



**Metropolis**  
Canada



## **25 Years of Conversation on Migration: Our Legacy, Our Future**


March 16–18, 2023  
The Westin Ottawa, Ontario

## **25 ans de conversation sur les migrations : Notre passé, notre avenir**

16–18 mars 2023  
The Westin Ottawa, Ontario

Share your experience  
Partagez votre expérience  
#MetropolisCAN25

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## Thank you to our partners Merci à nos partenaires

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Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
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Centre

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publique du Canada





November 1-3, 2023  
Hyatt Regency Calgary, Alberta

 **Metropolis**  
Institute - Institut

# The 6th Metropolis Identities Summit

## *Le 6e sommet Metropolis sur les Identités*

**Migrating Identities:**  
Conversations on settlement and  
integration in diverse  
communities across Canada

**Identités migrantes :**  
Conversations sur l'établissement  
et l'intégration dans diverses  
communautés du Canada

Call for papers to come shortly / appel à propositions à venir  
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**Metropolis Opinion  
Panel | Panel Opinion  
Metropolis**



**uMetropolis E-learning:  
Apprentissage en ligne uMetropolis :**

Our e-learning team offers content creation, instructional design, and videography services on our interactive platform (Coming March 2023).

Notre équipe d'apprentissage en ligne offre des services de création de contenu, de conception pédagogique et de vidéographie sur notre plateforme interactive (à venir en mars 2023).



**Conference partnership and sponsorship opportunities |  
Opportunités de partenariat et de commandite pour les conférences**

Metropolis Canada  
Metropolis Americas | Metropolis Amériques  
Metropolis Francophonie Mondiale



**Publications :**

The Canadian Issues | Thèmes canadiens  
Canadian Diversity | Diversité canadienne

