

NATIONAL
NEWCOMER
NAVIGATION
NETWORK



RÉSEAU
NATIONAL DE
NAVIGATION POUR
NOS NOUVEAUX ARRIVANTS

Improving Health Outcomes in Newcomers with Complex Needs through Multidisciplinary Models and Cross-Sectoral Collaboration

The webinar will begin shortly...

Hosted at: / Situé à:



Funded by:

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NATIONAL NEWCOMER
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RÉSEAU NATIONAL DE
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NOS NOUVEAUX ARRIVANTS

The National Newcomer Navigation Network (N4)
Presents

Improving Health Outcomes in Newcomers with Complex Needs through Multidisciplinary Models and Cross-Sectoral Collaboration



CHAIR

Mariah Maddock, MPH

*She, Her, Hers
Project Coordinator,
National Newcomer Navigation Network*



SPEAKER

Christine Kouri, BScN, MHA

*Manager, Health Equity and
Diversity at CHEO*



SPEAKER

Sahar Zohni, MD, MHA

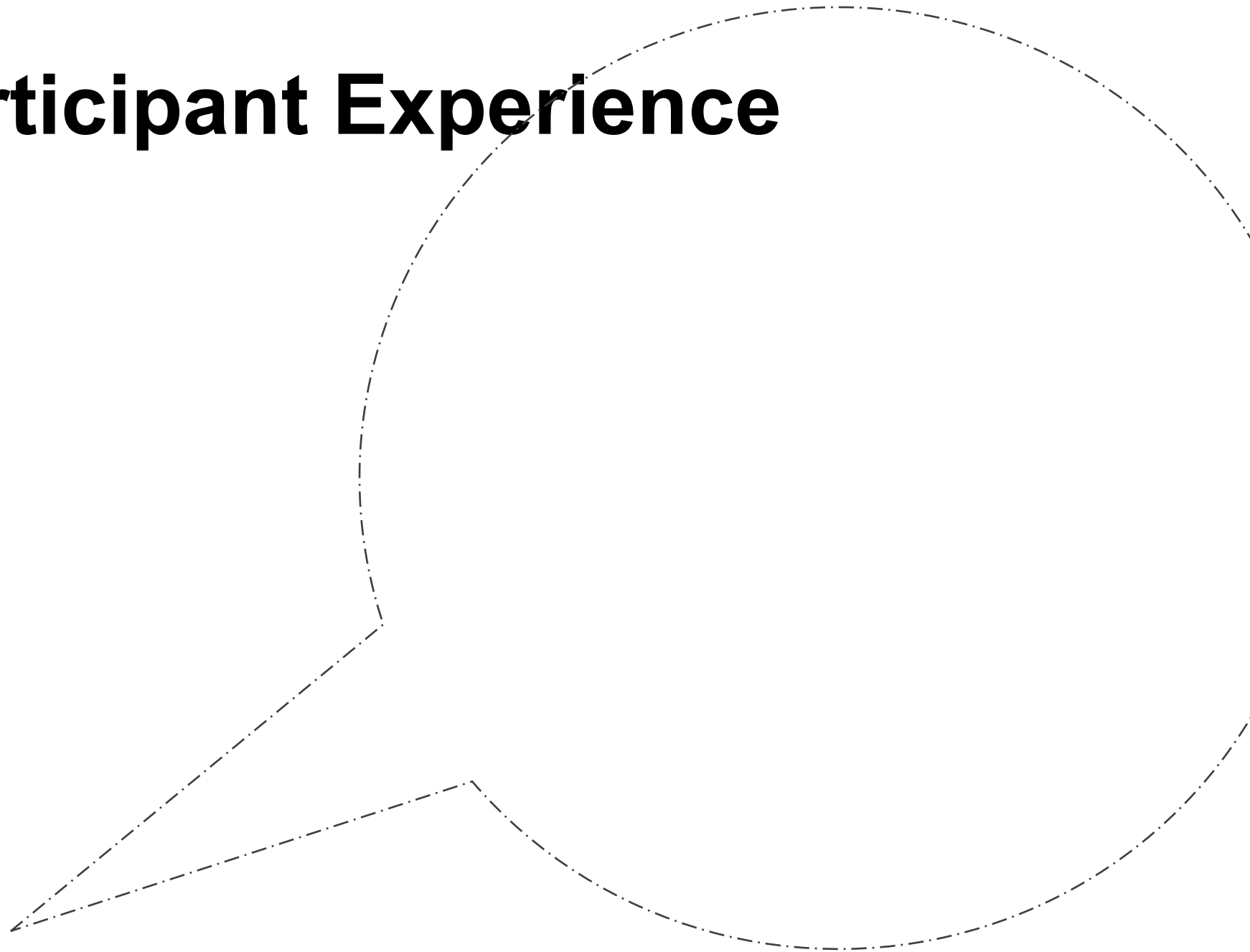
*Project Manager,
National Newcomer Navigation Network*

Recording Reminder

Today's event is being recorded.



Participant Experience



Conflict of Interest



BREAKING DOWN SILOS BETWEEN HEALTHCARE & SETTLEMENT: EXPERIENCE OF AN ACUTE CARE HOSPITAL



CHRISTINE KOURI, BSCN MHA
MANAGER HEALTH EQUITY & DIVERSITY

“WE DECLARE THAT WE DO NOT HAVE ANY
CONFLICTS OF INTEREST IN PRESENTING THIS
SESSION.”

About CHEO

- Ottawa's Pediatric Acute & Rehab Care Centre (ages 0-17 years)
 - 167 inpatient beds
 - 200 000 outpatient visits
 - 70+ sub-specialists
 - 78 000 ED visits
 - Schedule 1 mental health facility
- Referral base of 2 million children and youth
 - Eastern Ontario
 - Western Quebec
 - Eastern Nunavut

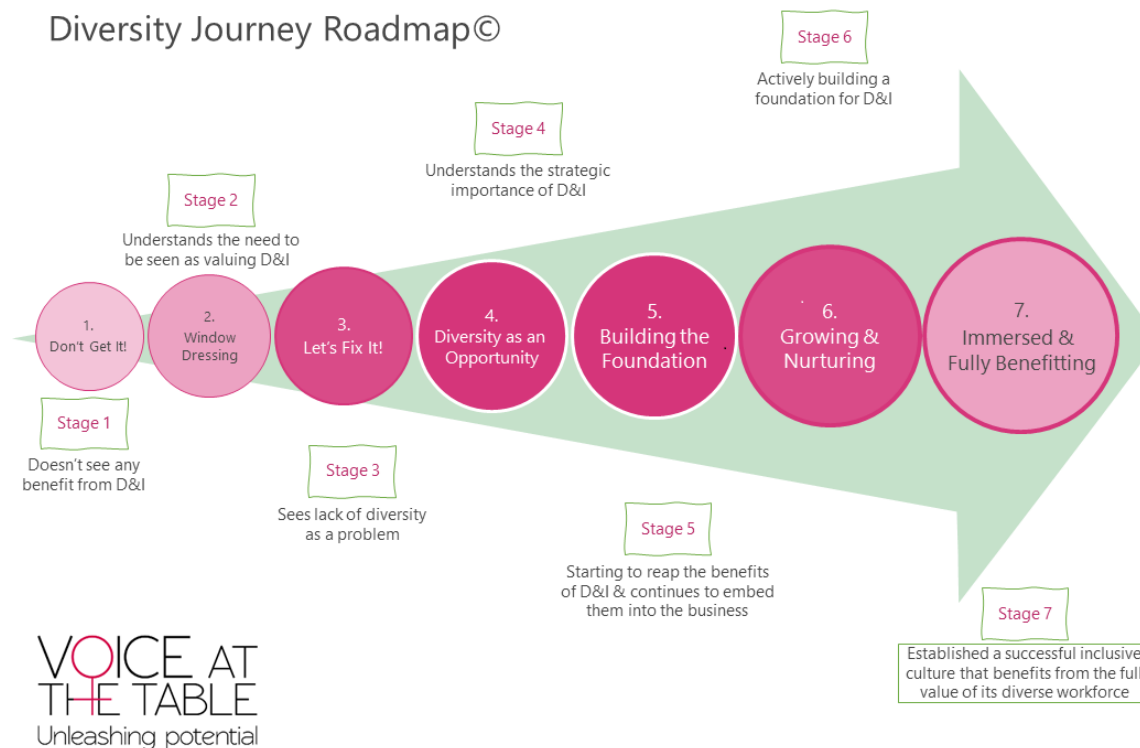


Our Region

- 1.3 M population
- Officially bilingual (English/French)
- Canada's capital – houses many embassies
- GAR City
- Increasing commitment to diversity

