

A Scan of Promising Practices in Information Sharing and Dissemination

Addendum to the Langley LIP Research Report



by PEERs Employment
& Education Resources

March 2022

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Table of Contents

A Scan of Promising Practices in Information Sharing and Dissemination	3
Introduction	3
One-stop Hub for Information and Referrals – Welcome Centres, Hot Phone Lines	3
Champions / Knowledgeable Friends / Gatekeepers.....	4
Collaboration with Local Governments	5
In Partnership with School Districts.....	5
In Partnership with Community Libraries	6
In Partnership with Professional Bodies	7
Collaboration with the Immigrant Services Sector	7
Using Multiple Formats for Information Presentation and Dissemination – visual, audio and video, etc.)	8
Pre-Landing and Airport Services	9
Other Findings on Information Sharing Practices.....	10
Designated department / personnel for information collection and updates.....	10
In Partnership with Ethno-cultural Communities and Religious Groups	10
Using Social Media	11
Knowledgeable Friends / Peer Support:.....	11
One-stop Hub(s)	12
Collaborations with other organizations	12
Settlement information needs of new immigrants	13
Other Research Reports to Explore:	14

A Scan of Promising Practices in Information Sharing and Dissemination

Introduction

This scan of best / promising practices in information sharing and dissemination for the purposes of assisting in the immigrant settlement process was conducted during November and December 2022. The purpose of the scan was two-fold: 1. To inform the next stages of the research, specifically the immigrant focus groups and the Key Informant Interviews, and 2. To identify examples of existing practices in other jurisdictions that might have application in Langley. The scan's focus included local, and provincial and national examples, as well as some international practices.

The following provides a summary description and links to each of the practices that were identified as well as further research reports of interest.

One-stop Hub for Information and Referrals – Welcome Centres, Hot Phone Lines

One-stop shop for information and referrals - Regina Open Door Society Newcomer Welcome Centre

The Regina Open Door Society Newcomer Welcome Centre aims to provide a variety of assessment, information, and referral services to new immigrants to Regina and the region. The Centre participates in and offers in-house booking of appointments with school board representatives to assess educational needs, with language assessors, with settlement support workers in schools, with youth workers, with settlement information advisors, and with providers of orientation services for newcomers. The database and the use of a single initial assessment for multiple referrals were identified as key to promoting the integrated delivery of services.

<http://p2pcanada.ca/wp-content/uploads/2013/08/CISSA-ASCEI-Promising-and-Innovative-Practices-Report.pdf>

Gateway Project

The Gateway project, Immigrant Services Calgary's new settlement model, utilizes one single point of access for all streamlined immigrant services. This solves the issues newcomers in Canada often face with regards to misinformation or inconsistent information. Around Canada, it is largely up to individuals to locate services offered by diverse agencies. To address this gap, the Gateway project has created a single point of intake so that newcomers may be assessed for specific needs and referred to an array of settlement services offered across southern Alberta. The program conducts standardized needs assessments for each family or individual to identify prioritized support services. Aggregated data on those who use the program is stored and analyzed, to then be used by researchers and policy advisors, in order to assess settlement program effectiveness as well as make improvements to programs offered. Gateway leverages cross-sectoral partnerships and data to enhance the effectiveness of services offered, improve outcome measurement accuracy and a more positive newcomer experience.

<https://km4s.ca/wp-content/uploads/Finding-Solutions-for-the-Immigrant-Serving-Sector-Literature-Review-Analysis-2021.pdf>

Supporting Recent Immigrants In Their Effort To Access Information On Health And Health-Related Services: 211 Toronto

Access to relevant, timely, and appropriately presented information may become an increasingly important resource for recent immigrants who are learning to navigate and negotiate a largely unknown health care system and are at high risk of becoming underserved.

211 Toronto represents an efficient and effective way to gain access to information but does not achieve its full potential.