**Past Partners include:**

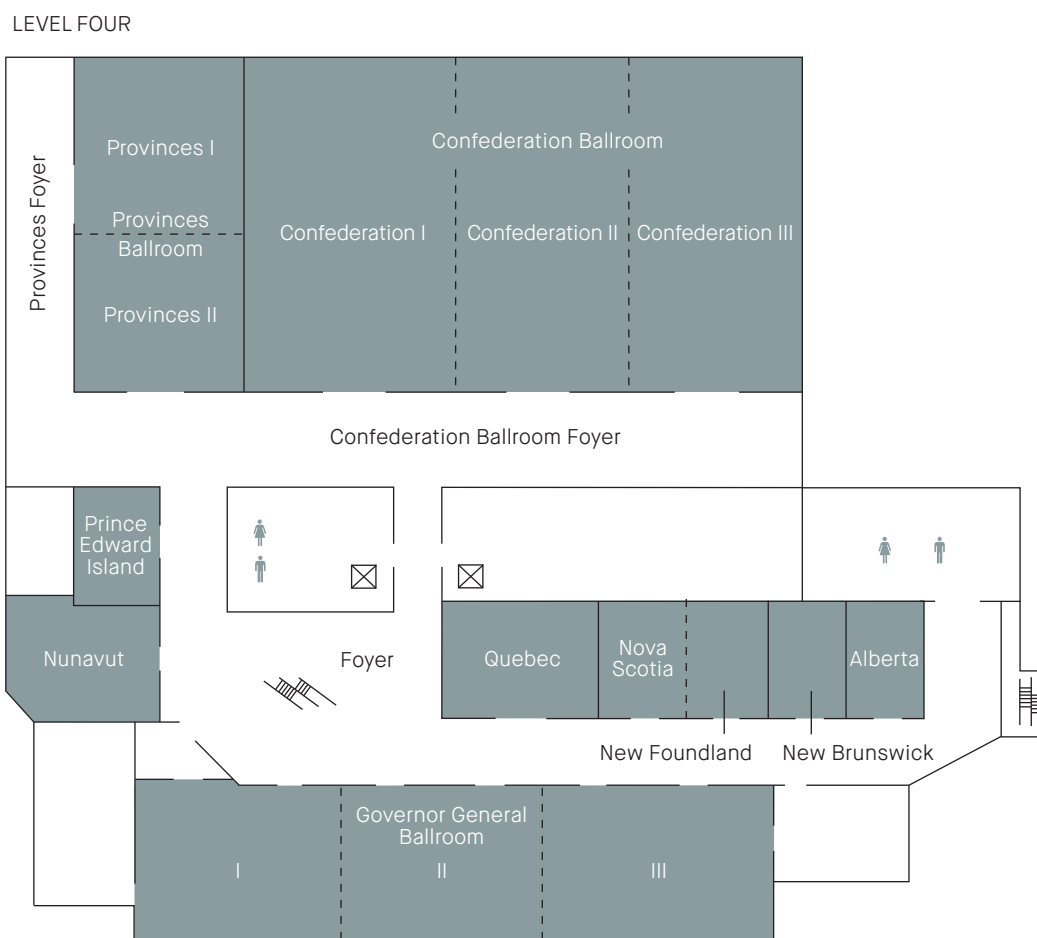
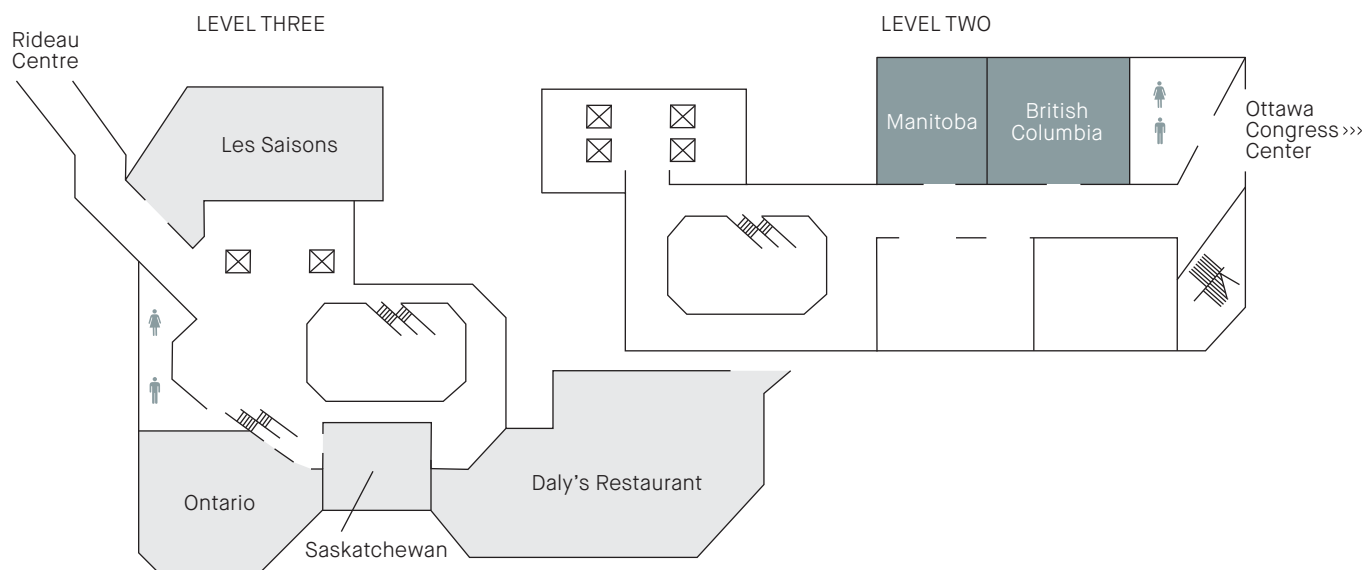
**Parmi les anciens partenaires :**





# Floor Map

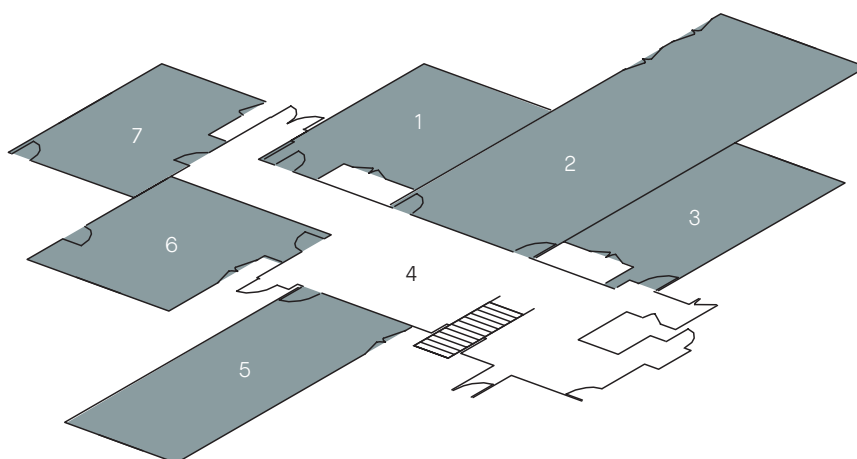
## Plan d'étage





EXECUTIVE MEETING CENTER

1. Ash
2. Oak
3. Spruce
4. Executive Level Foyer
5. Maple
6. Birch
7. Cedar





## Message from the Conference Co-Chairs

### Mot des coprésidents du Congrès

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**Corinne Prince**

Director General, Afghanistan Settlement and Team Ukraine,  
Immigration, Refugees and Citizenship Canada

