

# Bridging Borders: A Seamless Continuum from Pre-Arrival to Post-Arrival Settlement Services

Integrated support from pre-arrival to post-arrival.



# Icebreaker

**Form groups of 3 and share:**

## **Immigration Journey**

When and why did you/your family immigrate to Canada?

## **Expectations vs. Reality**

What were your expectations about Canada? Any surprises?

## **Settlement Support Experience**

Did you receive pre/post-arrival services? How did they help?

# Agenda

01

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## **Settlement Journey**

Pre-arrival to integration stages

03

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## **Service Model**

Next Stop Canada & Newcomer Information Centre

collaboration

05

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## **Implementation Insights**

Technology & strategies

02

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## **Understanding Challenges**

Newcomer challenges & gaps

04

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## **Client Impact**

Seamless service continuity

06

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## **Action Planning**

Next steps for integration



# Stages When Moving to a Different Country



## Knowledge Building

Preparation before arrival



## Seamless Transition

Warm referral between services



## Continued Support

Integration and long-term success

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Immigration is a multi-phase journey where needs and emotional states evolve.

# Challenges Faced Upon Arrival

## **Lack of Preparedness**

Newcomers lack knowledge of essential systems (healthcare, banking), causing delays.

## **Unaware of Available Resources**

Struggle to find support due to a complex settlement ecosystem.

## **Cultural Shock**

Unfamiliar norms (social, workplace, communication) lead to isolation.

## **Unrealistic Expectations**

Misconceptions about employment and credential recognition cause financial strain.

## **Missed Integration Opportunities**

Lack of guidance leads to missed language, networking, and community integration.

# Understanding Stage-Specific Needs



## Pre-Arrival Phase

Preparation: housing, employment, credentials, logistics.



## Initial Arrival Phase

Immediate needs: temporary housing, documents, banking, transport.



