral Lessons Learned during the Dual Pandemic of COVID-19 and Systemic Racism

N4's inaugural conference took place virtually March 1 – 3rd. Virtual delivery ensured a safe learning environment and reduce barriers to attendance for professionals across Canada. Registration for the conference was provided at no cost thanks to the generous support of IRCC.

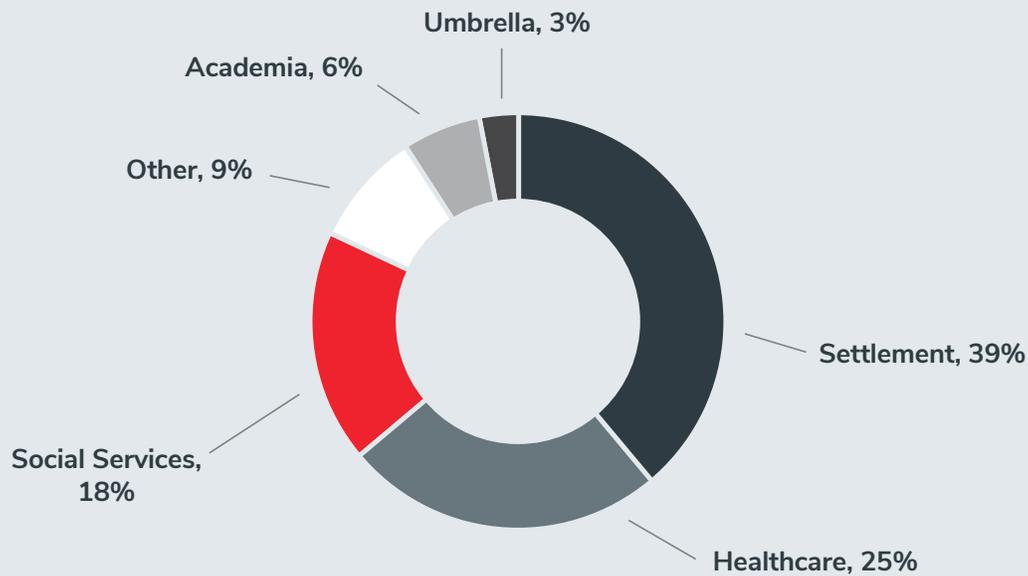
The conference was a huge success, with **1200 registrations** - exceeding our expectations. Several months of planning materialized into an excellent opportunity for professionals from diverse sectors (healthcare, settlement, social services, academia, law and others) to network and work towards the shared goal of advancing equity for newcomers.

N4 brought together speakers from across the country in various fields and developed a diverse conference program that included pre-conference workshops, concurrent sessions, poster presentations, facilitated networking sessions and the voices of lived experience. Four additional pre-conference skills-based workshops on special topics (advocacy, trauma-informed care, using data, and reflective practices) were full within days of registration opening.

At a Glance: N4's Inaugural Conference



Conference Registrants by Sector



82%

post survey respondents who report agree/strongly agree that the conference met their expectations

What we heard from N4 conference participants and speakers:

"Thank you for providing me a platform to share my research!"

- Borum Yang, Medical Student, Dalhousie University

94%

of survey respondents who report agree/strongly agree that the conference met accessibility needs

"I have to say that your conference was one of the best conference I ever saw! I was not able to follow all the presentations I wanted to see but the ones that I could attend presented really good information and the subject was relevant. Thanks to you and your teams for this wonderful learning opportunity!"

- Estelle Lanteigne, Directrice du Réseau-action Organisation des services, Société Santé et Mieux-être en français du N.-B.

55%

of survey respondents who report agree/strongly agree that as a result of the conference they would change their professional practice

"Thank you for the opportunity to present as a panelist at the inaugural N4 conference. It was a privilege to participate in this important knowledge-sharing event. I look forward to learning more at next year's conference."

- Anna Hill, Co-Director, Together Project



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

N4's resource and e-Learning library remains timely and responsive to emerging themes identified in N4's Learning Framework. Each resource uploaded is individually vetted to avoid duplication in content and ensure its content is derived from a trustworthy source. N4 prioritizes uploading the latest content related to topics such as Health, Settlement, Immigration (international and within Canada), Professional Development, Special Newcomer Populations, and Stories from the Field.