Directrice générale, Établissement pour l'Afghanistan et Équipe Ukraine,  
Immigration, Réfugiés et Citoyenneté Canada



**Patrick Mackenzie**

CEO, Immigrant Employment Council of BC (IECbc)  
PDG, Immigrant Employment Council of BC (IECbc)

**EN** On behalf of the conference organizing committee, it is with great pleasure that we extend a warm welcome to delegates of the 25th Metropolis Canada Conference—*Conversations on Migration: Our Legacy, Our Future*.

As we mark this significant milestone for Metropolis Canada, a quarter of a century of collaboration, we are honoured to host this year's conference in the beautiful city of Ottawa, a city steeped in history and culture. We are grateful to gather on the traditional territories of the Algonquin Anishinaabeg peoples, who have been stewards of this land for thousands of years.

Ottawa is home to a diverse population, with approximately 28% of those living here being foreign-born, representing the cultural richness that defines Canada as a nation. This is one of the highest proportions of immigrants among Canadian cities. This reflects Ottawa's reputation as a welcoming and inclusive city for all people from across the world.

As we are all newcomers to these lands, we recognize a shared responsibility to fight injustice and discrimination and to create healthy, inclusive communities and environments for the future. Re-envisioning the future is essential to reopening immigration, and we are delighted that you are here to contribute your expertise and passion to that vision.

As we continue our discussions on migration, we recognize the challenges faced by the world in the wake of the global COVID-19 pandemic. However, it is a testament to our resilience that we have come together to continue this conversation and to re-imagine a better future. Canada's goal of welcoming 1.2 million immigrants over the next two years presents an opportunity for us to re-evaluate our ways of working together. It gives us a unique opportunity to adjust our programs and practices to rebuild the economy and drive progress in creating a more equitable and inclusive culture.

Over the next few days, we invite delegates to engage in active discussions, exchange ideas, and share research to find new solutions to the challenges faced by the sector. We are honoured to have diverse experts and professionals representing different perspectives and experiences. Remember, this is a unique opportunity to re-imagine and rebuild how we engage with newcomers to Canada and the vital role they play in building our society.





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**FR** Au nom du comité organisateur du congrès, c'est avec grand plaisir que nous souhaitons la bienvenue aux délégués du 25<sup>e</sup> congrès de Metropolis Canada—*Conversations sur la migration : Notre héritage, notre avenir*.

Alors que nous marquons cette étape importante pour Metropolis Canada, un quart de siècle de collaboration, nous sommes honorés d'accueillir le congrès de cette année dans la belle ville d'Ottawa, une ville imprégnée d'histoire et de culture. Nous sommes reconnaissants de nous réunir sur les territoires traditionnels des peuples algonquins et anishinaabeg, qui sont les gardiens de cette terre depuis des milliers d'années.

Ottawa abrite une population diversifiée, dont environ 28 % des habitants sont nés à l'étranger, ce qui représente la richesse culturelle qui définit le Canada en tant que nation. Il s'agit de l'une des plus fortes proportions d'immigrants parmi les villes canadiennes. Cela reflète la réputation d'Ottawa en tant que ville accueillante et inclusive pour toutes les personnes du monde entier.

Comme nous sommes tous de nouveaux arrivants sur ces terres, nous reconnaissons une responsabilité partagée pour lutter contre l'injustice et la discrimination et pour créer des communautés et des environnements sains et inclusifs pour l'avenir. Il est essentiel de repenser l'avenir pour rouvrir le dossier de l'immigration, et nous sommes ravis que vous soyez ici pour apporter votre expertise et votre passion à cette vision.