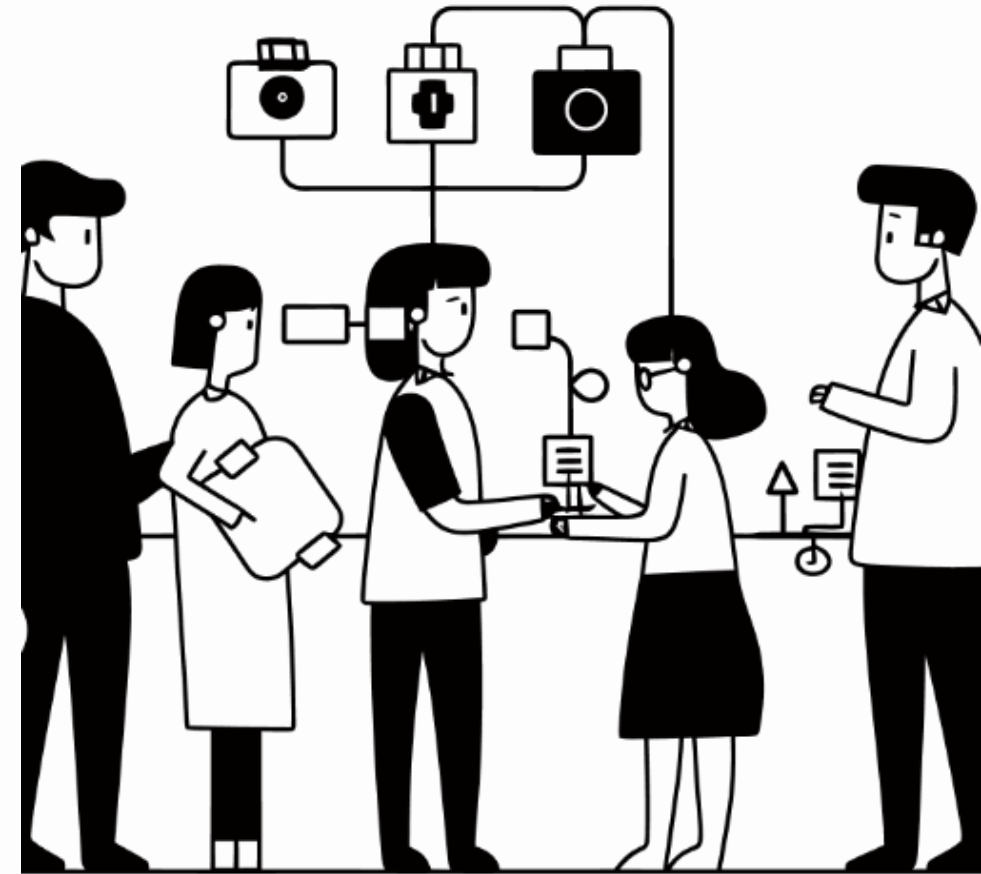
## Early Settlement Phase

Foundations: language, job, credentials, social networks.



## Integration Phase

Thriving: stable employment, community, belonging.



# The Critical Bridge: Pre-Arrival to Post-Arrival



## Pre-Arrival Stage

- Information & expectations
- Needs assessment & preparation
- Document support & mentorship

## Post-Arrival Stage

- Housing & employment
- System navigation
- Language, community, & case management

# Importance of Bridging Pre-Arrival and Post-Arrival Stages



**Seamless Support**  
Ensures continuity



**Reduced Stress**  
Increases preparedness



**Faster Integration**  
Accelerates entry



**Efficient Services**  
Avoids duplication



**Builds Trust**  
Boosts confidence



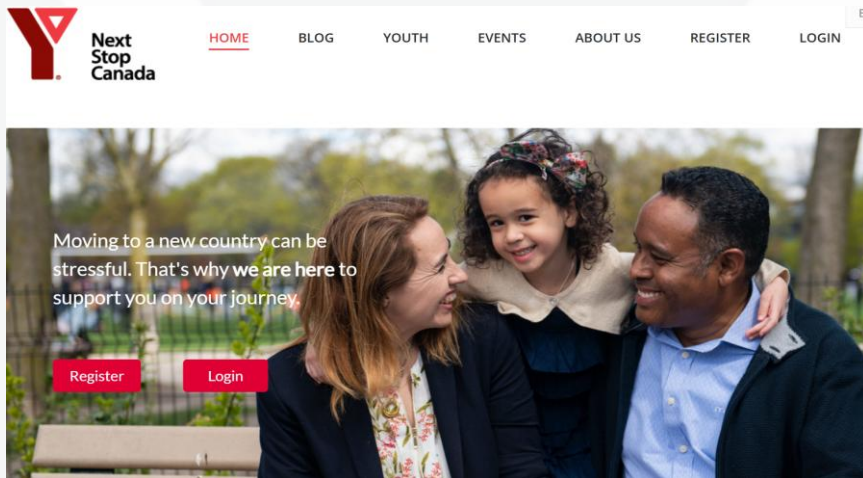
**Long-term Success**  
Better outcomes



# Two different programs same organization

## Next Stop Canada

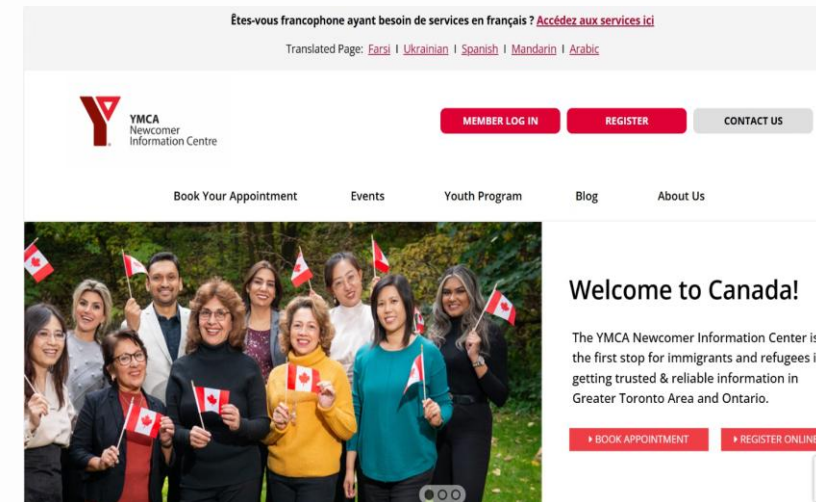
### Pre-Arrival Services



Next Stop Canada (NSC) offers free online pre-arrival orientation and support to IRCC-approved Permanent Residents. Services provide flexible assistance for adults and youth, from months to days before arriving in Canada.