204 eLearning workshops available

1186+ informative resources available in Resource Toolkit

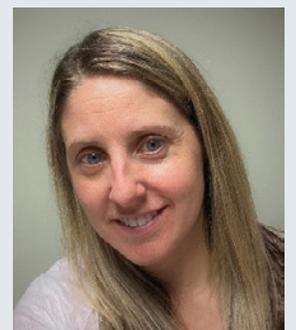
15% of resources are available in French



"As nurses, we advocate for our clients. The resources found within N4 allow us to advocate for our newcomers with the proper support and data. It also serves as a good reminder of the importance of culture when preserving a person's dignity."



Chantal Arsenault, NP, Family Nurse
Practitioner, Horizon Health Network,
Moncton, NB



COLLABORATE

Meeting Place

Meeting Place (N4's member-only online moderated discussion forum), continued to serve as an opportunity for collaboration and knowledge exchange. N4 webinar speakers responded to post-webinar questions, and it served as a site for webinar follow-up and resource promotion.

N4 members also posted specific questions and requests for resources around topics ranging from immigration law to translation and interpretation services, as well as how organizations are bridging the gap between Indigenous people and newcomers.

Esther Ajiboye Public Point
Posted on 2/8/22, 10:33 PM

Improving Health Communications for Newcomers: Lessons and Strategies from the Pandemic

Improving Health Communications for Newcomers:
Lessons and strategies from the pandemic

Améliorer la communication sur la santé pour les nouveaux arrivants:
Stratégies et leçons apprises de la pandémie



FEB 23 FÉV MAR 03 MAR MAR 10 MAR

Join us for this 3-part series of webinars to learn strategies & tips for meeting the information needs of newcomer audiences!

The COVID-19 pandemic has shown us that timely access to information is critical for everyone. Many newcomers to Canada

Tina Gullard Public Point > Immigration
Posted on 2/9/22, 9:45 AM

Looking for resources

Good morning,

I have a client who is living in Canada for the past two and half years. His girlfriend of 10 years is still in his native country. He tried applying for her to come, however, in his culture, common law partner is not a term that exists, therefore, he wrote single on his application which is causing him a lot of barriers. He contacted an Immigration Agent who refused the application. He also went to his MLA office, which did not change anything. He is, at this time, in contact with a lawyer, however, this is no guarantee as well and will cost a lot of money. I live in Bathurst, NB, and I am wondering if there are other resources that could assist him with this whole process. I work in the Mental Health field, therefore, this is beyond my role. However, I would like to connect him with possible resources. I am going to discuss with his psychiatrist to see if we can write a letter together explaining the current situation is having an affect on his mental health. But other than this, I am lost at how I can help him with this whole process.

Thank you :-)

[See Less](#)

5 2 Share Report

Isabelle D'Amour Public Point > Language and Interpretation
Posted on 2/16/22, 11:17 AM

translation policy resources

Hello, I am a nurse at a children's hospital and I am to work on our translation policy and I am looking for resources or other translation policies as reference. If anyone has any translation policies that they are willing to share with me it would be greatly appreciated. Thank you.

[See Less](#)

10 3 Share Report



N4 Community of Practice (CoP), Think together, solve together, innovate together!

What is the N4 CoP?

The Community of Practice (CoP) Steering Committee is chaired by Tim Holland, Medical Director, Newcomer Health Clinic, Nova Scotia and Jean McRae, Chief Executive Officer, Inter-Cultural Association of Greater Victoria, British Columbia. The CoP Steering Committee meets quarterly.

The CoP structure includes time-limited working groups that have a goal to produce evidence-based, outcome-driven, and impact-focused deliverables to address the root causes of inequities for newcomers in accessing health, social, and settlement services. The CoP Steering Committee ensures the working groups have the support they need to advance their work. The N4 team provides project support, conducts research, organizes and supports the working group meetings and creates communication plans.