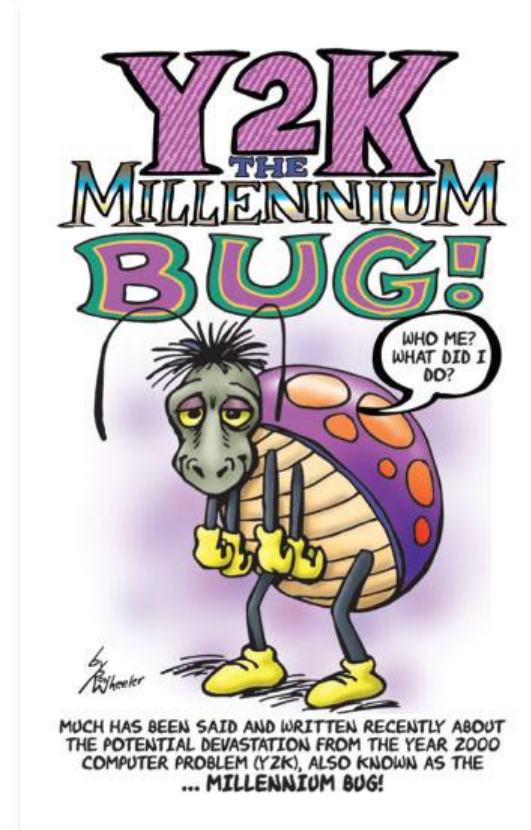


Journey Towards Health Equity for Newcomers



2000

- Family Advisory Committee with little diversity
- Translation for Allophones by staff permitted
- Less diverse community



2010

- Experience supporting Somali refugees
- Multiculturalism Committee
- Aim for a representative to show diversity on advisory & Board
- “cultural competence” Worldview sessions
- Interpreters via outside agency with list of preferred interpreters to call directly
- Move from a “chapel” to multi-faith room



CHEO'S WORLDVIEW
A Lunch & Learn Series* on the Impact of
Culture and Spirituality on Health

**Partnering with Muslim
Families at CHEO**

Guest Speaker Panel:
Shamilah Ahmad, CHEO RN
Zameela Shaw, Family Forum Adviser

THURSDAY, OCTOBER 21, 2010
12:00-1:00
W1306/8

*Bring your own lunch.
All staff, physicians and volunteers are welcome*

Our focus on newcomers began on January 6, 2016

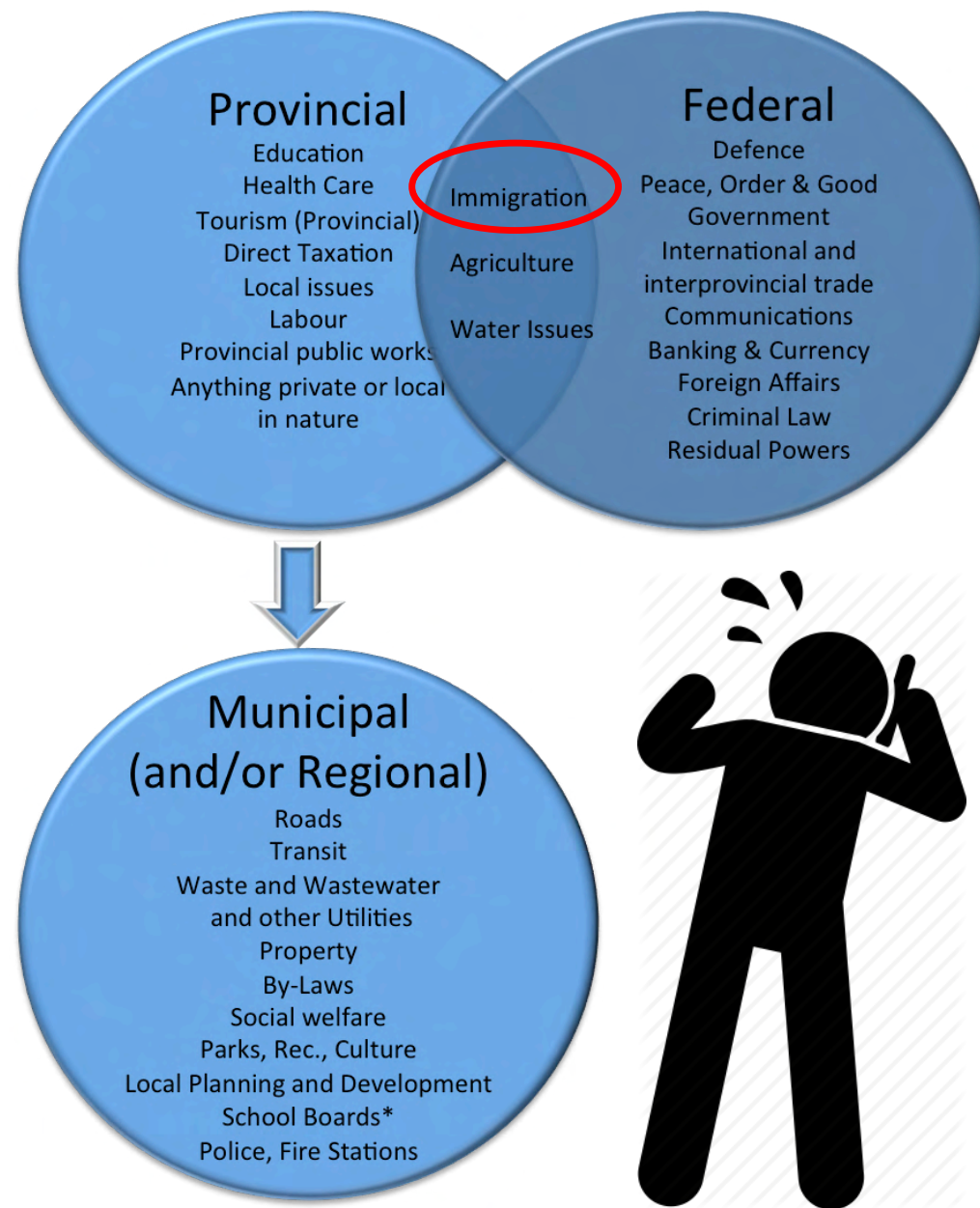
- 6 families dropped off to our ED
- No English or French
- Looks of fear and trauma
- Challenges to an equitable experience
 - Language
 - Staff awareness of needs of refugees
 - Clinical presentations
 - MERS?
 - Long-standing unaddressed health issues
 - New congenital conditions
 - health coverage unclear
- No permanent addresses
- No relationship for transitioning back to settlement support system



“The hardest thing on a mother is to see fear in her child’s eyes and not be able to do anything about it.” Bousy Al Ibrahim with her children, Mohamad, Ehtidal, Aya, Reem, Amal and Rahma

As more refugees arrive, more issues arose...

- Interpretation N/A
- Halal food for admissions or long days
- Transportation to / from the hospital
- Housing inadequacies
- Medical Equipment coverage
- Pharmacy / Medication Reconciliation
- Primary care shortage
- School challenges
- Staff queries and biases



FREE PASS

**6 months funding
from Ministry of
Health**

=

**Syrian Refugee
Navigator Role!**



- ❖ 2500 Syrian Refugees between December 10, 2015 and February 28, 2016,
 - ❖ 60% were < 15 years of age
 - ❖ most family of 5-8 people in size
 - ❖ 95% speak no English or French
- ❖ Children with very visible health needs prioritized to Ottawa
- ❖ Our first year: 2016 CHEO welcomed 236 refugee patients
 - ❖ 765 Outpatient Appointments
 - ❖ 250 Emergency Department visits
 - ❖ 60 inpatient admissions
- ❖ Referral sources to CHEO:
 - ❖ Reception House
 - ❖ Settlement workers
 - ❖ Clinics
 - ❖ Self referral (Emergency)

Our First Year

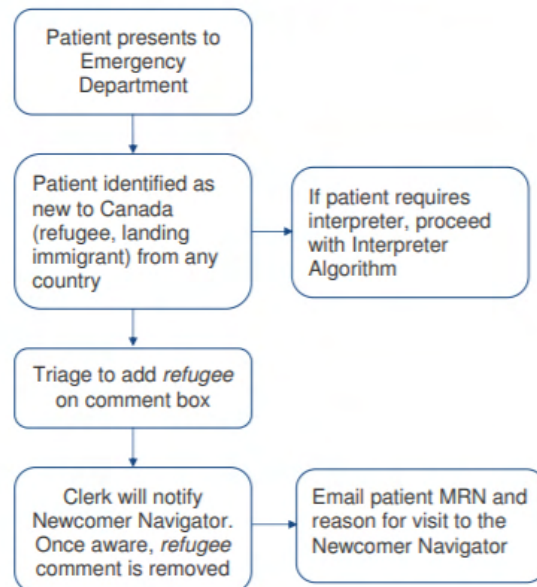




WE HELP KIDS AND FAMILIES
BE THEIR HEALTHIEST

REFUGEE ALGORITHM

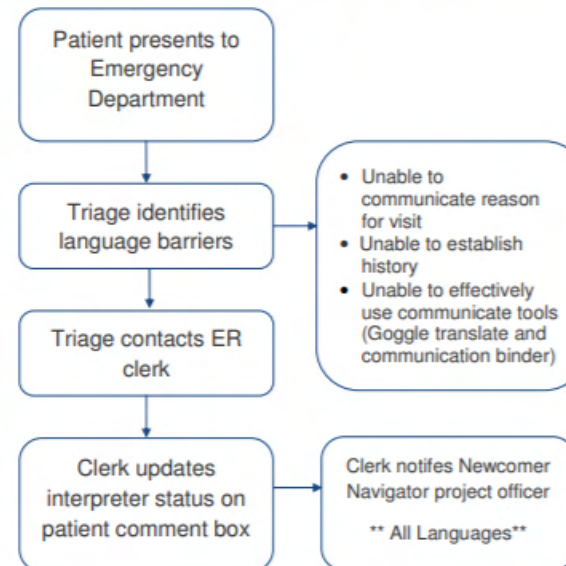
Please notify Suelana, Newcomer Navigator, during the day (8:30 – 17:30) by pager 613-759-9651 and evening/weekends by email staha@cheo.on.ca