## Newcomer Information Centre

### Post-Arrival Services



Since 2001, the YMCA Newcomer Information Centre (NIC) has served as a key post-arrival resource for immigrants and refugees in Ontario. Post-2020, its hybrid online and in-person services expanded access, supporting newcomers across Canada.

# Overview Program's services


## Next Stop Canada

- Personalized settlement info
- Service referrals
- Learning resources & webinars
- Mentoring & community
- Canada-wide referrals

 **Delivery:** 100% online

## Newcomer Information Centre

- Personalized settlement info
- Service referrals
- Learning resources, webinars & in-person sessions
- Workshops & training
- Mentoring & community
- Toronto & GTA referrals

 **Delivery:** Hybrid (Online, Virtual, In-person)

# Who We Serve

## Next Stop Canada

- Ages 12+
- Pre-arrival (Overseas)
- Approved PR status
- No English level required
- Pan-Canadian reach

**32K+**

**190**

**Clients Served From  
May 2020**

**Countries Represented**

## Newcomer Information Centre

- Ages 17+
- Post-arrival (In Canada)
- PRs, Convention Refugees, Protected Persons
- No English level required
- Toronto & GTA focus

**60K+**

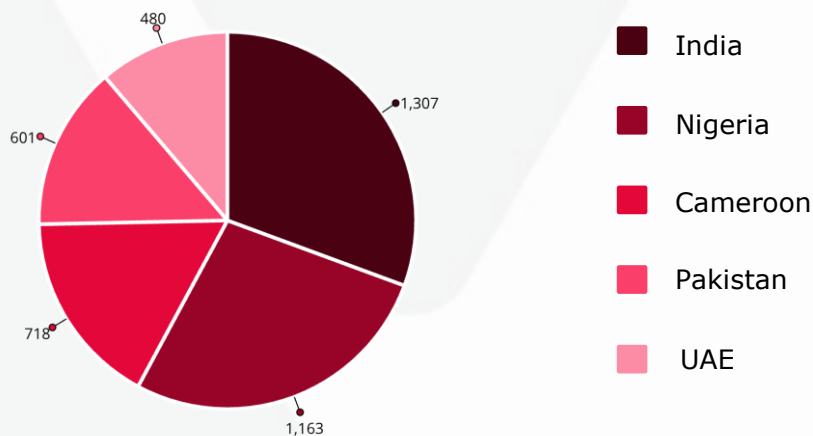
**199**

**Clients Served From  
May 2020**

**Countries Represented**

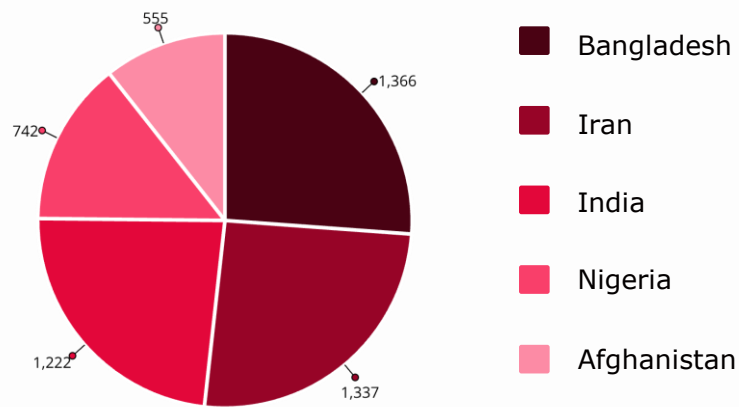
# Top 5 Countries Served (April 2024 – Sept 2025)