Some key findings

- 211 Toronto represents a useful case study to learn about the immigration experience in this city and the information needs of newcomers. Callers, in fact, reflect quite closely the ethno-linguistic makeup of the general population of immigrants living in Toronto and show comparable trends, over time, in terms of geographical origins and distribution across different immigration categories. In addition, the survey population seems to be representative of the larger population of users who have historically contacted 211 Toronto by phone, as shown by comparing survey results and historical data routinely collected by Findhelp.
- Recent immigrants face a vast amount of disorganized, often confusing, and sometimes poor-quality information that reaches them through a dispersed constellation of disjointed sources. Mainly learning by trial and error, they often fall prey to people who take advantage of their desperate need for guidance.
- The study suggests that while 211 Toronto represents an efficient and effective way to gain access to information on a broad variety of topics, including health and health-related services, and solve even complex problems with the support of highly trained counsellors who act as knowledge brokers, the service does not achieve its full potential. The main problem seems to be a lack of knowledge of the service, which is often 'discovered' by accident through word of mouth, and a limited understanding of the richness of information 211 Toronto can offer and of the complexity of problems it may help solve.
- 211 Toronto should aggressively reach out to newcomers and make sure they find out about it as early as possible after moving to Canada and make the most of the service. The aim should be for 211 Toronto to become the information 'entry point' for newcomers.

<https://km4s.ca/publication/supporting-recent-immigrants-in-their-effort-to-access-information-on-health-and-health-related-services-the-case-of-211-toronto/>

Champions / Knowledgeable Friends / Gatekeepers

Library Champions Project

The Library Champions Project (LCP) is a three-month volunteer program for new immigrants. During the project, Library Champions are trained to conduct outreach to other new immigrants. The LCP's four training sessions focus on building communication, presentation, and outreach skills and on gaining an understanding of the range of programs, services, and resources that are provided by libraries and immigrant and community service agencies. After the training, Library Champions

develop an outreach plan that is doable for them and fits their schedule. These plans include sharing information with friends, family, colleagues, and other community members, giving group presentations, speaking with community agencies, and using social media. LCP facilitators support the Library Champions with their outreach by helping them identify additional contacts and overcoming any challenges.

On average, each Library Champion shares information with more than 50 other new immigrants. As of September 2021, more than 1,750 new immigrants have been trained as Library Champions and these individuals have reached out to more than 96,700 other new immigrants!

<https://newtobc.ca/library-champions-project/>

Collaboration with Local Governments

Open House - Welcome to Coquitlam

City of Coquitlam hosts annual open house at the city hall to introduce the services available at the City as well as by community agencies in the City. The Coquitlam annual event is geared to both residents who are new to Coquitlam and Canada as well as long-time residents. Since 2010, the City has been hosting the event and almost 5,000 have participated in the event. The annual open house was paused during the pandemic.

<https://www.coquitlam.ca/669/New-Residents>

City of Toronto Immigration Portal - leverage City resources to enhance newcomer access to information and City services

The Ontario government funds municipal immigration web portals across Ontario. These websites provide newcomers with reliable information about all aspects of their immigration journey. In 2011, the City of Toronto revamped its immigration web portal to improve usability and provide up-to-date information. This tool can be used by all stakeholders to improve newcomer access to municipal and other supports.

www.toronto.ca/immigration

In Partnership with School Districts

SWIS – Settlement Workers at Schools

SWIS workers are often the first point of contact with the London community for newcomer families. They provide information and settlement services to families within schools, and referrals to school and community resources. Of importance, they work to increase newcomers' understanding of the Canadian education system and connections with their children's school.

<http://p2pcanada.ca/wp-content/uploads/2013/08/CISSA-ASCEI-Promising-and-Innovative-Practices-Report.pdf>

Multicultural Liaison Officer (MLO) Program

The program has a partnership with the schools in Ottawa. The staff are placed in more than 60 schools in the city. The nature of this partnership allows for a seamless service delivery within the schools. In addition, all of the schools in the Ottawa area have access to the program on an on-call basis. Staff members speak the languages of their clientele.