WE HELP KIDS AND FAMILIES
BE THEIR HEALTHIEST

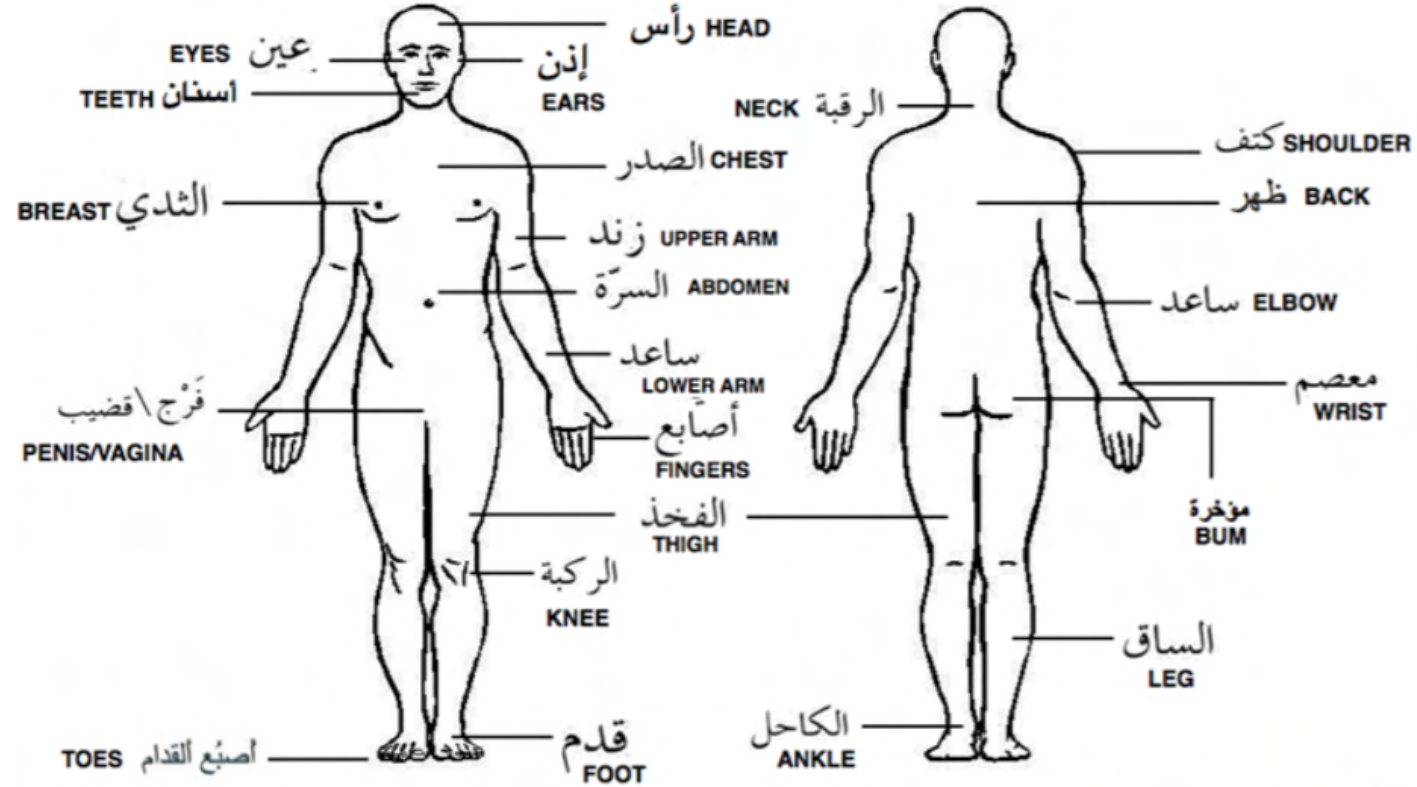
INTERPRETER ALGORITHM

Please notify Suelana, Newcomer Navigator, during the day (8:30 – 17:30) by pager 613-759-9651 and evening/weekends by email staha@cheo.on.ca



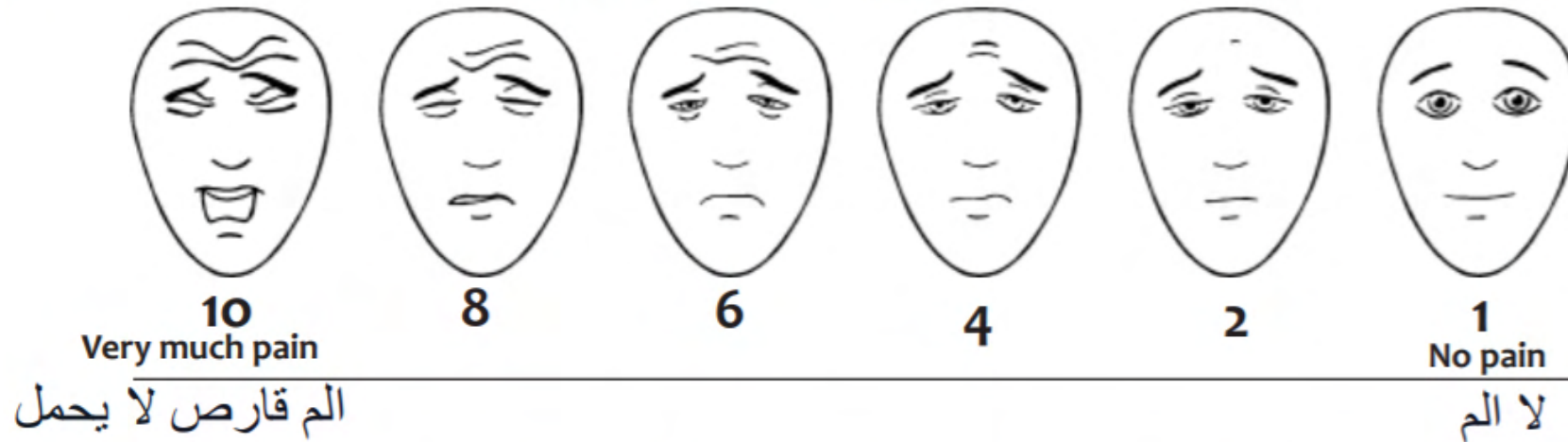
يرجى الإشارة إلى ممرضة حيث لديك الألم

Please point to the body part causing pain



Faces Pain Scale Revised (FPS-R): Arabic

Children 4-12 years



تُظهر هذه الوجوه مقدار الألم الذي قد تسببه الأشياء. هذا الوجه (أشير إلى الوجه الموجود أقصى اليمين) لا يظهر أي ألم. تظهر الوجوه المزيد والمزيد من الألم (أشير إلى كل واحد من اليمين إلى اليسار) حتى تصل إلى الوجه الموجود أقصى اليسار والتي تظهر قدراً كبيراً جداً من الألم.

أرشد الأطفال للإشارة إلى الوجه الذي يُبين مقدار الألم الذي تحمله الآن.

Treatment algorithm: based on WHO guidelines

Non-Pharmacological = distraction, positioning, heat, cold, skin to skin, kangaroo care, relaxation, therapeutic play, massage/touch

Non-Opioid = Acetaminophen, NSAIDS such as Ketorolac and Ibuprofen (unless contraindicated)

Mild Pain = Pain Score 1 – 3

Non Pharmacological
+ Non Opioid

Moderate Pain = Pain Score 4 – 6

Lower Dose Opioid + / - Non Pharmacological
+ Non Opioid

Severe Pain = Pain Score 7 - 10

Higher Dose Opioid + / - Non Pharmacological
+ Non Opioid


Community Connections

- Settlement workers
- Multicultural Health Workers at Community Clinic
- Primary care
- Palliative Care Hospice
- Schools
- Equipment suppliers
- Adult Hospitals
- Community Cultural and Spiritual Leaders
- Food banks
- Private Sponsors



Proving our case: evaluation metrics (n=257)