Alors que nous poursuivons nos discussions sur la migration, nous sommes conscients des défis auxquels le monde est confronté à la suite de la pandémie mondiale du COVID-19. Toutefois, le fait que nous nous soyons réunis pour poursuivre cette conversation et réimaginer un avenir meilleur témoigne de notre résilience. L'objectif du Canada d'accueillir 1,2 million d'immigrants au cours des deux prochaines années nous donne l'occasion de réévaluer nos façons de travailler ensemble. Il nous donne une occasion unique d'ajuster nos programmes et nos pratiques afin de reconstruire l'économie et de progresser dans la création d'une culture plus équitable et inclusive.

Au cours des prochains jours, nous invitons les délégués à s'engager dans des discussions actives, à échanger des idées et à partager des recherches afin de trouver de nouvelles solutions aux défis auxquels le secteur est confronté. Nous sommes honorés de la présence de divers experts et professionnels représentant des perspectives et des expériences différentes. N'oubliez pas qu'il s'agit d'une occasion unique de réimaginer et de reconstruire la façon dont nous nous engageons auprès des nouveaux arrivants au Canada et le rôle vital qu'ils jouent dans la construction de notre société.

## Welcome Message Mot de bienvenue

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**Jack Jedwab**

President and CEO, ACS and Metropolis Institute  
Président et directeur général, AEC et Institut Metropolis

**EN** For a quarter of a century, you've made the Metropolis conference the tremendous success it is today. As I am frequently reminded, Metropolis is more than a Conference—it's the place where the entire sector meets to discuss and exchange ideas and strategies about immigration, integration and settlement. Hence this year's theme, *25 Years of Conversation on Migration, Our Legacy, Our Future*, couldn't be more appropriate. Immigration policies and practices have evolved considerably over the past 25 years. As we seek to boldly go where immigration plans have not gone before, it's a good time for the Metropolis community to take stock. And what better place than our national capital to mark this important anniversary. The 25th edition of the conference offers the most extensive Metropolis program to date, providing attendees with many opportunities to examine the vast range of immigration issues we face today.

Although it has been 25 years since the first National Metropolis Conference, it has been ten years since it has come under the aegis of the Association for Canadian Studies. Over that period, this quintessentially Canadian gathering has seen increasing international participation. In response to the desire of many experts from abroad to engage with counterparts in Canada. In 2017, we established the Metropolis North America migration policy forum (now Metropolis Americas) and, in 2019, introduced the virtual conference, Metropolis Francophonie Mondiale. We also added a fall event in 2016, initially called the Measuring Identities Forum (now the Metropolis Identities Summit). We've recently created e-learning program on immigration, integration and identities with uMetropolis, which we're finally ready to pilot with service providers. These and other initiatives are all part of the ever evolving Metropolis Institute. We are always open to new ideas and projects and are ready and able to work with you in pursuing shared objectives.

On behalf of the Metropolis Institute, I thank you on this anniversary for making the Conference the largest annual gathering in the country for policy-makers, immigrant service providers and researchers. I also want to thank our 25th-anniversary co-chairs, Corinne Prince, and Patrick Mackenzie, for their friendship and dedication. And there are many other Metropolis supporters that I want to recognize. In this regard, I would like to name a few members of the members of the Metropolis family for their inestimable contributions, amongst them, John B, Lori W, Fariborz B., Chris F, Vicky S, Queenie C, Shamira M, Beth C, Wendy C, Howard R, Joe G, .

I also want to thank our many partners and sponsors for their continued support, notably Immigration, Refugees and Citizenship Canada, the Diversity Institute, World Education Services, Windmill and IECBC. I also want to thank our event team that worked tirelessly on this year's Conference: Emma Proux, Marina Llopis, Chloe Nignol, and our conference lead organizer James Ondrick for his invaluable contribution.





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**FR** Depuis un quart de siècle, vous avez fait du congrès Metropolis l'immense succès qu'elle connaît aujourd'hui. Comme on me le rappelle souvent, Metropolis est plus qu'un congrès c'est le lieu où tout le secteur se réunit pour discuter et échanger des idées et des stratégies sur l'immigration, l'intégration et l'établissement. C'est pourquoi le thème de cette année, *25 ans de conversation sur la migration, notre passé, notre avenir*, ne pourrait être plus approprié. Les politiques et pratiques en matière d'immigration ont considérablement évolué au cours des 25 dernières années. Alors que nous cherchons à aller là où les plans d'immigration ne sont pas allés auparavant, c'est le bon moment pour la communauté de Metropolis de faire le point. Et quel meilleur endroit que notre capitale nationale pour marquer cet important anniversaire. La 25<sup>e</sup> édition du congrès propose le programme le plus complet de Metropolis à ce jour, offrant aux participants de nombreuses occasions d'examiner le vaste éventail de questions relatives à l'immigration auxquelles nous sommes confrontés aujourd'hui.

