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EMPOWERING NEWCOMER FAMILIES WITH YOUNG CHILDREN

Outline

- Who are we, and what do we do?
- How do we do it?
- The role of Care For Newcomer Children Centres
- Challenges
- Collaboration
- Next steps

ISANS' Vision and Mission:

- A community where all can belong and grow
- Helping immigrants build a future in Nova Scotia



Who are we, and what do we do?

- A dedicated, diverse, highly professional organization
- Driven by staff who are qualified and experienced in their field
- Serving immigrants for over 39 years
- Connecting immigrants with employers
- Connecting immigrants with the community

9,244 clients served last year

4,693 new clients

100+ countries of client origin

270+ government-assisted refugees served

275+ qualified staff

64 countries of staff origin

73 languages spoken by staff

700+ active volunteers

Collaboration



How do we do it?

ISANS provides a full range of settlement and integration programs and services. Our services are:

- Client centered, strengths based, and trauma informed
- Customized and strategic
- Flexible, responsive, and accessible
- Integrated
- Grounded in partnerships
- Holistic
- Family centered

“Get Settled” – Childcare Services’ Role

IRCC-funded programs and services supported by our centres:

- Intake, needs assessments, and referrals
- Orientation services
- Settlement support
- Crisis intervention services
- Employment
- Language programming
- Family support
- Counselling
- Health support
- Private refugee sponsorship support

www.isans.ca/get-settled

Childcare Centres are at the Center



- Childcare overlaps and supports every service families with young children access at ISANS
- 962 families accessed our services last year
- 1898 children registered
- 642 children were in our childcare program last year

CNC Centres play a key role in family settlement

They:

- Allow clients to participate in programming funded by IRCC
- Are the first point of access to ISANS for many clients
- Build trusting relationships with newcomer parents
- Provide referrals to internal and external services
- Can be an information resource for families



CNC Centres' role in settlement

- Increases readiness for life in Canada, and for children going to school
- Provides routine, and a positive attachment experience, for vulnerable young children and families who have been subject to trauma and change
- Provides an educational environment



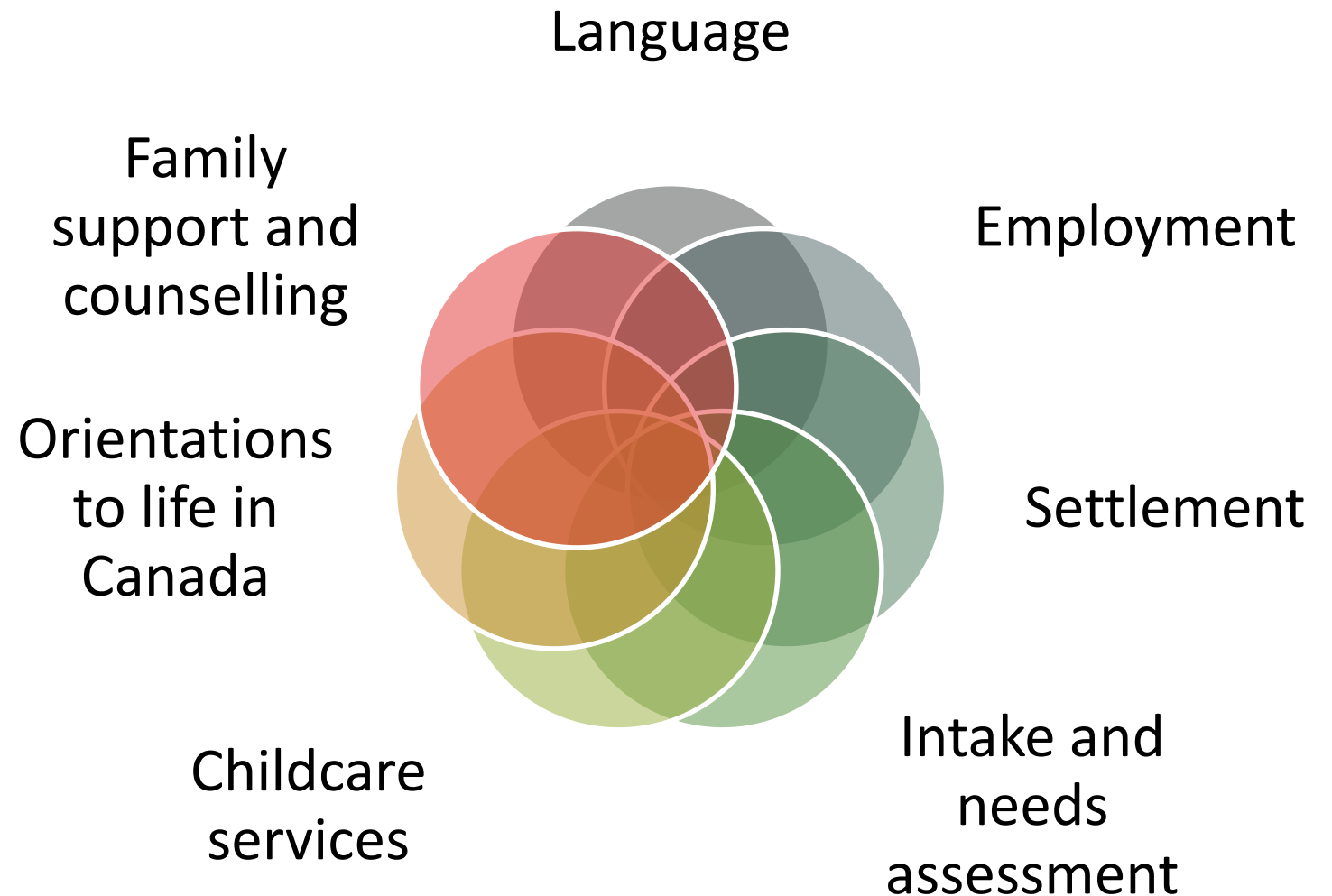
Challenges for ISANS in its work with families

- Expanding organization
- Three different sites with services operating at all sites
- Up to 100 staff working with families across 6 teams
- New staff and ongoing training on family-related services
- Consistent messaging around family life in Canada
- Information and resource sharing
- Seamless navigation of external services

Challenges for ISANS in its work with families

- Increasing numbers of clients (permanent residents)
- Increasing numbers of clients and children with complex health needs
- Some families require specialist services in multi-layered situations
- Reinforcing information across teams is a constant process
- Accessing appropriate external services

Moving Forward: Ensuring Collaboration at Every Level



Leveraging Resources

- Implementing an internal review of all family related services
- Coordinating cross-team training
- Creating a “Family-Centric Working Group” to focus on families and their needs
- Developing existing and new community relationships to strengthen referrals and collaboration
- Creating resources, and adapting existing ones
- Defining existing staff roles
- Leveraging external and internal trainers across teams

Partners and Resources

External:

- Nova Scotia College of Early Childhood Education (NSCECE)
- Childminding, Monitoring, Advisory and Support (CMAS)
- Mount Saint Vincent University
- Community Family Resources
- Department of Community Resources
- IWK Health Centre
- Doula Program
- YMCA

Resources in progress:

- Cross-team training
- Advisory, training and assessment
- Shared research on families' experiences
- Shared groups ("Women's World") in centres
- Training and consultative roles
- Impact of trauma on pregnant women
- Pregnant mothers registered on site
- Case collaboration with Schools Settlement Workers



Thank you