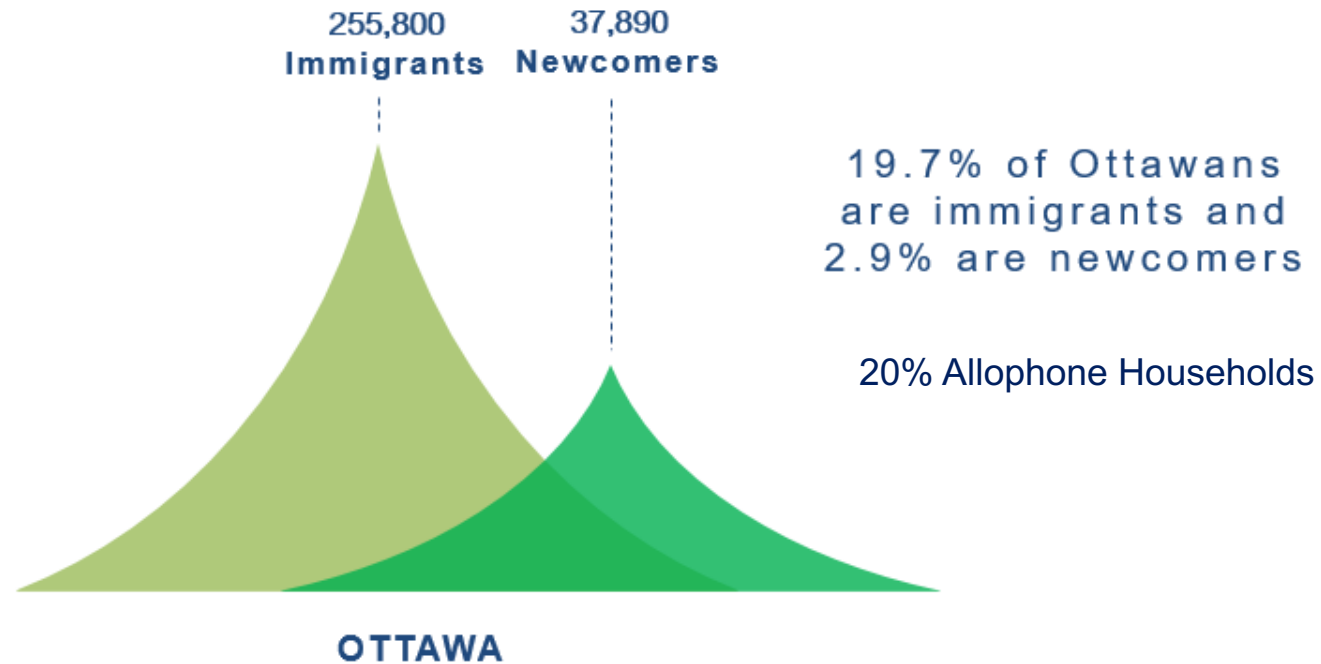
- High acuity Profile
 - 3 sub-specialists
 - Mortality 20x hospital average
- Healthcare Usage
 - Length of Stay (1 extra day)
 - Emergency Visits (equal)
 - No Show Rates (equal)
- Experience Surveys
 - Overall experience at CHEO (higher than average)
 - Interpretation experience –rated very good
 - Navigator experience -rated very good



***“Tell CHEO, Canada
and the Prime
Minister thank you.
My family feels safe
here.”***

IMMIGRATION: LOCAL CONTEXT

Immigrants and Newcomers to Ottawa - 2016



Source: Statistics Canada, 2017



Healthcare context in 2016

Health equity allows people to reach their full health potential and receive high-quality care that is fair and appropriate to them and their needs, no matter where they live, what they have or who they are.

Health Quality Ontario



Pan-Canadian Dialogue to Advance the Measurement of Equity in Health Care

Proceedings Report



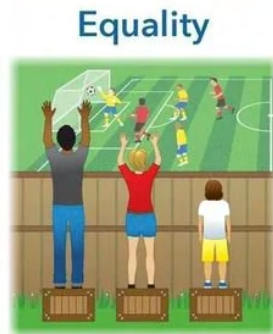
Health Quality Ontario's
HEALTH EQUITY PLAN



Let's make our health system healthier



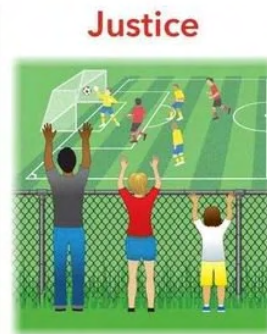
Frameworks for Equity



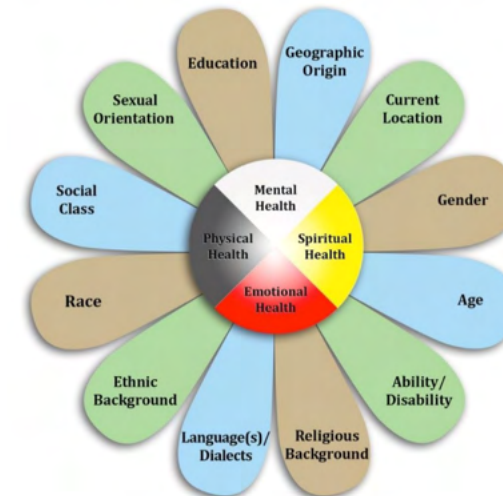
The assumption is that **everyone benefits from the same supports**. This is equal treatment.



Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.



All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.



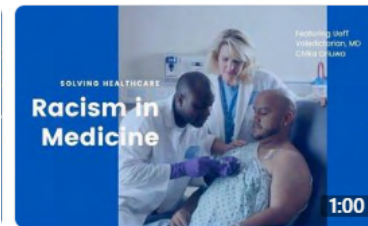
Life after 2017-2019 sharing lessons learnt and expanding our lens



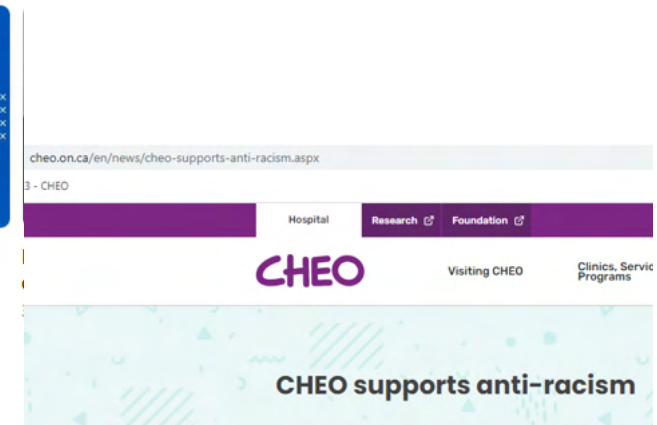
2020: The Year of the Dual Pandemic



CHEO welcomes three new members to its Board of Directors: Karen Green, Dr. Kwadwo Kyeremanteng and Dr. Ahmed Nasr



Today's episode is powerful and incredible. We discuss Systemic Racis...
33 weeks ago · 307 Views



Looking forward ...

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Foundation [↗](#)

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Meet CHEO's Equity, Diversity and Inclusion Steering Committee

[A](#) [A](#) [A](#) [🗣](#) [📄](#)

Posted on Tuesday, February 09, 2021


[◀ Back to Search](#)

We're excited to announce the launch of CHEO's Equity, Diversity and Inclusion Steering Committee made up of staff, medical staff, volunteers and youth/family advisors across CHEO, the CHEO Research Institute and the CHEO Foundation. This Steering Committee is part of CHEO's larger EDI Task Force and will guide work across our three organizations to address inequities and put forward recommendations for change.


The selection process was undertaken by our two Steering Committee co-chairs – Karen Green and Sharon Whiting, along with the co-leads for each of our three organizations – Christine Kouri, Sabrina Hamer and Steve Read. They had the difficult task of narrowing down over 60 applicants to a final list of 20 members.

Thank you to everyone who put their name forward and/or shared their support for this important work – we're looking forward to engaging all voices across CHEO and will be sharing future opportunities for engagement soon.

Meet the Steering Committee co-chairs



[+](#) Karen Green



[+](#) Dr. Sharon Whiting

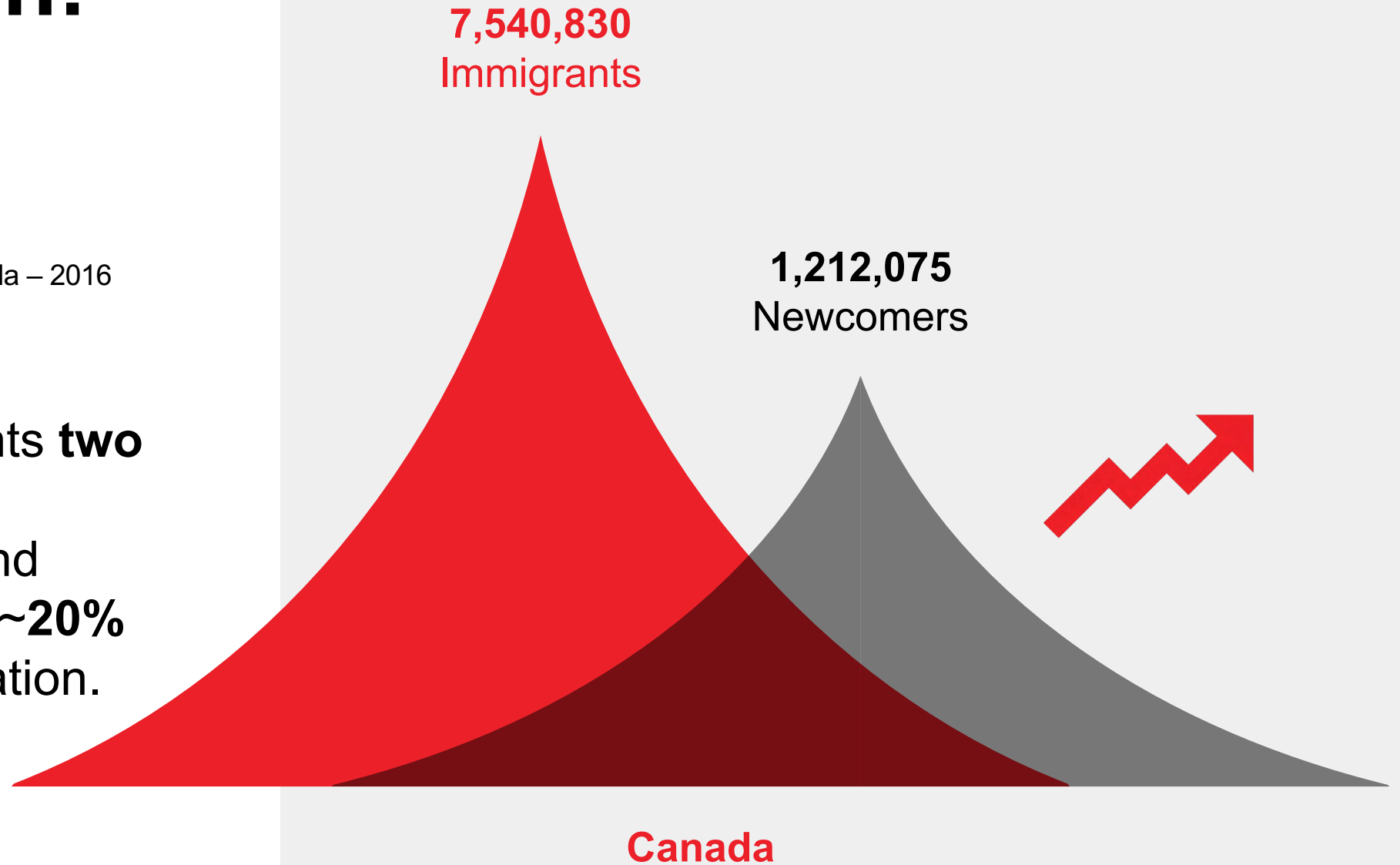
Opportunities for increased partnership between settlement & acute care sectors