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/immigrant-serving-organizations/best-practices.html>

In Partnership with Community Libraries

Library Settlement Partnerships:

The Library Settlement Partnerships (LSP) offers a unique and innovative newcomer information service in 11 communities throughout Ontario. This service includes one-on-one settlement information and referrals, group information sessions, and community outreach. Over 60 newcomer settlement workers from 23 agencies work out of the 49 branches of 11 public libraries in communities with high newcomer populations. Services are provided in a variety of languages, based on community needs.

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/immigrant-serving-organizations/best-practices/library-settlement-partnerships.html>

Settlement Workers at Surrey Library

Friendly and experienced settlement workers from a wide range of immigrant service providers in Surrey work with Surrey Libraries and have booths at library branches on a regular basis to answer and provide information and referrals to immigrants.

<https://www.surreylibraries.ca/free-settlement-services-newcomers>

Information Hub at Local Library

A research project surveyed Thai immigrants in New Zealand around the important role of library as an information hub. The information needs of Thai immigrants in Auckland were diverse based on the stage of each participant's settlement process. The main information needs of the participants were for employment, English language-learning, housing, health and making connections. Their main information sources during settlement were family, friends and the internet. The participants saw Auckland Libraries as a useful source but did not take full benefit of the library's services. The main barriers in accessing services were English language incompetence, lack of resources available in the Thai language, lack of time and library staff behaviour.

<https://www.semanticscholar.org/paper/Thai-immigrants%E2%80%99-information-seeking-behaviour-and-Sirikul-Dorner/bfe195c36709e10a0dd8b35ebb52721cc9973c5f>

In Partnership with Professional Bodies

The Immigrant Public Legal Education and Information Consortium (IPC) - Community Asset Maps

Led by the Justice Education Society (a non-governmental justice advocacy and resource body) in BC, the Consortium was designed to operate as a collaborative venture partnering twelve Lower Mainland justice agencies with immigrant service providers. The project's goal was to provide legal education and information directly to immigrants and refugees as well as to settlement agencies and legal service providers by means of community and cross sectoral workshops organized around priority themes. This knowledge dissemination strategy was augmented by the creation of **community asset maps** that identified legal and community agencies offering legal services in the geographical areas covered by the project. Funding for the IPC project was provided by B.C.'s Ministry of Jobs, Tourism and Innovation through a memorandum of understanding with the Ministry of the Attorney General for the purpose of capacity building in the area of justice services.

An evaluation of IPC revealed that the project effectively melded justice and immigrant settlement resources in the service of legal education. In particular, there was widespread agreement among survey respondents (including service providers) that communication among frontline organizations had improved markedly and that agencies were providing more consistent legal information and had a better understanding of where to refer newcomers with legal issues.

[CISSA-ASCEI-Promising-and-Innovative-Practices-Report.pdf \(p2pcanada.ca\)](#)

Here to help – Resource Website

A coalition of seven agencies developed the website that provides information about mental health promotion initiatives. A number of these resources are dedicated to the mental health needs of immigrants and refugees. The website aims to help users find quality information, learn new skills and connect with key resources in BC.

[a9656207-3e0f-4c2b-83d8-e311c4d1bb00 \(camhx.ca\)](#)

Collaboration with the Immigrant Services Sector

Data hub for service providers

The Knowledge Hub (Toronto) is the first stage in a two-stage data hub model. This online platform will bridge organizations with capacity building opportunities, create opportunities to share data, and access data support.

<https://km4s.ca/wp-content/uploads/2019-2020-Alberta-Nonprofit-Data-Strategy-Final-Report-and-Project-Plans...-1.pdf>

Toronto LIPs Coordinated Actions (City-Wide)

The Toronto Newcomer Initiative study reported that local LIP projects helped improve, and enhance newcomer information materials through:

- Catalogue translation materials city-wide

- Collaborate information materials among agencies
- More uniform use of translation, reduce repetition
- Government-funded orientation package
- Increase funding for interpretation services

The study also addressed the challenges of immigrants on information navigation

- Information dissemination gaps (Inconsistent use or newcomers unaware of use of translation in settlement sector)
- Trouble navigating services (settlement and mainstream)
- Improve lines of information dissemination, explore new methods or tools for dissemination
- More consistent use or more promotion of translation in the settlement sector
- Coordinate and collaborate settlement services
- Better referrals in settlement sector
- Orientation to mainstream services (police, health)
- Research to inform improved service delivery and marketing

[backgroundfile-55334.pdf \(toronto.ca\)](#)

Using Multiple Formats for Information Presentation and Dissemination – visual, audio and video, etc.)