Bien que le premier congrès national Metropolis ait eu lieu il y a 25 ans, cela fait dix ans qu'elle est placée sous l'égide de l'Association d'études canadiennes. Au cours de cette période, ce rassemblement typiquement canadien a connu une participation internationale croissante. En réponse au désir de nombreux experts de l'étranger de dialoguer avec leurs homologues au Canada. En 2017, nous avons créé le forum sur les politiques migratoires de Metropolis Amérique du Nord (maintenant Metropolis Amériques) et, en 2019, nous avons introduit la conférence virtuelle, Metropolis Francophonie Mondiale. Nous avons également ajouté un événement d'automne en 2016, initialement appelé le forum Mesurant les Identités (maintenant le sommet Metropolis sur les Identités). Nous avons récemment créé un programme d'apprentissage en ligne sur l'immigration, l'intégration et les identités avec uMetropolis, que nous sommes enfin prêts à piloter auprès des prestataires de services. Ces initiatives et d'autres font toutes partie de l'Institut Metropolis, qui est en constante évolution. Nous sommes toujours ouverts aux nouvelles idées et aux nouveaux projets et nous sommes prêts et aptes à travailler avec vous à la poursuite d'objectifs communs.

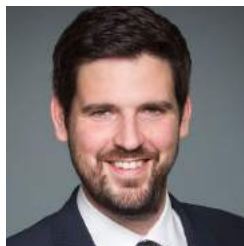
Au nom de l'Institut Metropolis, je vous remercie, à l'occasion de cet anniversaire, d'avoir fait du congrès le plus grand rassemblement annuel du pays pour les décideurs politiques, les prestataires de services aux immigrants et les chercheurs. Je tiens également à remercier les coprésidents du 25<sup>e</sup> anniversaire, Corinne Prince et Patrick Mackenzie, pour leur amitié et leur fidélité. Et il y a beaucoup d'autres alliés de Metropolis que je veux reconnaître. À cet égard, j'aimerais nommer quelques membres de la famille Metropolis pour leur contribution inestimable, parmi eux, John B, Lori W, Fariborz B., Chris F, Vicky S, Queenie C, Shamira M, Beth C, Wendy C, Howard R, Joe G.

Je tiens également à remercier nos nombreux partenaires et sponsors pour leur soutien continu, notamment Immigration, Réfugiés et Citoyenneté Canada, le Diversity Institute, World Education Services, Windmill et IECBC. Je tiens également à remercier l'équipe chargée de l'organisation de l'événement qui a travaillé sans relâche pour le congrès de cette année : Emma Proux, Marina Llopis, Chloé Nignol, et notre organisateur principal de la conférence, James Ondrick, pour sa précieuse contribution.

## Welcome Message

## Mot de bienvenue

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### **The Honourable Sean Fraser**

Minister of Immigration, Refugees and Citizenship

### **L'honorable Sean Fraser**

Ministre de l'Immigration, des Réfugiés et de la Citoyenneté

**EN** On behalf of the Government of Canada, I extend warmest greetings to everyone participating in this year's National Metropolis Conference. We are celebrating the 25th anniversary this year—a milestone achievement that marks your collective hard work and dedication.

For a quarter century now, this conference has been an opportunity to explore the issues and challenges facing immigration in Canada. Participants share evidence-based expertise to help inform the work to develop public policies and programs to welcome newcomers to Canada and help them settle and thrive in their new community.

At a time when Canada needs immigration more than ever, we must examine how to modernize our system to best serve Canadians and newcomers. While Canada's immigration system is considered world-class, migration trends and international challenges are continually changing. We must reflect on what the future holds and how we can best respond to emerging needs and remain a global leader. Together, we can explore how immigration policies and programs can support a shared vision for Canada's future.

The National Metropolis Conference has established itself with a tradition of comprehensive discussion and innovative ideas about some of the most significant and pressing issues of our time. I am certain this year's conference will continue this legacy and help us improve immigration in our country.

The Government of Canada is pleased to be part of this conference once again, and I wish all participants a rewarding and thought-provoking experience. Thank you for your continued efforts in the immigration field.