- Local Immigration Partnerships –invite hospitals
- Individual client reach out -Patient Relations / Experience Office or EDI Lead
- Talking their “currency” for shared objectives
 - Facilitate informed consent (Health Care Consent Act)
 - Equity of access (Accreditation Canada standard)
 - Decreasing “no shows” (23% average)
 - Decrease adverse events / increase treatment adherence to optimize outcomes
 - Avoid perceptions of discrimination or racism
- Join N4!

Immigration: National Context I

Immigrants and Newcomers to Canada – 2016

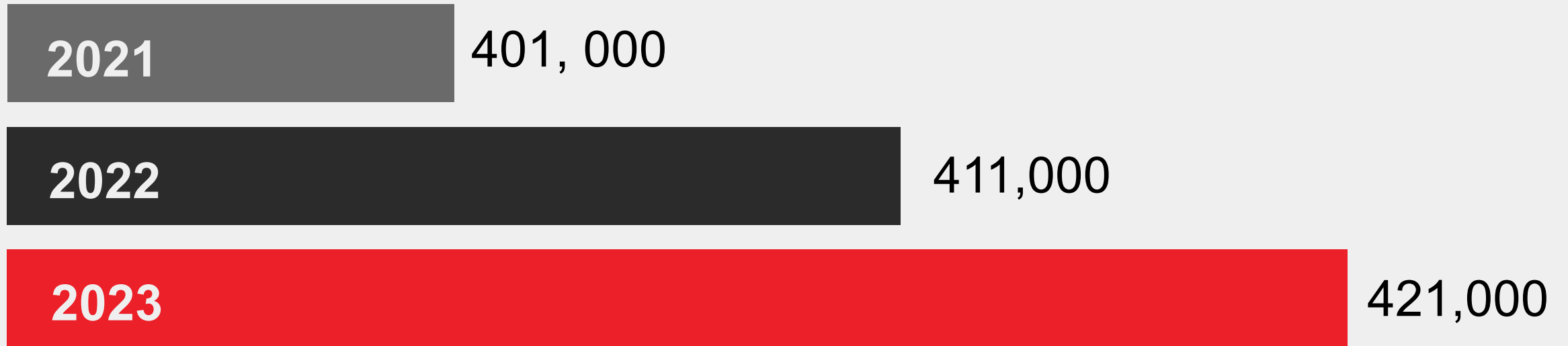
Immigration represents **two thirds** of Canada's population growth, and immigrants make up ~**20%** of the nation's population.



Source: Statistics Canada. 2017; Gushalak et al., 2011

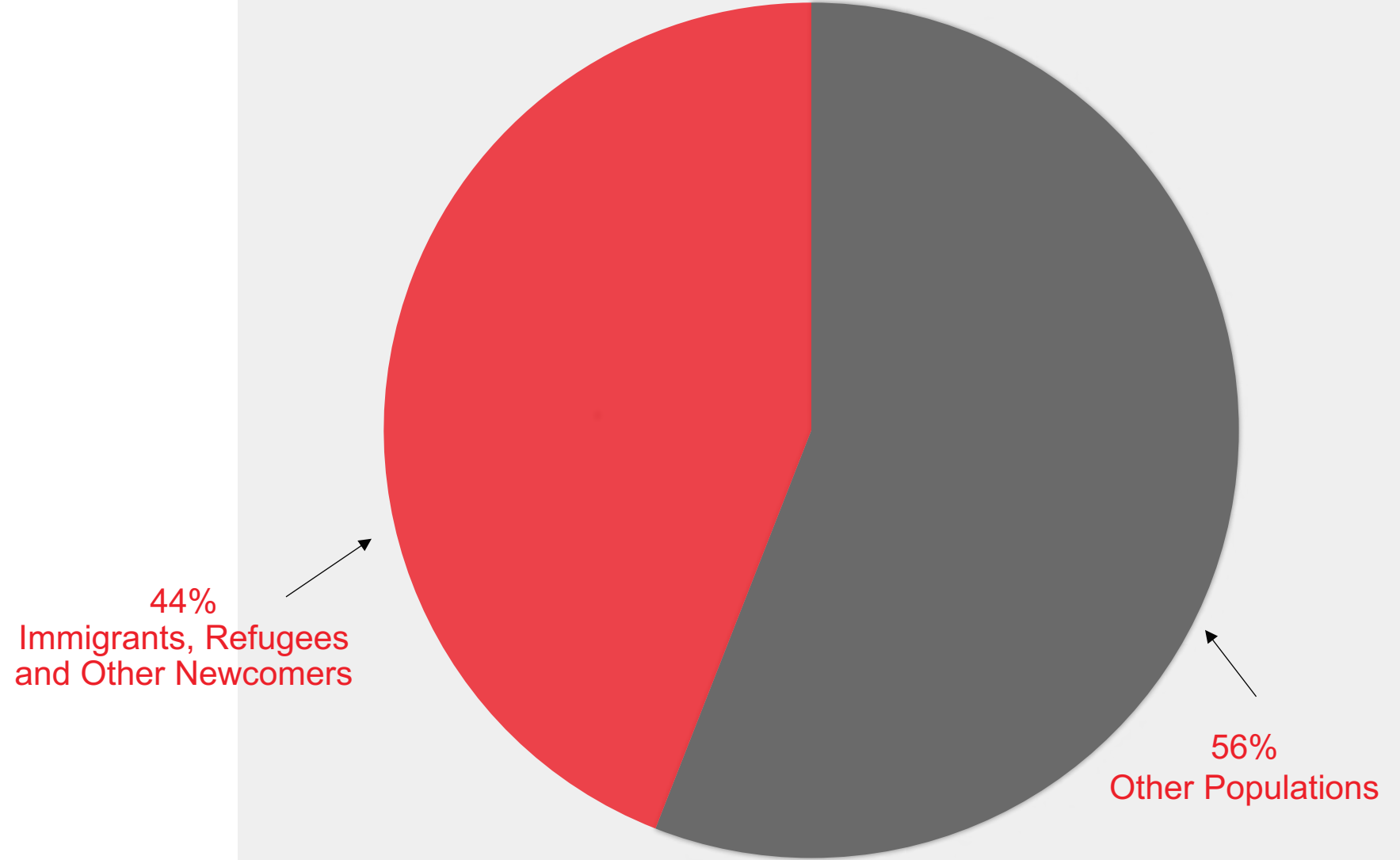
Immigration: National Context II

Projected New Immigration to Canada – By Year



COVID-19: Impact on Newcomers

Rates of COVID-19 in Immigrants, Refugees
and Other Newcomers in Ontario



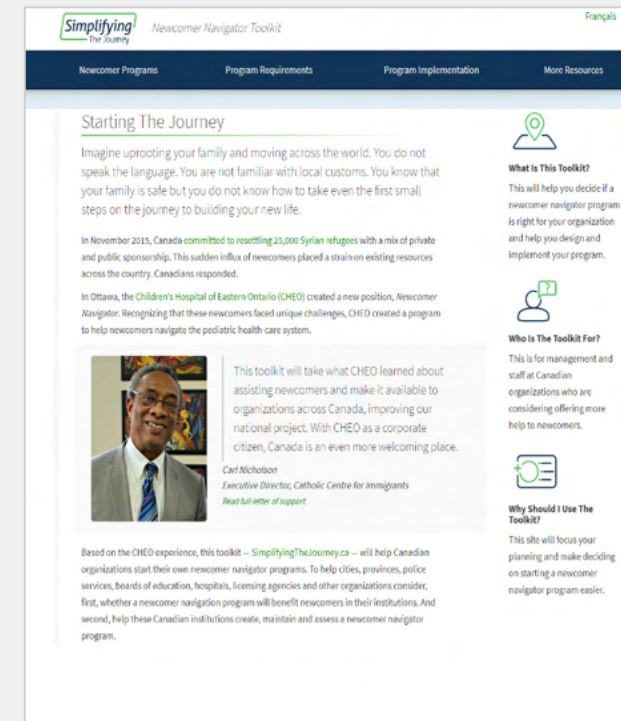
Source: IC/ES 2020 Report on COVID-19 in Immigrants,
Refugees and Other Newcomers in Ontario


Experience at CHEO

Newcomer Navigation Program



Simplifying the Journey Toolkit



A photograph of four healthcare professionals, three women and one man, sitting in a circle in a clinical setting. They are all smiling and looking towards each other, suggesting a collaborative meeting. The woman on the far left has long brown hair and is wearing a black top with a stethoscope. The woman next to her has long dark hair and glasses, wearing a maroon top. The man in the center has short brown hair and is wearing a black shirt. The woman on the far right has dark hair tied back and is wearing a green patterned cardigan. The background shows a clinical room with a sink, a yellow sharps container labeled 'FULL', a handwashing poster, and a printer. There are also cartoon dog stickers on the wall.