In November 2021, N4 launched two working groups, each with 18 professionals who work with newcomers. These professionals were from the health, settlement, legal and social service sectors from across Canada.

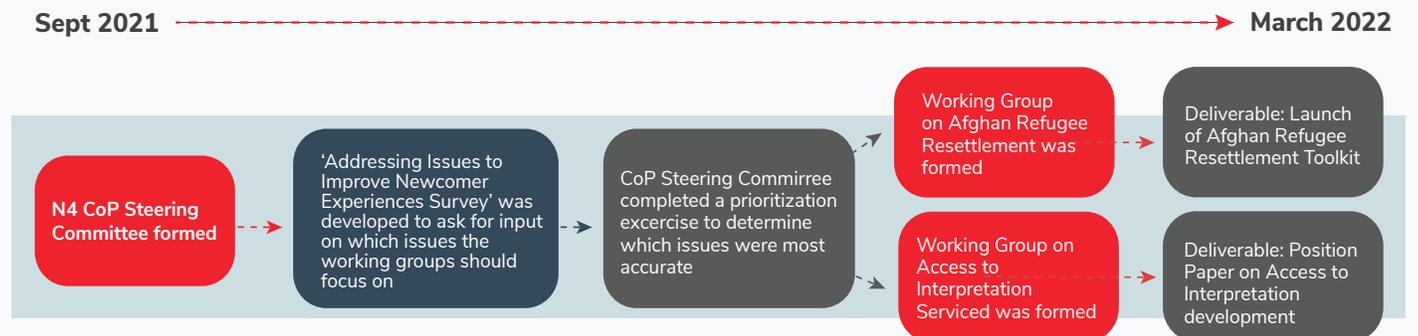
Chairs



Committee Members



Timeline of N4 CoP Milestones (Fall 2021 – March 2022):



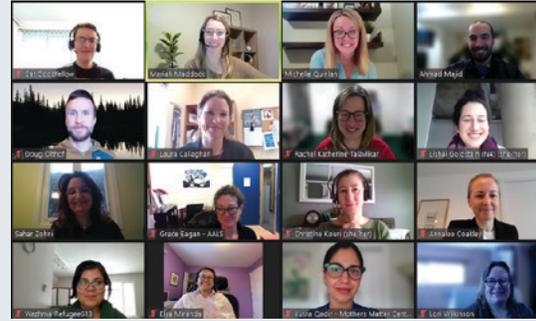


Access to Interpretation Working Group

Deliverable:

Establish a position paper on interpretation, in order to call for an interpretation approach which can be implemented nationally to ensure equitable access and experiences with health and social services.

[The position paper](#) was completed by March 31 and the communication strategy has been launched.



Afghan Refugee Resettlement Toolkit Working Group

Deliverable:

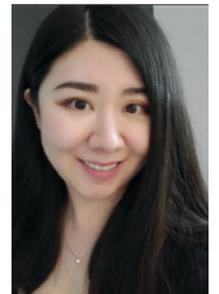
Develop a resource toolkit of curated materials which will enable professionals from health and social services to support equitable access and experiences by Afghan refugees.

[The toolkit](#) was completed by March 31 and the communication strategy has been launched.



"I truly appreciate the opportunity to co-lead the Access to Interpretation Working Group. This experience was truly an example of diverse, inter-sectoral collaboration that resulted in concrete deliverables and action. It was a privilege to partner with knowledgeable colleagues from across Canada to share ideas and resources. This work was certainly made possible through the unwavering support and expertise of the N4 team. Enhancing access to professional interpreter services across Canada will be a powerful step towards supporting safe, accessible, equitable health care for all." - **Allana Carlyle, Manager, Language Access, Shared Health, Winnipeg**

"It has been a tremendous experience to be part of the N4 CoP Working Group to collaborate with dedicated professionals across Canada who are passionate about health equity, healthcare interpretation, language accessibility and improving health outcomes for newcomers by bridging language barriers. As a first-generation Canadian and professional who works with healthcare interpreters, I have seen the detrimental effects of language barriers on the health of Non/Limited-English Speaking patients. The lasting impact and significance of this group's work will be much appreciated by the newcomer population and newcomer-serving professionals across Canada." - **Gracie Li, Coordinator, Language Access, Winnipeg Regional Health Authority, Winnipeg, MB**