## Next Stop Canada



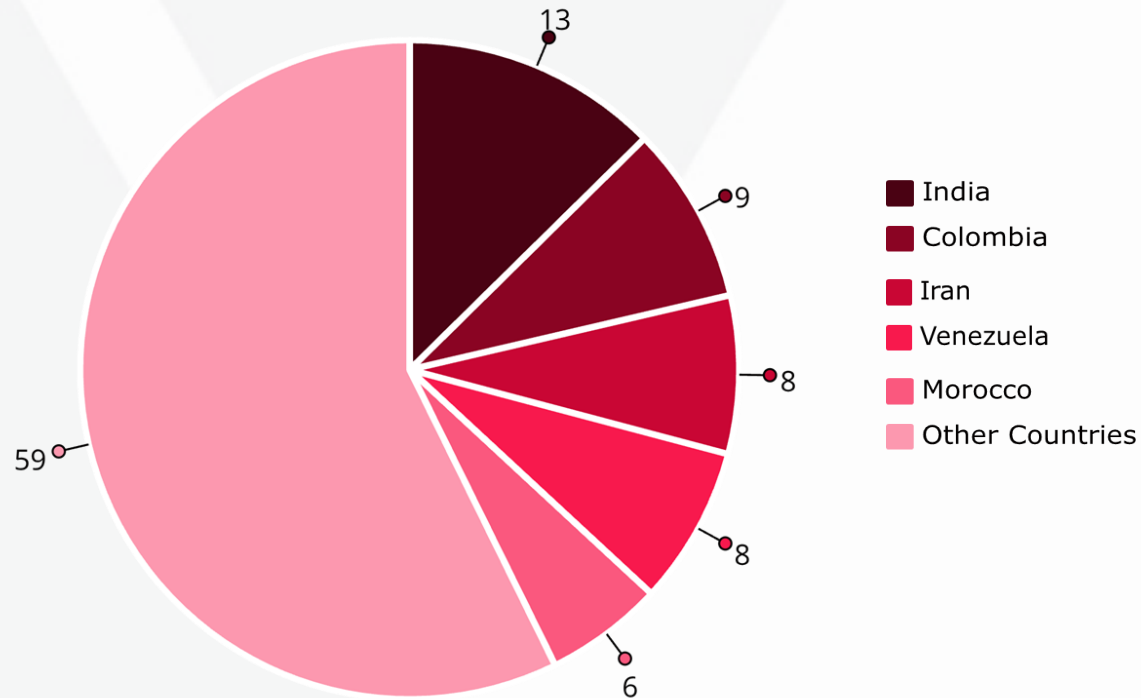
**Total N=10,822;** Other Countries N= 6,553 clients

## Newcomer Information Centre



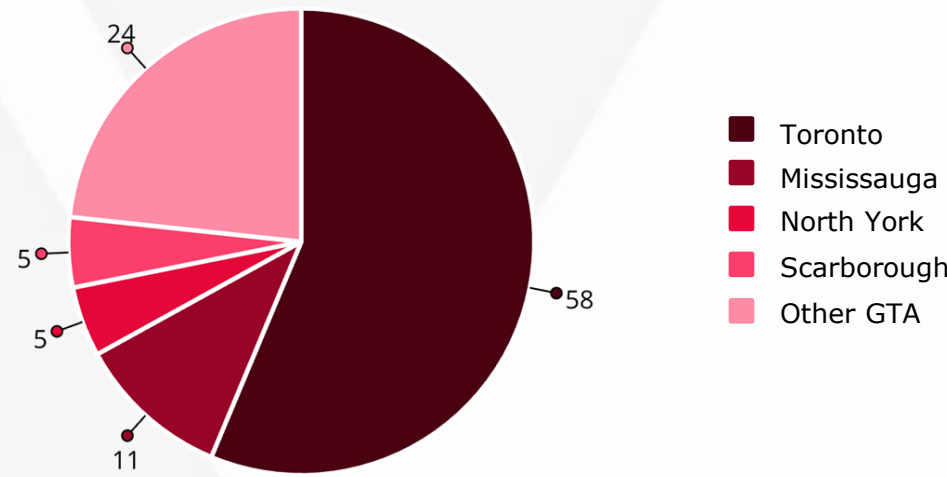
**Total N= 12,473;** Other Countries N= 7,251 clients

# Top 5 Origin Countries of Clients Referred to NIC



Our diverse client base from South Asia, Latin America, and the Middle East highlights the need for culturally responsive, Multilingual services.