Newcomer Navigation

Connect, learn and collaborate around
newcomer navigation

Expressed Support

“

CHEO is proud to build on its Newcomer Navigator Program and lead a national effort to create a National Newcomer Navigation Network across Canada and across the public sector services.”



Alex Munter
CEO of CHEO

“

It can be challenging when you find yourself in a new country having to learn about the community, a new language, a new people. That's why I am so proud of the work that my department has done in collaboration with CHEO to create N4. N4 truly embodies the Canadian spirit of welcoming and supporting the newest members of our Canadian family...”



Marco Mendicino
Minister of Immigration,
Refugees and
Citizenship Canada

“

SPU is proud to be the academic partner with N4 to provide innovative education in newcomer navigation to professionals from different disciplines and sectors.”



Chantal Beauvais
Rector of
Saint Paul
University





With the start of the contribution agreement, in April 2019, we launched the National Newcomer Navigation Network.

Meet our Team



Christine Kouri

Manager of Health Equity & Diversity



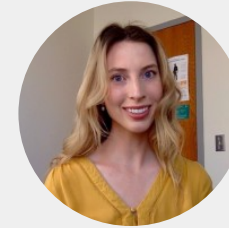
Sahar Zohni

Project Manager



Ronny Santos

Business Systems Analyst



Mariah Maddock

Project Coordinator



Kimberley deLaunay

Quality Improvement Specialist



Lauren Provost

Administrative Assistant



Seeta Ramdass

Communications Specialist



Yvonne Kienast

Research Coordinator



Andrew Tomayer

Education Coordinator



Overview

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 system navigation.