"I had a very positive experience with the Access to Interpretation working group. Cat and the team were efficient and organized, welcoming input from participants and making the most of our meeting time. It was also a good opportunity to see more of N4's work behind the scenes." - **Teresa Burke, Director of Language Support, MANSO – Manitoba Association of Newcomer Serving Organizations, MB**

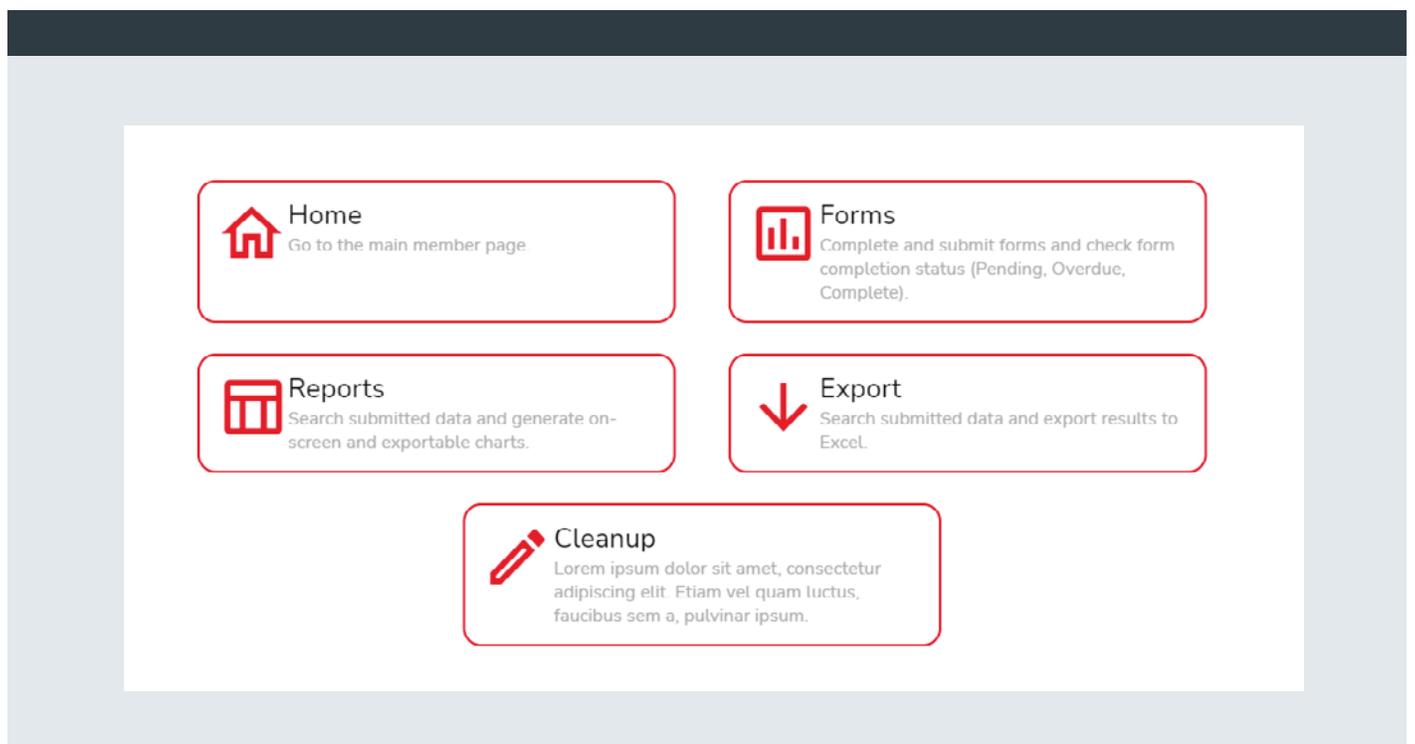


Newcomer Navigation by the Numbers: N4 Data Toolkit

The data tool features two streams: publicly available data which N4 collates and visualizes, and membership/organizational data gathered through N4 surveys.