**Top 5 Landing Destinations of Clients Referred to Newcomer Information Centre**



Toronto is the primary settlement destination, accounting for **58% of referrals** in the GTA.

**Provincial Distribution Insights**



**Ontario (GTA)** is the primary client settlement area.

# Brief Look at the Client Pathway: NSC Pre-Arrival

The pre-arrival journey builds knowledge and connections, preparing clients for settlement.

1

## Initial Contact

Clients find NSC via IRCC/referrals.  
Register for resource library access.

2

## Needs Assessment

Specialists interview clients to  
understand needs and priorities.

3

## Personalized Plan

Specialists create tailored roadmaps  
with resources and connections.

4

## Active Engagement

Clients engage via webinars, mentors,  
and community groups.

5

## Warm Referral

Nearing arrival, specialists facilitate warm referrals to post-arrival services.



## Mentorship

Paired with mentors sharing backgrounds.



## Live Chat

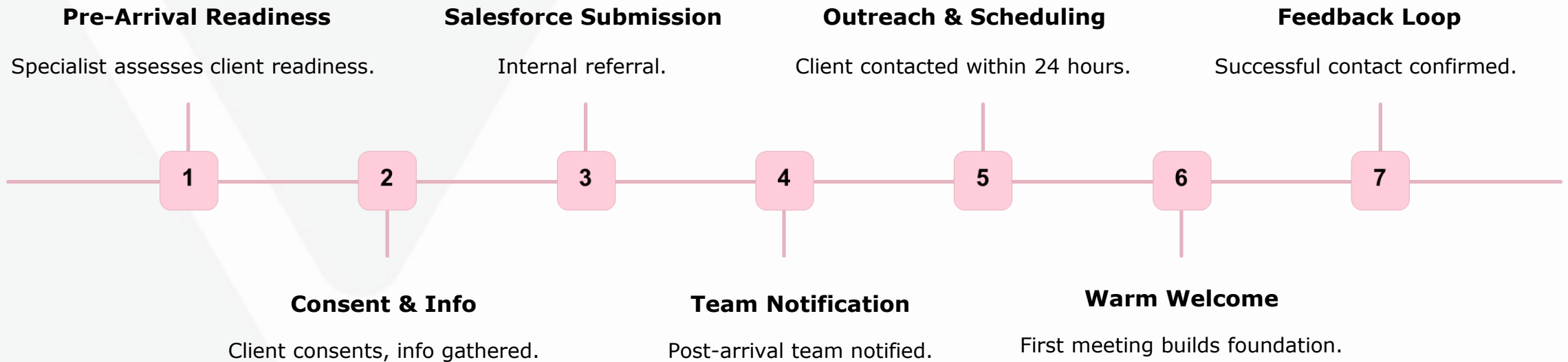
Real-time support for urgent questions.



## Social Group (Facebook, LinkedIn, X)

Peer support and shared experiences.

# How the Referral Process Works





# Client Pathway: NIC Post-Arrival Settlement Services

This pathway addresses newcomers' immediate needs post-arrival, building towards long-term integration and self-sufficiency.



## Initial Contact & Intake

Comprehensive needs assessment covering housing, employment, healthcare, and education.



## Needs Assessment

Support for immediate needs like SIN, health cards, bank accounts, and public transit.



## Settlement Plan

Collaborative action plan for employment, language, credentials, housing, and family.



## Ongoing Support & Referrals

Continuous case management, specialized referrals, and plan adjustments.