Newcomer Guides

Many organizations produce booklets that direct newcomers to community resources and are regularly updated. For example, in a mid-sized city, a settlement agency has compiled a manual which gives newcomers an overview of life in their new community. The booklet helps them attain greater independence, by providing information on various aspects of life, including education, transportation, the medical system, shopping, social activities, etc.

<https://ccrweb.ca/sites/ccrweb.ca/files/static-files/bpfina1.htm>

Theatre One

Best Practices in the Dissemination of Integral Information to New Immigrants reported agencies used a wide range of approaches to distribute important information to immigrant population, e.g. audio, visual media and theatre.

One innovative approach to information distribution, particularly with respect to health and legal information, is the use of theatre and similar dramatic presentations. For example, in Vancouver, short dramas were produced and aired on local television channels in order to promote awareness of various health issues within the Iranian community. All of the dramas involved actors solving health problems with the assistance of the B.C. Health Guide.

The People’s Law School in British Columbia also has a Justice Theatre program which is delivered in various schools and public events on the Lower Mainland. The research summarized One of the major strengths of legal theatre is its interactive component. Many productions include opportunities for audience interaction, which can assist people in gaining a more comprehensive understanding of the issues being addressed within the play. Other advantages of legal theatre are its flexibility and

adaptability, which can be of critical importance to organizations already struggling with a shortage of resources. Unlike audio-visual and printed materials, theatre can be altered at low cost with relative ease to ensure greater relevance and accuracy.

This can be especially important when the theatrical production is highlighting issues relating to health and the law, as information pertaining to these two sectors is in a state of constant flux. [Best Practices in the Dissemination of Integral Information to New Immigrants: A Scoping Review \(May 12, 2010\) \(gov.bc.ca\)](#)

Topic specific guidebooks or brochures

Building on the insights gained from the Settlement Worker project, TPH worked closely with three Toronto Local Immigration Partnerships (LIPs) to develop new communication projects to raise awareness about public health services among community-based agencies. Community specific brochures were created in Scarborough, South Etobicoke and North Etobicoke as pilot activities that focused on local resources. As well, training sessions were held for front-line settlement workers in Scarborough and Etobicoke that helped them understand the range of services provided by Community Health Centres, Public Health, Hospitals, and other health service providers and to discern which service referrals are appropriate in given scenarios. The brochures provide information on ten TPH and community health services, most of which are available without a health card, which would support recently arrived newcomers.

Media - videos

In addition to the training and new brochures, Toronto Public Health also launched a new informational video linked through the City's Immigration and Settlement Web Portal to give an interactive, visual look to newcomers about TPH services that are most relevant to them. [backgroundfile-55334.pdf \(toronto.ca\)](#)

Mapping: Kids New to Canada - Health insurance for immigrant and refugee families

This website provides detailed information on health insurance for permanent residents, refugees and refugee claimants, and uninsured children. It also provides external links where you can gather information tailored to your specific needs. [a9656207-3e0f-4c2b-83d8-e311c4d1bb00 \(camhx.ca\)](#)

Pre-Landing and Airport Services

Pre-landing Services

Pre-landing service provide free pre-departure orientation to Federal Skilled Workers, Provincial Nominees, and their spouses and adult dependants, while they are still overseas during the final stages of the immigration process. It helps immigrants better prepare for economic success by providing information, planning, and online support through partners in Canada.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/pre-arrival-services.html>

Community Airport Newcomers Network

The Community Airport Newcomers Network (C.A.N.N.) strives to facilitate the pre-settlement of all immigrants arriving in Canada at the Vancouver International Airport by offering individualized reception, orientation, information, and referrals. The one-time service offered at the airport aims to help newcomers gain a better understanding about the first steps to take to settle in Canada by providing them with information and referring them to other organizations. If immigrants and refugees are unable to connect immediately with primary care, initiatives such as these, ensure that these populations are at least able to connect to services that can then make appropriate referrals as soon as possible.