The building of the public data area was completed this year. Public data shared is vetted and converted into a user-friendly format to support evidence-based decision-making by N4 members. N4 focused on sharing data related to COVID-19 impacts on newcomer populations, Afghan refugee resettlement and the crisis in Ukraine. This part of the website supports N4 members by drilling down into data surrounding the issues of the day and explaining or visualizing it – a time-saver for busy professionals.

The member-driven database is complete, and the first two member forms (the Member snapshot, and the Platform feedback Form) were distributed in early October 2021. These forms assisted N4 in understanding who members are, what their needs and interests are, and how they are interacting with the website. In time, N4 will be able to use year-on-year data to track changes in membership and also react to shifting or emerging needs among the member base. Work on this tool will be presented at the Canadian Healthcare Navigation Conference 2022.



2021-22 PROJECT HIGHLIGHTS

Knowledge Generation and Mobilization

N4 released two reports this year which presented findings from a series of outreach and site visits that took place from July 2019 to January 2021.

Newcomer Navigation from Coast to Coast: Report on Outreach and Site Visits

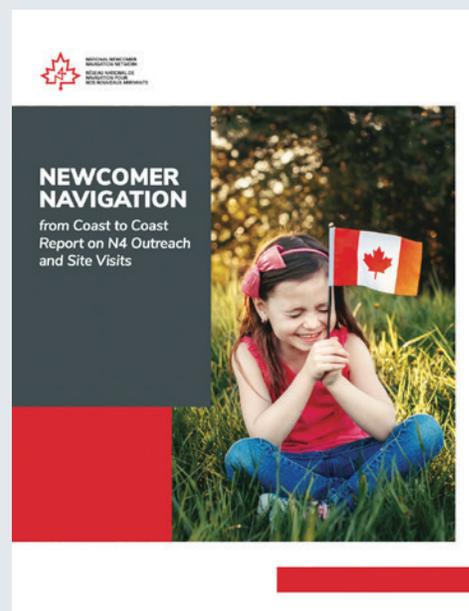
Recognizing that there was a wealth of existing resources, training and subject matter experts in newcomer navigation within the health and settlement sectors, N4 began its work by conducting a national needs assessment. The aim was to curate and mobilize this knowledge, understand the remaining gaps in knowledge to be addressed, plan to fill those gaps, and foster connections, collaborations and learnings among the various professionals across Canada. This report summarizes the methodology and learnings from N4's initial outreach and engagement, as well as describe the implications for N4.

The report is now available on newcomernavigation.ca

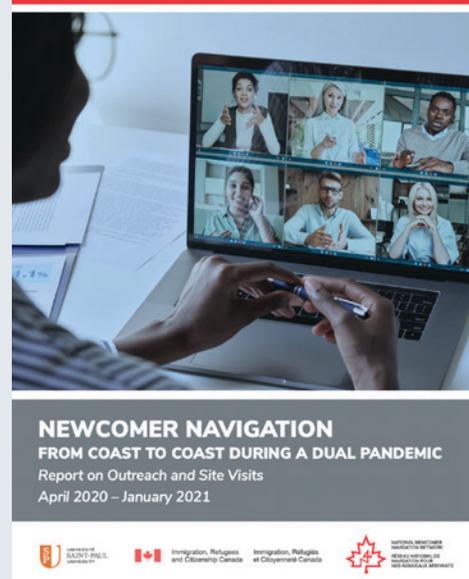
Newcomer Navigation from Coast to Coast During a Dual Pandemic: Report on Outreach and Site Visits

This report presents findings from N4's outreach and engagement activities that took place during this unusual time in Canadian history; April 2020 to January 2021. The purpose of N4's research activities were to better understand the experience of professionals as they supported newcomers in navigating Canada's complex health and social services systems during that time. Outreach and engagement sessions took place throughout the first three waves of the COVID-19 pandemic. During this time period, COVID-19 vaccinations became available for administration in Canada.