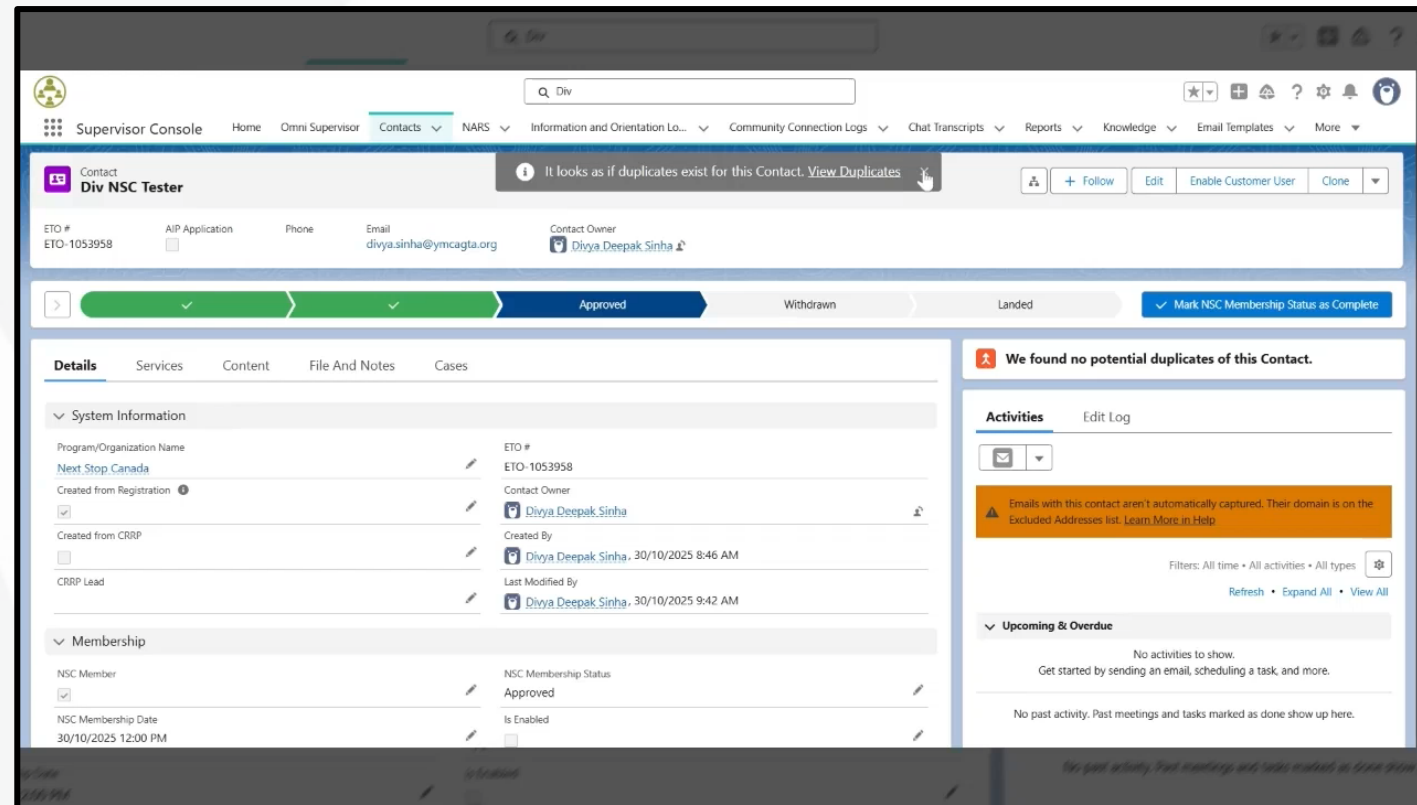


## Community Integration

Connect to cultural communities, volunteer opportunities, and social networks.

# System in Action

Our shared customer relationship management system enables seamless referrals and continuity of care. The following demonstration shows how specialists create referrals and track client progress across programs.



# Salesforce: The Technology Backbone

Salesforce is our technology backbone, integrating services from pre- to post-arrival for scalable coordination.

## Unified Client Records

Single source of truth for client interactions, ensuring accurate data.

## Privacy Protection

Role-based access controls and audit trails ensure data privacy and compliance.

## Automated Workflows

Automates notifications for referrals and tasks, reducing manual tracking.

## Reporting & Analytics

Real-time dashboards provide data insights for program improvements and impact.

## Key Features for Seamless Referrals

- **Standardized forms:** Ensures consistent information capture.
- **Document attachment:** Supporting materials travel with referrals.
- **Two-way communication:** Notes and status updates visible to all teams.