Values

- Diversity
- Collaboration
- Inclusion
- Innovation

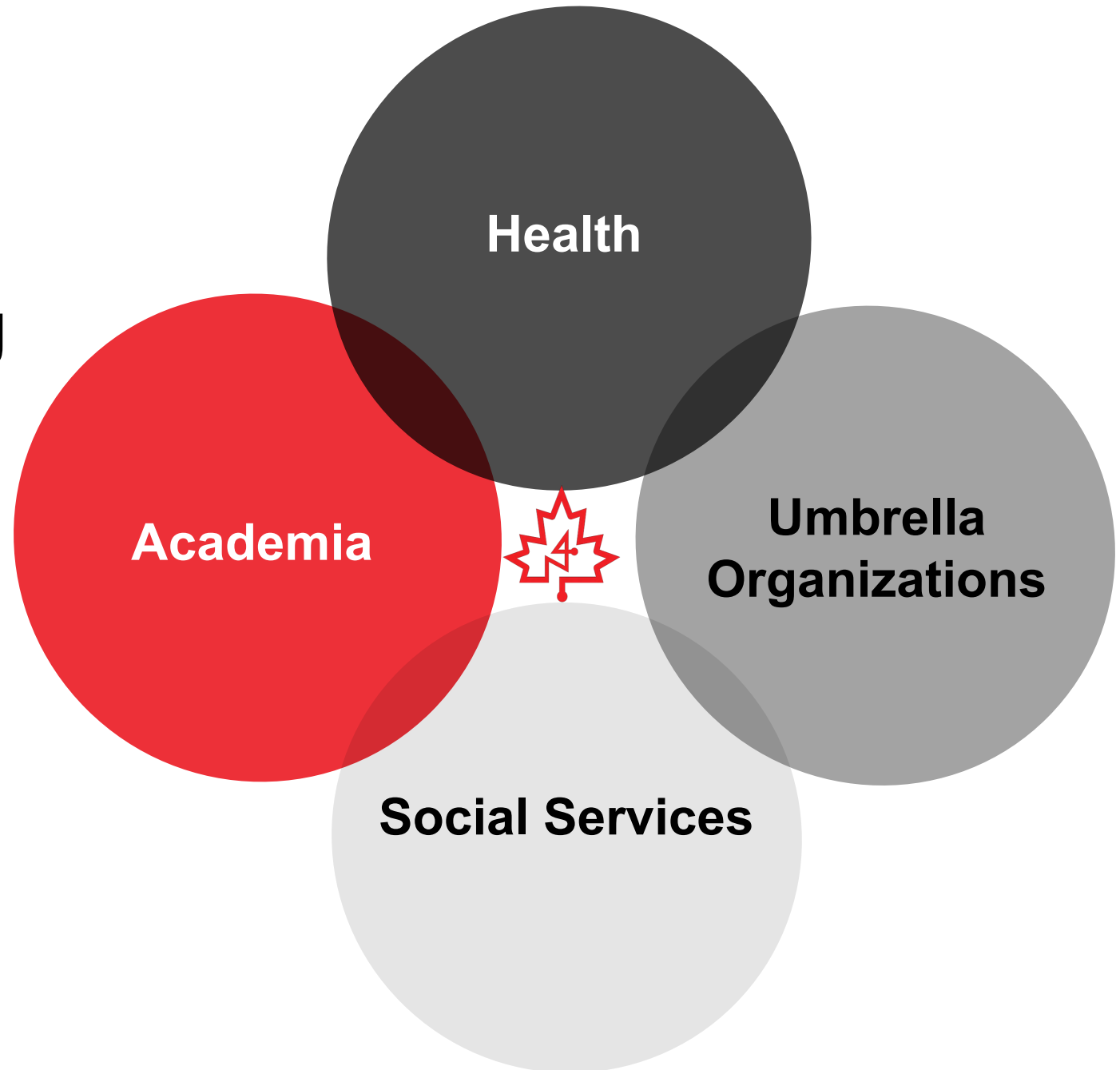


N4 Video



N4 Network

- Newcomer-serving professionals
- Representation across Canada



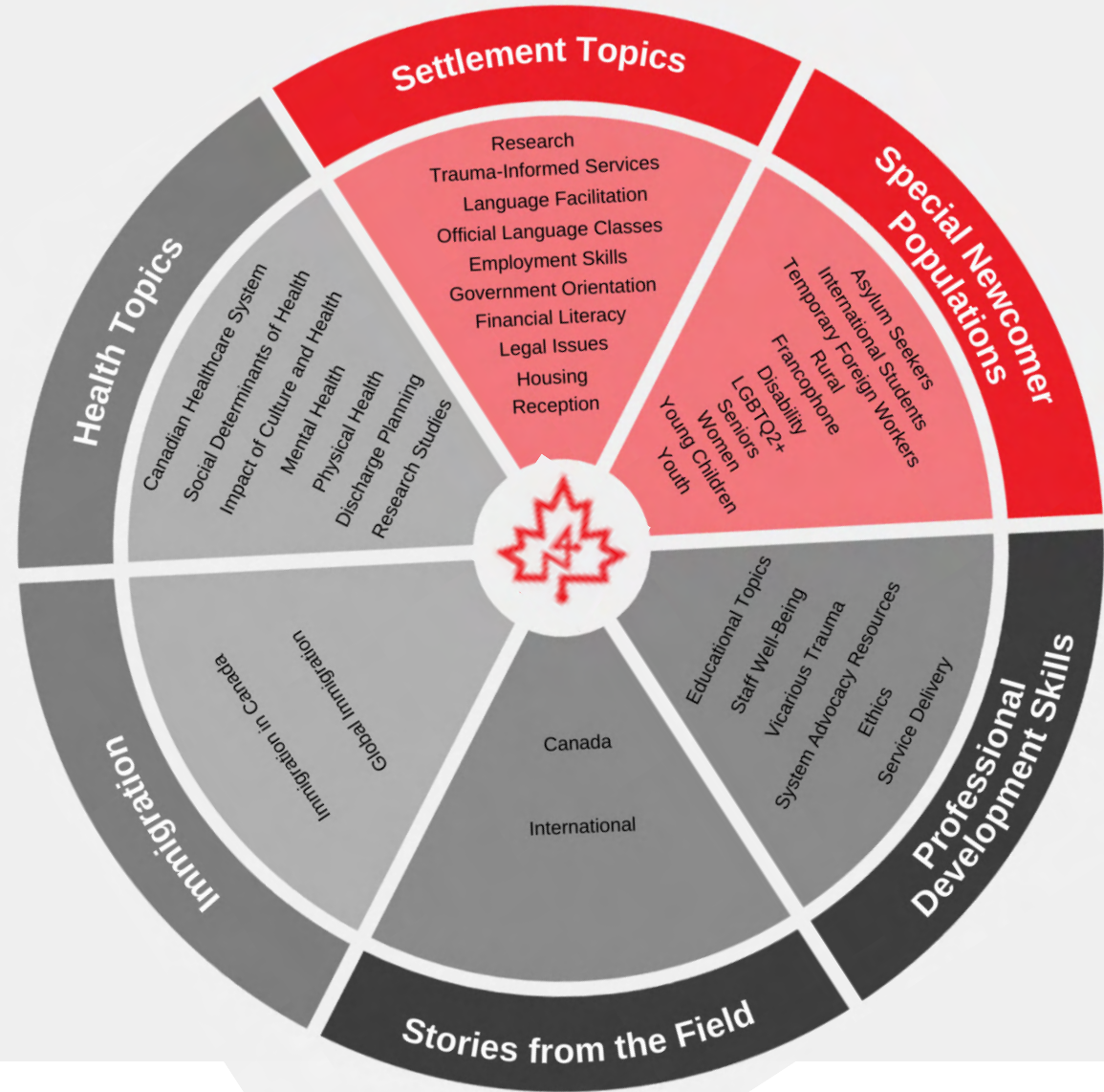
Our Members Across Canada



- Abbotsford
- Bathurst
- Brampton
- Brandon
- Calgary
- Charlottetown
- Edmonton
- Fredericton
- Halifax
- Hamilton
- Hinton
- Kingston
- Kitchener
- Lethbridge
- Lloydminster
- London
- Medicine Hat
- Moncton
- Montreal
- Moose Jaw
- North Bay
- Northern Alberta
- Ontario East
- Ottawa
- Peterborough
- Portage la Prairie
- Prince Albert
- Red Deer
- Regina
- Richmond
- Saint John
- Sainte-Thérèse
- Saskatoon
- Sault Ste. Marie
- Scarborough
- St. Jacobs
- St. John's
- Toronto
- Vancouver
- Vernon
- Victoria
- Windsor
- Winnipeg
- Yellowknife



Learning Framework: Connect, Learn, Collaborate



1

Streamline

EDUCATION



Online Program in Newcomer Navigation with Saint Paul University



eLearning: SMEs, Webinars, and other learning resources



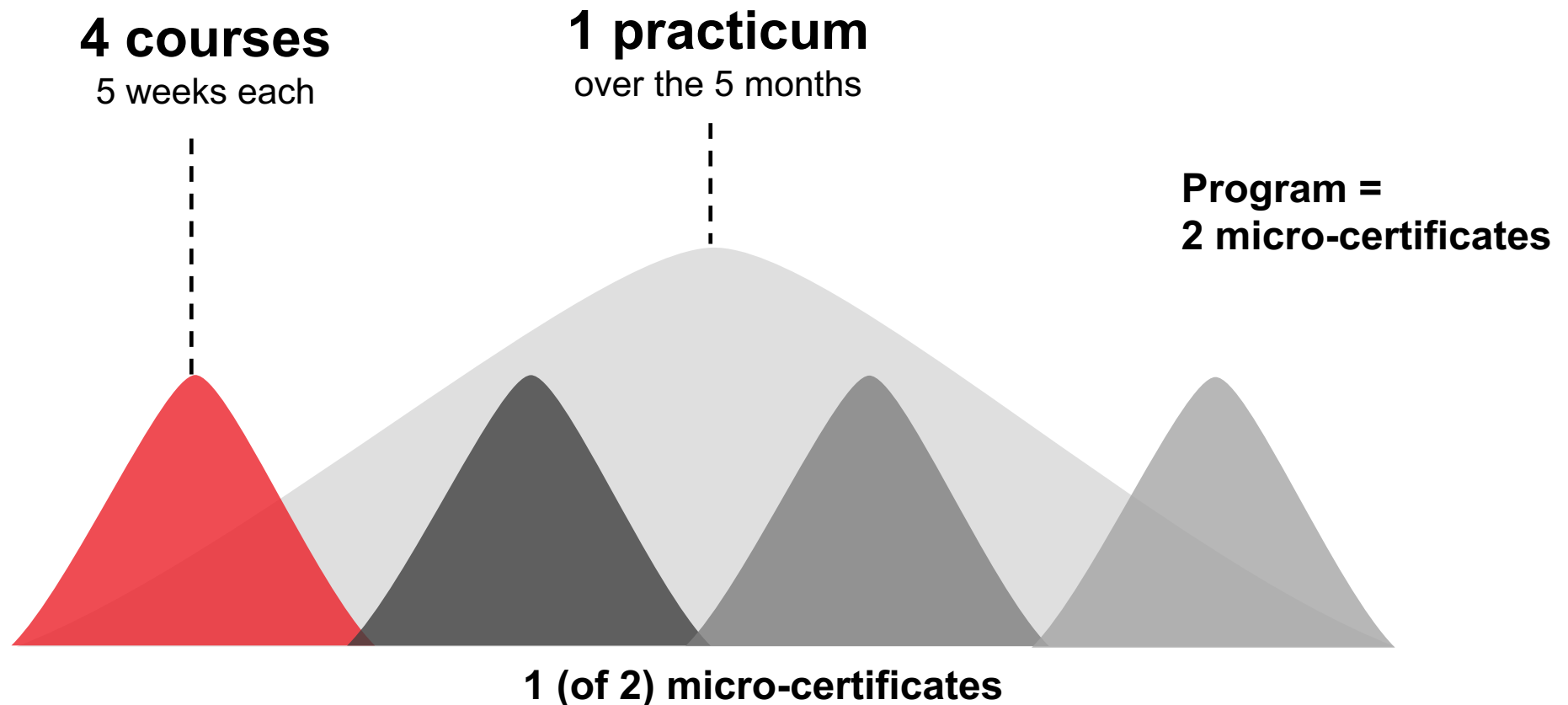
Resource Toolkit: digital library of vetted journals articles and websites



N4 Conferences: share learnings and network with peers

Online Program

First ever program in “newcomer navigation”, aimed at providing foundational knowledge and skills to health and settlement staff, to support newcomer clients in navigating the complex local health and social service systems.



Micro-Certificate Courses

- Course selection and programming co-developed by SPU & N4 team, guided by site visit feedback



E-Learning & Resource Toolkit

A digital library features resources related to current topics, professional development, and support tools for newcomer-serving professionals.

- Consolidated digital resource library
- Vetted and organized according to topic and sub-topics



500+ online resources on topics relevant to newcomer-serving professionals



Past Webinars



Sept 23, 2020 | Newcomer Navigation: Simplifying the Healthcare Journey for New Canadians



Sept 30, 2020 | Navigating Online Communications



Oct 7, 2020 | Welcoming Refugees during COVID-19: Experiences from the Health and Settlement Sectors



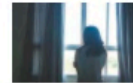
Oct 21, 2020 | Fredericton Downtown Community Health Centre: An innovative partnership



Nov 26, 2020 | Considering Cultural Safety in Working across Cultures



Dec 16, 2020 | Newcomer Healthcare: There is no one-size-fits-all approach



Jan 27, 2021 | Migrant Women and Human Trafficking



Feb 3, 2021 | Thinking about ethics in the context of refugee experience



Feb 24, 2021 | Black Experiences in Healthcare in Canada: The legacy



Upcoming Webinars



Watch past webinars

Watch on-demand webinars, 100% free.

newcomernavigation.ca/on-demand



Mar 26, 2021 · 1 PM EST

How healthy are newcomer children?

Speakers: Dr. Hassan Vatanparast and Dr. Ginny Lane

[Register now >](#)



Apr 7, 2021 · 1 PM EST · Bilingual

Vaccine Hesitancy Among Newcomers During COVID-19

Speaker: Laurence Monnais

[Register now >](#)

May 12, 2021 · 1 PM EST

The Impact of COVID-19 on the Maternal Health of Newcomers

[Register now >](#)

May 26, 2021 · 1 PM EST

Law 101 for Newcomer-serving professionals from the health and settlement sector

Speakers: Nicholas Hersch and Laila Demirdache

[Register now >](#)

Jun 23, 2021 · 1 PM EST

LGBTQI+ Refugee Services

[Register now >](#)

Inter-sectoral Knowledge Exchange Events: Conferences & Pop-ups

In person events to promote sharing of innovative practices & deepening of cross-sectoral relationships.



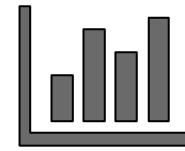
Share learning around newcomer navigation and **network with peers** across the country



Streamline **COLLABORATION**



Meeting Place: Discussion boards to meet, connect, and share.



Database: Public data on organizations and information on Canadian newcomers to develop evidence-informed decisions



Community of Practice: Health and Settlement CoPs to discuss and develop policies and statements and facilitates advocacy

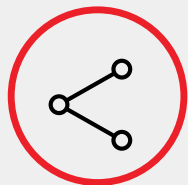
Meeting Place

Moderated discussion board to facilitate peer to peer learning around newcomer navigation.