The report is now available on newcomernavigation.ca



July 2019 – March 2020



April 2020- January 2021



For Professionals On the go: N4 Mobile App

N4 conducted a detailed analysis to inform an N4 mobile application. Findings from a survey targeted at newcomer-serving professionals from the health and settlement sector were used internally to inform the N4 mobile app. N4 launched a mobile app in March 2022.



Knowledge Translation: N4 Participation in Conferences

N4 was pleased to be invited as speakers and workshop facilitators at a series of local, provincial and national conferences and special events. These included:

- 1 Canadian Healthcare Navigators Conference**
Oral presentation – Newcomer Navigation from Coast-to-Coast: Key Findings from a pan-Canadian Needs Assessment
Poster – N4: Connect, Learn and Collaborate around Newcomer navigation
Poster – Newcomer Navigation by the Numbers: N4 Data Tool
April 2021
- 2 National Health Leadership Conference**
Concurrent Session Workshop
June 2021
- 3 CAMH Immigrant Refugee Mental Health Project Webinar Series**
Webinar - The N4: A tool to support collaboration across sectors to improve health outcomes among Newcomers to Canada
August 2021
- 4 North American Refugee Health Conference**
Concurrent Workshop Session - The National Newcomer Navigation Network: A Tool to Support Collaboration Across Sectors to Improve Health Outcomes among Newcomers to Canada
September 2021
- 5 Canadian Physiotherapy Summit**
Keynote Address - The National Newcomer Navigation Network: A Tool to Promote Health Equity in Physiotherapy Practice
November 2021
- 6 Pathways2Prosperity Conference**
Workshop – Newcomer Navigation during a Dual Pandemic: Key findings from a pan-Canadian needs assessment
Poster - N4 Community of Practice
Exhibitor Booth
November 2021
- 7 Children’s Healthcare Canada Conference - From Crisis to Catalyst**
Member Spotlight Session: What did COVID-19 Reveal? Lessons Learned in Newcomer Navigation from Pediatric Hospitals across Canada (A Panel Discussion)
November 2021
- 8 Simcoe County Local Immigration Partnership Symposium**
Key Note Address: The National Newcomer Navigation Network: A Tool to Advance Health Equity Among the Health and Settlement Sector
November 2021



FUTURE DIRECTIONS

Over the past three years, N4 has built a robust network of professionals from a diverse range of sectors who are passionate about advancing health equity and improving their services to meet the needs of those newest to Canada. N4 is pleased to share that IRCC's initial investment into the development of N4 will be leveraged to address the barriers for Internationally Educated Health Professionals (IEHPs) in filling gaps in the healthcare labour market.



Canada has a long and rich history of welcoming newcomers from around the world to its shores. Canada welcomed a record number of newcomers in 2021 as part of the Government of Canada's 2021–2023 Immigration Levels Plan – a trend that promises to continue into future years.

Newcomers are a critical component of the Canadian labour force, and Canada continues to be committed to attracting and integrating skilled newcomers into the Canadian economy. This is especially true in the healthcare sector, where existing labour shortages have been exacerbated as a result of the COVID-19 pandemic. Despite Canada's focus on attracting highly skilled immigrants, including IEHPs, there are many barriers that prevent IEHPs from gaining full employment in the Canadian healthcare sector. Newcomers are an integral part of our community and having a healthcare workforce that reflects our community allows us to incorporate the diverse voices of lived experience, and in turn better support other newcomers.

N4 looks forward to continuing to support connection, learning and collaboration among our robust network and embarking on this new initiative over the next year to continue to support newcomer serving professionals as they respond to the evolving challenges of Canadian newcomers.



STORIES MATTER

N4's Commitment to Incorporating the Voice of Lived Experience

N4 has an ongoing commitment to incorporate the voice of lived experience into our work and aims to do this by including individuals with lived experience on its committees, working groups, and webinars/professional development trainings.