<https://irmhp-psmir.camhx.ca/documents/1467098/2175137/English+Toolkit/a9656207-3e0f-4c2b-83d8-e311c4d1bb00>

Other Findings on Information Sharing Practices

Designated department / personnel for information collection and updates

Practice: Knowledge Hub for the Immigrant and Refugee Serving Sector in Ontario at OCASI (Ontario Council of Agencies Serving Immigrants)

Key responsibilities of the Hub and staff:

- Develop strong informational and interactive resources to strengthen agency's overall capacity.
- Maintain updated knowledge base of issues related to all aspects of the newcomer settlement process.
- Work with groups of agencies or related stakeholders to identify areas of potential collaboration and sharing of resources and information

<https://ocasi.org/sites/default/files/bilingual-coordinator-knowledge-hub-for-the-immigrant-and-refugee-serving-sector-in-ontario-external.pdf>

In Partnership with Ethno-cultural Communities and Religious Groups

Alberta Urban Municipalities Association's research summary

Provides a channel for contacting and communicating information to ethno-cultural communities during emergencies and disasters such as floods and fires is identified as an effective service delivery. Provide ethnocultural communities with information on municipal activities, policies, plans, programs and services. Create formal connections and establish liaisons with ethnic community (EC) organizations that can help you quickly and effectively disseminate information to people. Maintain an updated database of these connections and keep in touch regularly. Create a 'hotline' that community members can use to access information on important events and issues. If required, provide support and resources to EC organizations to help keep their member databases current.

https://www.abmunis.ca/sites/default/files/Advocacy/Programs_Initiatives/WIC/engaging_ec_coms_guide.pdf

Ethnic Media

Best Practices in the Dissemination of Integral Information to New Immigrants reported that ethnic media has emerged as an increasingly viable option for information distribution over the last few years and several community groups are employing ethnic media outlets such as radio, television, and newspapers to assist them in the dissemination of integral information to immigrant communities.

[Best Practices in the Dissemination of Integral Information to New Immigrants: A Scoping Review \(May 12, 2010\) \(gov.bc.ca\)](#)

Using Social Media

Social media usage has been recognized as an integral part of immigrants' acculturation experiences. A research project sought to understand how Chinese immigrants' social media use influences their acculturation experiences. They looked at which social media platforms Chinese immigrants use and for what purposes, as well as what influence social media use has on their acculturation process in Canada. Their findings echo and reinforce what we have heard and know about newcomer use of social media and information practices, offering additional evidence and practical tips for immigrant and refugee-serving organizations.

Unsurprisingly, WeChat is the most frequently used social media platform/channel/tool. YouTube and Facebook were used moderately frequently: "Many participants indicated that they use YouTube fairly frequently, particularly to learn English, to get local news and information, and for entertainment. Though Facebook was used less frequently, it emerged as a means of connecting with host country individuals. However, no meaningful themes emerged for WhatsApp and Twitter because participants used these platforms infrequently."

<https://km4s.ca/publication/the-medium-is-the-message-wechat-youtube-and-facebook-usage-and-acculturation-outcomes-2021/>

Knowledgeable Friends / Peer Support:

In almost every case, family and friends were identified as the number one information source consulted by all immigrants. Media sources, such as the newspaper and the Internet were identified as the second most popular information source. Respondents in many of the studies identified other-language material as preferred. Organizations such as community centres, settlement agencies, and government were also identified as significant information sources for immigrants.