**FR** Au nom du gouvernement du Canada, je désire adresser mes salutations cordiales à tous ceux et celles qui participent au Congrès national Metropolis 2023. Cette année marque le 25<sup>e</sup> anniversaire du congrès, un jalon important qui témoigne de votre dévouement et de vos efforts collectifs.

Depuis maintenant un quart de siècle, ce congrès nous donne l'occasion d'étudier les défis et les enjeux qui touchent l'immigration au Canada. Les participants mettent à profit leur expertise fondée sur des données probantes pour orienter l'élaboration de politiques et de programmes publics visant à accueillir les nouveaux arrivants au Canada et à les aider à s'établir au sein de leur nouvelle communauté, et à s'y épanouir.

À une époque où le Canada a plus que jamais besoin de l'immigration, nous devons déterminer la meilleure façon de moderniser notre système pour servir au mieux les intérêts des Canadiens et des nouveaux arrivants. Bien que le système d'immigration du Canada soit reconnu comme étant de calibre mondial, les tendances migratoires et les enjeux internationaux sont en constante évolution. Nous devons réfléchir à ce que l'avenir nous réserve et à la manière dont nous pouvons répondre au mieux aux besoins émergents, tout en demeurant un chef de file mondial. Ensemble, nous pouvons explorer selon quelles modalités les politiques et les programmes d'immigration peuvent soutenir une vision commune pour l'avenir du Canada.

Au fil du temps, le Congrès national Metropolis s'est taillé la réputation de favoriser les discussions approfondies et les idées novatrices sur certaines des questions les plus importantes et les plus urgentes de notre époque. Je suis convaincu que l'événement de cette année ne fera pas exception et perpétuera cette tradition afin de nous aider à améliorer l'immigration au pays.

Le gouvernement du Canada est heureux de participer une fois de plus à ce congrès et je souhaite à tous les participants et participantes une expérience enrichissante qui donnera matière à réflexion. Je vous remercie pour vos efforts soutenus dans le domaine de l'immigration.



26th Metropolis Conference  
*26e congrès Metropolis*

 **Metropolis**  
Canada

Hotel Bonaventure  
**MONTRÉAL,**  
**Québec**

14 – 16  
March / *mars*  
2024

[metropolisconference.ca](http://metropolisconference.ca)





# SPECIAL EVENT - EVENEMENT SPECIAL

**Visit to the Canadian Museum of History  
and the Metropolis Canada 25th  
Anniversary Reception Special Event**

**Visite du Musée canadien de l'histoire et  
Réception spéciale pour le  
25e anniversaire de Metropolis Canada**

**Friday, March, 17th 2023, 5:00 PM – 7:30 PM**

**Vendredi 17 mars 2023, 5:00 PM – 7:30 PM**

Join us for a private group tour of the **Galleries at the Canadian Museum of History** followed by a cocktail reception with our co-Chairs for this event, **Jack Jedwab**, President and CEO of Metropolis Institute and the Association for Canadian Studies and **Wendy Cukier**, Professor, Entrepreneurship and Strategy, Ted Rogers School of Management, Director /of the Diversity Institute. Our 25th anniversary program **guest speakers** will include **Catherine Scott**, Assistant Deputy Minister, Settlement and Integration Sector, Immigration, Refugees and Citizenship Canada, **Dr. Jonathan Dewar**, Director General and Vice-President, Collections, Research, Exhibitions and Repatriation, CMH, **Nadine Spencer**, President & CEO, the Black Business and Professional Association and the **announcement of the winners of the 2023 Metropolis Canada Awards of Excellence**.

Joignez-vous à nous pour une visite privée des **galeries du Musée canadien de l'histoire**, suivie d'un cocktail avec nos coprésidents pour cet événement, **Jack Jedwab**, président-directeur général de l'Institut Metropolis et de l'Association d'études canadiennes, et **Wendy Cukier**, professeur d'entrepreneuriat et de stratégie, Ted Rogers, Ecole de gestion et directeur de l'Institut de la diversité. Parmi les conférenciers invités à notre programme du 25e anniversaire, citons **Catherine Scott**, sous-ministre adjointe, Secteur de l'établissement et de l'intégration, Immigration, Réfugiés et Citoyenneté Canada, **Dr. Jonathan Dewar**, directeur général et vice-président, Collections, Recherche, Expositions et Rapatriement, CMH, **Nadine Spencer**, présidente-directrice générale de la Black Business and Professional Association. et l'**annonce des lauréats des Prix d'excellence Metropolis Canada 2023**.