Mateo Vitale serves as a Youth Advisory on the N4 Advisory Committee, and had the following to say about N4:



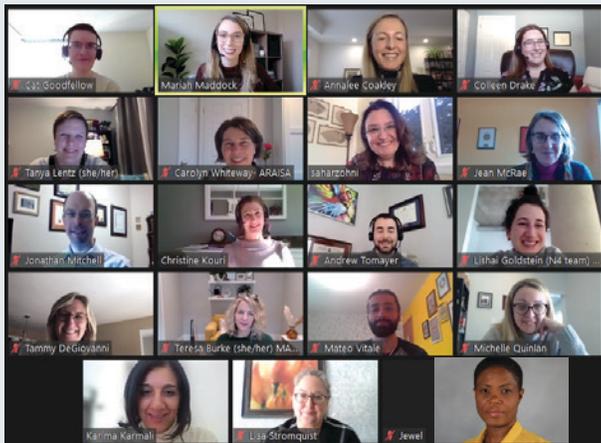
"..Since my arrival [as a refugee] in 2016, I have constantly been involved in the resettlement sector whether that's through volunteering, working with non-profit organizations and now through research at the University of Calgary. I can honestly say that after seeing and being a part of so many projects, the N4 Project is truly an unprecedented initiative in the way it's helping out newcomers... We're not only helping out newcomers but we're helping professionals help newcomers... [My] involvement [As a Youth Advisor on N4's Advisory Committee] means so much to me. This is the first time in my life that I am able to help newcomers on a national scale. Being able to share my experiences and what I went through to find ways to help out other refugees and immigrants so they won't have to face the same issues I faced is an incredibly fulfilling achievement. I am very proud to be a part of this project and can't wait to see how far it goes."



Mateo Vitale, Youth Advisor, N4 Advisory Committee,
Student, University of Calgary, Calgary, AB



N4 ADVISORY COMMITTEE



The N4 Advisory Committee provides support, guidance, and oversight to the project team, pertaining to the development and growth of the N4 (N4). This year, three new members were successfully recruited and onboarded to the Advisory Committee resulting in a full committee with 15/15 members. The committee includes provincial and federal sector representation, including front-line and senior leadership perspectives from rural and urban areas in nine different provinces across Canada. Unique to this Advisory Committee are an adult and youth newcomer with lived experience.

Leadership

Dr. Annalee Coakley, MOSAIC Refugee Clinic (Chair)
National Sector Representatives

National Sector Representation

Lisa Stomquist, Children's Healthcare Canada (Pediatric Healthcare)

Jonathan Mitchell, HealthcareCAN (Adult Healthcare)

Jewel Bailey, CAMH Immigrant and Refugee Mental Health Project (Mental Health)

Jean McRae, Intercultural Association of Greater Victoria (Settlement)

Provincial and Local Sector Representatives

Karima Karmali, SickKids (Pediatric Healthcare, Ontario)

Shelley Robichaud, Vitalite Health Network (Adult Healthcare, New Brunswick)

Theresa Burke, MANSO (Settlement, Manitoba)

Carolyn Whiteway, ARAISA (Settlement, Atlantic Region)

Tanya Lentz, NeuroSpeak Psychology (Frontline Pediatric Healthcare, Newfoundland)

Dr. Lana Beth Barkhouse, Boardwalk Health Centre (Frontline Adult Healthcare, Prince Edward Island)

Ahmad Majid, SAISA (Settlement, Saskatchewan)

Karyn Steer, OCISO (Settlement, Ontario)