Several other findings of note are identified. For example, the role played by "gatekeepers" (individuals who are considered to be knowledgeable within communities and can "monitor" flows of information) is emphasized repeatedly within the literature. Additionally, we found significance evidence of the importance of social networks (both local and transnational) as a means to facilitate the settlement and inclusion process, possibly leading to more opportunities for employment, but also in other areas of

immigrants' lives. An increasing body of research examines the use that immigrants are making of transnational network ties to access information.

Source: Information Practices of Immigrants to Canada – A Review of the Literature

<https://marcopolis.org/wp-content/uploads/2019/06/Caidi-Allard-Dechief-2008-Information-Practices-of-Immigrants-to-Canada-%E2%80%93-A-Review-of-the-Literature.pdf>

One-stop Hub(s)

Newcomer Information Centre - Connecting you with services to help you and your family adjust to life in Canada

The Y's Newcomer Information Centre (NIC) provides access to vital information and referral services to help you find everything you need to settle and thrive in your new life in Ottawa.

<https://www.ymcaywca.ca/employment-immigrant-services/immigrant-services/newcomer-information-centre/>

ENTRY Program

As the first place for newcomers to learn about living in Manitoba, the ENTRY Program provides settlement orientation and an introduction to English language and services in four main areas: places to go (getting around), health, laws, and employment and education. The four-week program covers one of these areas each week. For newcomers who already have a good understanding of English and who may not have time for the four-week program, the express orientation covers all four areas in one week. <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/immigrant-serving-organizations/best-practices.html>

The Spot

The Spot is a community drop-in centre for young people aged 13 to 30 years that serves as a safe and welcoming place for children and youth to hang out, participate in after-school programming/drop-in programs, and receive information and referrals about substance use, sexual health, and local youth services.

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/immigrant-serving-organizations/best-practices.html>

Collaborations with other organizations

Gateway Project

As a partnership between the Association for New Canadians (ANC) and the Faculty of Medicine at Memorial University of Newfoundland (MUN-MED), the Gateway Project trains medical students in cross-cultural medicine and engages them in community action while improving access to health care for new Canadians arriving in the province. Refugee clients agree to participate in a medical history

interview conducted by first-and second-year medical students at the ESL Training Centre. The project also matches clients with a family physician in St. John's and their medical history is then forwarded to the new family doctor. In addition, following client consent, the information from the interviews is used anonymously to improve the health outcomes for new Canadians.

Interpretation and transportation are provided to make the service fully accessible for government-assisted refugees (GAR).

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/immigrant-serving-organizations/best-practices.html>

Settlement information needs of new immigrants

Challenges:

With regards to access to information, many immigrants do not have access to technology such as the internet and computers, which is especially difficult for those with children in school. These individuals are not receiving information on the different types of governmental or community support available to them, as well as clinical guidelines. For those with mental health problems, which may be worsened by the crisis, the lack of access to online counselling (as well as a reduction in available counselling) is all-the-more worrying.

<https://km4s.ca/wp-content/uploads/Finding-Solutions-for-the-Immigrant-Serving-Sector-Literature-Review-Analysis-2021.pdf>

It is important to note that since the majority of information dissemination projects are client-centred and ideally designed to satisfy the needs of the individual, all information distribution methods targeted towards new immigrants should follow these guidelines:

- Information materials should be multilingual
- Information should be delivered in multiple formats (eg. print, audio, visual etc.)
- Information should be presented in an easily understood and culturally sensitive manner
- Information should be easily accessible to all new immigrants
- Distribution methods should mirror target group's information-seeking behaviour.