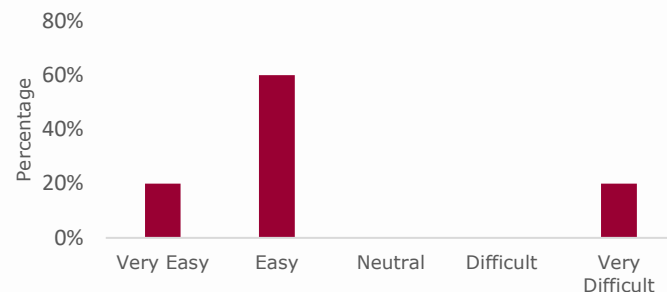
• **TECHNICAL NOTE:** WHILE SALESFORCE IS USED, THESE PRINCIPLES APPLY TO ANY ROBUST CRM. KEY IS SELECTING FITTING TECHNOLOGY, PROPER CONFIGURATION, AND ONGOING MAINTENANCE.



## Client Survey: High Satisfaction with Post-Arrival Services

Client surveys show high satisfaction with post-arrival services, particularly accessibility and continuity. Those engaged in pre-arrival programs found services "easy or very easy" to access, affirming our effective bridging.

Satisfaction with Post-Arrival Services



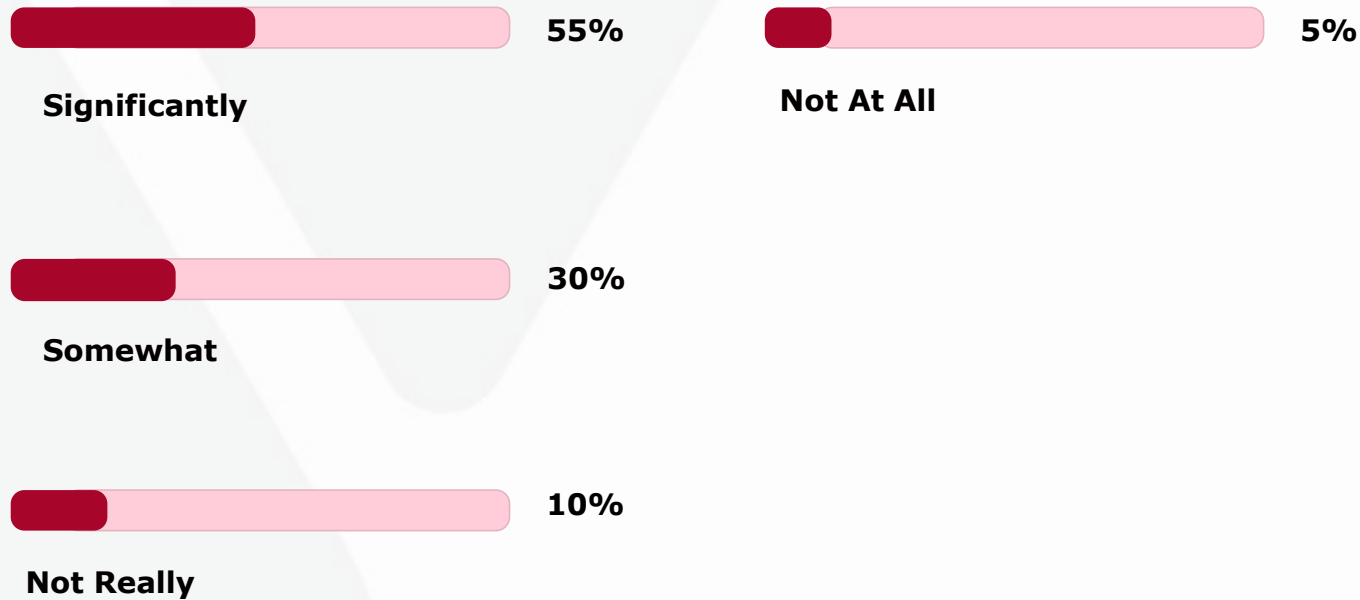
## Client Experience Survey: Helpfulness of Referral Process

Our surveys highlight the value of our referral process. Warm hand-offs and continuous information significantly boost client confidence.