Connect


Connect with your colleagues across the country



Share

Share resources & new approaches to your work





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Upcoming Events

- [Opening Doors to Newcome...](#)
- [Impact of COVID 19 on immi...](#)
- [Canadian Citizenship Prepar...](#)
- [Black History Month - Our C...](#)
- [Tax Benefits and Credits for ...](#)


New Courses

- [Canadian Women's Foundat...](#)
- [Spike et Toody: Vidéos de C...](#)
- [Spike and Toody: Covid-19 ...](#)
- [Leadership for a Complex W...](#)

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Seeta Ramdass Public Point > SPU Cohort 3
Posted on 1/16/21, 7:20 PM

Impact of covid-vaccine information and vaccine distribution on newcomers /Impact de l'information sur le vaccin covid et de la distribution du vaccin sur les nouveaux arrivants


Are you concerned about the impact of information/misinformation about the covid vaccine on newcomers, in particular the vaccine distribution dilemma? Why, or what are your specific concerns.

Etes-vous préoccupé par l'impact de l'information/la mauvaise information sur le vaccin covid sur les nouveaux arrivants, en particulier le dilemme de la distribution du vaccin.
Pourquoi ou quelles sont vos préoccupations spécifiques.

[See More](#)

[COVID-19](#) [COVID-19 Vaccine](#) [Health](#) [Healthcare](#) [Newcomer](#) [Newcomer healthcare](#)

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Seeta Ramdass Public Point > SPU Cohort 2
Posted on 1/16/21, 7:18 PM

Impact of covid-vaccine information and vaccine distribution on newcomers /Impact de l'information sur le vaccin covid et de la distribution du vaccin sur les nouveaux arrivants

Are you concerned about the impact of information/misinformation about the covid vaccine on newcomers, in particular the vaccine distribution dilemma? Why, or what are your specific concerns.

Etes-vous préoccupé par l'impact de l'information/la mauvaise information sur le vaccin covid sur les nouveaux arrivants, en particulier le dilemme de la distribution du vaccin.
Pourquoi ou quelles sont vos préoccupations spécifiques.

[See More](#)

Database

Simplified and searchable platform that houses publicly available and member driven data about your organization as well as membership, to facilitate both inter- and intra-organizational data sharing

Use the database to make **evidence-informed program and policy decisions**

Features:



- Intuitive layout
- Personalized user permissions
- Various viewing options



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- User Data
- Org Data

Reports

- User Reports
- Org Reports

Analytics

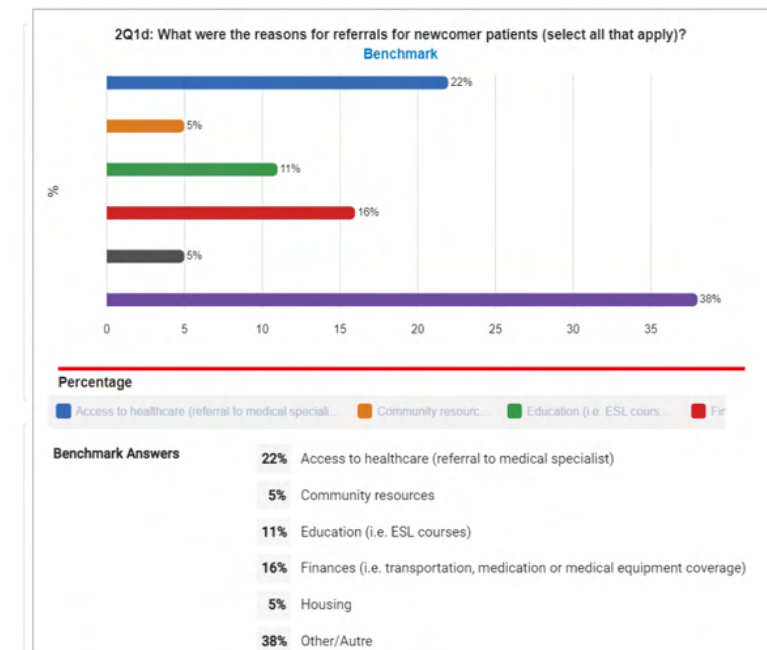
- User Analytics
- Org Analytics

N4 Data

- Stats
- Input data
- Reports
- Analytics

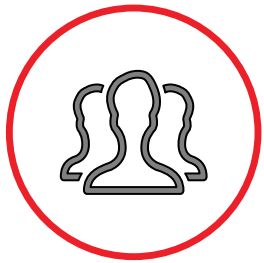
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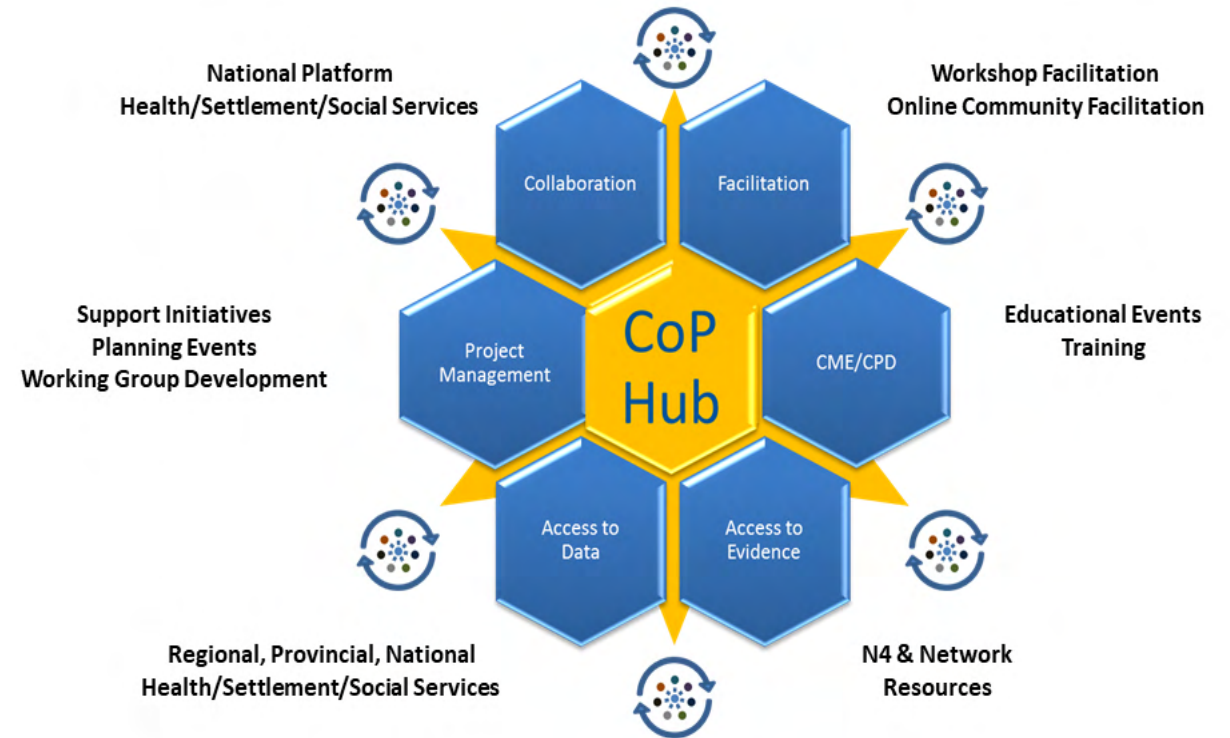
Community of Practice

The N4 Community of Practice (CoP) creates a dynamic, active learning system that spans the health and settlement sectors across Canada.



National Health and Settlement CoP

- Identifies needed **policies** or **position statements**, and supports defined working groups
- Facilitates advocacy to provincial and federal funders



(Adapted from Fung Kee Fung, 2008)



Stakeholder Engagement



South-East Ottawa
Community Health Centre
Every One Matters.

Centre de santé communautaire
du sud-est d'Ottawa
Chaque personne compte.

NWTLC
NWT Literacy Council

CDETNO
Council of Developmental Education in Northern Ontario

Link 2 Future
MAKING DREAMS REALITY

Community Health Workers
Network of Canada
Réseau des travailleuses et travailleurs
en santé communautaire du Canada.

Multicultural Centre of the
MCC



Steps



Identifying and working with Subject Matter Experts to develop **educational resources**



Developing a national **Communities of Practice** (CoP) for the Health and Settlement Sector



Developing of a **Data Toolkit**



Further **Outreach and Site Visits** targeting locations with high numbers of refugees, as well as the adult health sector



Development of a **N4 Mobile App**



Hosting the first intersectoral national **conference**

Questions?





A Pan-Canadian network and social service platform

N4 is a Pan-Canadian platform for newcomers
newcomers navigating our complex healthcare system

[Learn more >](#)



Welcome to our website!

We hope you find our website helpful and easy to navigate. It's as easy to use on your smartphone as your desktop. Take a tour and please tell us what you think.

N4 Team



Let's continue the journey together at newcomernavigation.ca/join

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Join the N4 Network
It's quick, easy and free!



Thanks for joining! Let's continue the journey together



Join the N4 Network

It's quick, easy and free!

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Invite someone to join N4

A simple form for you to invite your contacts and coworkers to join N4.

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