[Best Practices in the Dissemination of Integral Information to New Immigrants: A Scoping Review \(May 12, 2010\) \(gov.bc.ca\)](#)

Other Research Reports to Explore:

Exploring the Practices of Refugee Settlement Practitioners in Toronto: An Institutional Ethnography (2020)

- Comprehensive knowledge of the settlement sector - Practitioners must have extensive and up-to-date knowledge of the settlement sector to ensure that service users are referred to services that meet their needs

<https://km4s.ca/publication/exploring-the-practices-of-refugee-settlement-practitioners-in-toronto-an-institutional-ethnography-2020/>

The Role of Information in the Settlement Experiences of Refugee Students (2016)

- Pre-migration stage or transitioning phase - Individuals gather information from many sources online and offline during pre-migration. There was an indication that our participant was not equipped with accessible information about the city, university, and academic program policies prior to arrival.
- Immediate stage or settling in phase - This is followed by an immediate stage where basic language training, shelter and orientation needs are addressed. In addition to receiving orientation information, refugee students are also immersed in their course work right away, adding to their information load.

<https://km4s.ca/publication/the-role-of-information-in-the-settlement-experiences-of-refugee-students-2016/>

Envisioning the Future of the Immigrant-Serving Sector - focus group narrative report (2021)

- Creating a central knowledge hub for data sharing and referrals through employing a standardized needs assessment for every newcomer within a shared database.
- Collaboration with a variety of settlement agencies, community organizations and private institutions to circulate information about available services; circulate information through word of mouth through ethnic community partnerships; providing promotional materials to libraries and religious institutions; tailored ethnocultural services; multilingual services, community engagement programs, and youth settlement services; recruit volunteers/community-based support from cultural communities
- Harnessing the use of informal newcomer networks for distributing information about available services through anecdotal testimonies within their communities; creation of WhatsApp groups for specific communities, such as Arabic-speaking communities; organizing a volunteer network to be spokespersons for their community
- If the agency is unable to provide pre-arrival services, providing information tailored to the newcomer as soon as they land

<https://km4s.ca/publication/envisioning-the-future-of-the-immigrant-serving-sector-focus-group-narrative-report-2021/>

Development and pilot testing of a health education program to improve immigrants' access to Canadian health services (2020)

In Canada, lack of information on how to access or navigate services is also a common barrier experienced by immigrant. In Canada's increasing immigrant population, a phenomenon called the

“healthy immigrant effect” has arisen in which health declines after four years of settling. Access to healthcare is an important consideration. There is strong evidence that immigrants lack confidence and knowledge for navigating health services. The aim of this study was to develop and pilot test the Accessing Canadian Healthcare for Immigrants: Empowerment, Voice & Enablement (ACHIEVE) program.

The goals of the program are to enable immigrants to build:

- better healthcare communication skills and self-advocacy
- knowledge of available resources
- self-efficacy in finding resources in the community and social service systems, and
- improved community integration of immigrants.

Researchers found significantly higher rates of health navigation and an increase in knowledge about the Canadian health system post-program.

Results provide promising evidence that ACHIEVE may improve confidence in healthcare access among immigrants, demonstrating potential for dispersion on a larger scale.

<https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-020-05180-y>

Finding Solutions for the Immigrant Serving Sector - Literature Review/Analysis (2020)

From the 2020 North York Community House COVID & Canada’s Settlement Sector: Survey Results which examined new policies and procedures created in the wake of remote pandemic working, respondents recommended that detailed policies and procedures for remote working should be disseminated sector-wide in the future. Participants from 2020 OLIP event Health & Wellbeing Sector Table’s Dialogue on Challenges Facing Immigrants recommended that funding be allocated towards “resource channels” of information, such as religious institutions and community networks. At-risk communities must be informed that they may receive information in their preferred language or language of origin—they must be made aware that information is out there in the first place.

<https://km4s.ca/wp-content/uploads/Finding-Solutions-for-the-Immigrant-Serving-Sector-Literature-Review-Analysis-2021.pdf>

Evaluation of Learning and Labour Market Information as disseminated by Employment and Social Development Canada using a web-based consolidated approach (2020)

The evaluation found the approach to disseminating learning and labour market information through a web-based consolidated Job Bank website was found to be an effective way to provide a wide range of information to Canadians. Because most Canadians today rely on the Internet as their main source of learning and labour market information, Job Bank successfully delivers this information in one website.

<https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/learning-labour-information-web-approach.html>