Helpfulness of Referral Process



# Client Experience Survey: Impact of Continuous YMCA Support





# Success Story

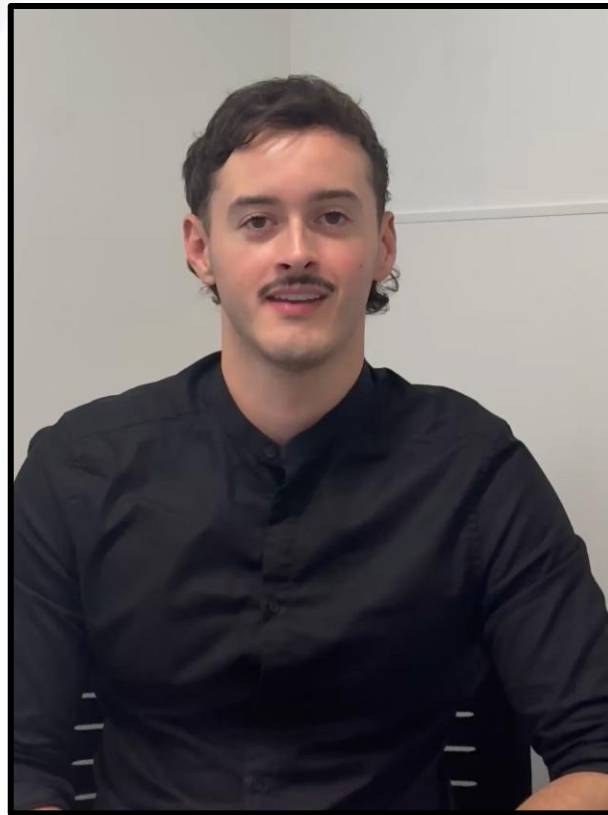
*"I had reached out to YMCA for "Next Stop Canada Online Pre-Arrival Settlement Services" program 5 months before my arrival in Canada because I heard about them on the government's website and on their website, I found out that they are presenting a lot of free services to newcomers helping them to settle. I was really nervous so it was a perfect opportunity for me to start learning in order to prepare myself in advance. I participated in every webinar and workshop I could and tried to learn as much as I could. Once I landed, I was connected with the Post Arrival services and through them, I participated in one of their programs - Mentoring for Employment Program has helped me a great deal to better tailor my resume to specific job postings, gain an insight into how the hiring team think and what they expect from a perfect candidate and most importantly learned how to present myself professionally in an interview and prepare for it beforehand. [...] I definitely suggest getting all the help you can from YMCA to learn essential information to live in Canada, get familiarized with important rules and your rights, adjust your resumes to Canadian standards and expectations, learn about work environments and culture here and prepare yourself for interviews [ref. Mentorship Program]"*

**A.A.M, YMCA NSC and NIC client**



# Learning from a Real Client's Story

After the referral from pre-arrival to post-arrival was done



**Felipe Acosta Munoz**

# What Makes Integrated Service Delivery Work?



## **Speeds Up Processing**

Early referrals accelerate appointment scheduling and service access.



## **Builds Trust**

Seamless transitions and consistent messaging build client trust.



## **Reduces Paperwork**

Shared data minimizes repetitive client information.



## **Integrated Platforms**

Integrated technology enables real-time sharing and case management.



## **Improves Accessibility**

Diverse channels and support improve client accessibility.



## **Builds Relationships Early**

Early engagement provides emotional support and belonging.



# What's One Step Your Organization Could Take Tomorrow?

Join at [menti.com](https://menti.com) | use code 7857 9277



# Integration is not just about connecting systems—it's about connecting people.

When technology, processes, and human relationships align, we create experiences that honor the courage it takes to start a new life in a different country.



# It's time for Q&A!

We welcome your questions, insights, and experiences. Let's learn from each other.



# Thank You!

**Connect with us to learn more about our integrated approach to settlement services.**

## **Newcomer Information Centre**

[www.newcomersincanada.ca](http://www.newcomersincanada.ca)

Post-arrival settlement services in Toronto & GTA

## **Next Stop Canada**

[www.nextstopcanada.ca](http://www.nextstopcanada.ca)

Pre-arrival services for approved permanent residents



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# Shine On

Bridging Borders: A Seamless  
Continuum from Pre-Arrival to  
Post-Arrival Settlement Services