Persons with Lived Experiences

Bousi Al Ibrahim, Newcomer and parent of a child with complex medical needs

Mateo Vitale, Newcomer with Lived Experience

Host Organization and N4 Project Representation

Christine Kouri, Host Organization Representative

Sahar Zohni, N4 Representative

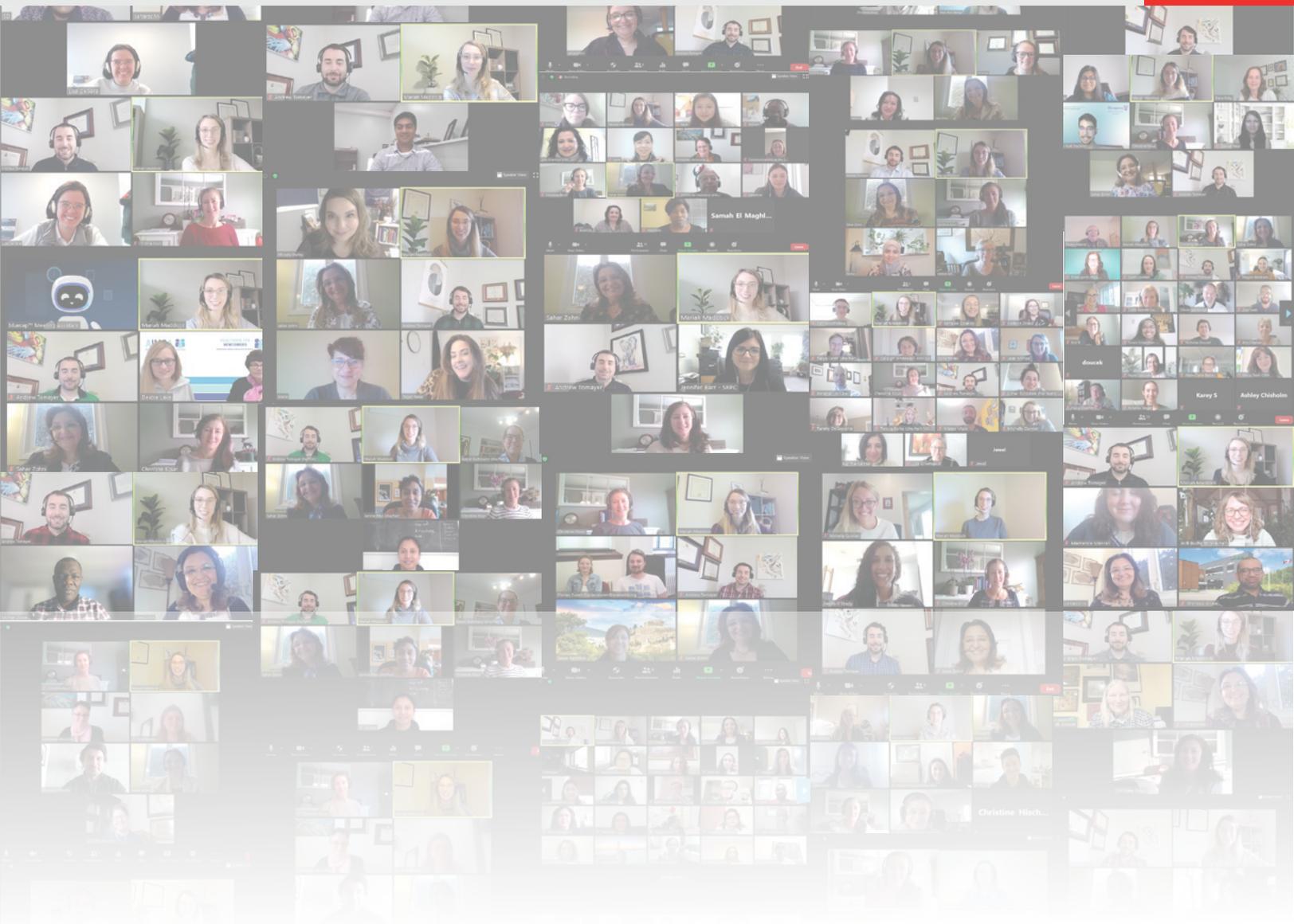
Resource Staff

Mariah Maddock, Advisory Committee Lead

Cat Goodfellow, Recorder

Lauren Provost, Administrative Support





ACKNOWLEDGEMENTS

Thank you to CHEO, IRCC, and SPU. N4 is deeply grateful to our host, 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 who provide system navigation support to newcomer clients.

Hosted at / Situé à:



Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par:

Immigration, Réfugiés
et Citoyenneté Canada

Educational partner: / Partenaire pédagogique



Stay Connected:



@newcomernav



@n4_network



@newcomernav



@newcomernavigation



NATIONAL NEWCOMER
NAVIGATION NETWORK

RÉSEAU NATIONAL DE
NAVIGATION POUR
NOS NOUVEAUX ARRIVANTS



401 Smyth Road
Ottawa ON K1H 8L1



N4 Team

CHEO, Dept. of Health Equity & Diversity
info@newcomernavigation.com