***Tickets may still be available for purchase at the conference registration desk***



**The Canadian Museum of History, 100 Laurier Street, Gatineau, Quebec, K1A 0M8**



## Conference Partners Partenaires du Congrès

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We would like to acknowledge the support and collaboration of our conference partners, sponsors and local conference organizing committee.

Nous tenons à reconnaître le soutien et la collaboration de nos partenaires, des commanditaires et du comité local d'organisation du congrès.

### Platinum Sponsor Commanditaire Platine

Immigration, Refugees and Citizenship Canada /  
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### Gold Sponsor Commanditaire Or

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The Future Skills Centre - Diversity Institute

The Canadian Race Relations Foundation /  
La Fondation Canadienne des relations raciales

### Bronze Sponsors Commanditaires Bronze

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NSD Tech / CARMIS

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Calgary Catholic Immigration Society (CCIS)

Jewish Immigrant Aid Services (JIAS)

BioTalent Canada

The Canadian Association of Professional Immigration Consultants (CAPIC)

The Canadian Museum of History / Musée canadien de l'histoire

Ottawa Tourism / Tourisme Ottawa

The College of Immigration and Citizenship Consultants

Leger Inc.

PeaceGeeks

Refugee613

Ottawa Catholic School Board

## Organizing Committee Members Membres du comité d'organisation

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**Debbie Douglas**

Ontario Council of Agencies Serving Immigrants (OCASI)

**Louisa Taylor**

Refugee 613

**Fanny He**

Fondation Dialogue Foundation

**Jane Badets**

Ottawa, Ontario

**Corinne Prince**

Immigration, Refugees & Citizenship Canada /  
Immigration, Réfugiés

**Patrick Mackenzie**

Immigrant Employment Council of BC

**Queenie Choo**

SUCCESS

**Fariborz Birjandian**

Calgary Catholic Immigrant Society

**Adwoa K. Buahene**

Toronto Region Immigrant Employment Council (TRIEC)

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**Caroline Guimond**

Ottawa, Ontario

**Wendy Cukier**

The Future Skills Centre -Diversity Institute

**Alexandra Chyczij**

Ukrainian Canadian Congress

**Ryan Drew**

SUCCESS

## Conference Staff Personnel du congrès

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**Jack Jedwab**

Association for Canadian Studies /  
Metropolis Institute

**James Ondrick**

Association for Canadian Studies /  
Metropolis Institute

**Emma Proux**

Association for Canadian Studies /  
Metropolis Institute

**Marina Llopis**

Association for Canadian Studies /  
Metropolis Institute





- |   |   |  |
|---|---|--|
| • S.U.C.C.E.S.S.  | • Immigrant Employment Council of BC (IEC BC)   | • CBC – Radio Canada   |
| • The Future Skills Centre - Diversity Institute  | • The Community Health Worker's Network of Canada                                       | • Child Welfare Immigration Centre of Excellence / Le centre d'excellence en matière d'immigration pour la protection de l'enfance |
| • Bio Talent Canada   | • Windmill Microlending   | • The Calgary Newcomers Collaborative (CNC)  |
| • College of Immigration and Citizenship Consultants / Collège des consultants en immigration et en citoyenneté                                     | • World Education Services (WES)  | • UBC Press  |
| • Refugee 613   | • Jewish Aid Immigrant Services (JIAS)  | • Ukrainian Canadian Congress of Saskatchewan  |
| • The Canadian Association of Professional Immigration Consultants (CAPIC) / L'Association Canadienne des Conseillers Professionnels en Immigration | • PeaceGeeks / Immigrant Networks   | • Ottawa Catholic School Board   |
| • NSD Tech /CARMIS Inc  | • YMCA-YWCA of the National Capital Region "WESO" (Wired: Evaluation Settlement Online) | • Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs d'asile (CERDA)                   |
|   | • The Child and Youth Refugee Research Coalition (CYRRC)                                |  |
|   | • Royal Roads University  |  |

# 2023 Metropolis Awards Of Excellence

## Prix d'excellence Metropolis 2023

The Metropolis Awards of Excellence recognize and celebrate outstanding contributions to the field of immigration and settlement in Canada. This national award establishes a benchmark of achievement and excellence, bringing pride and peer acknowledgement to the deserving recipients. Based on a nomination process, the Metropolis Canada Awards Subcommittee, consisting of members of the Conference Steering Committee, is responsible for selecting the Award recipients.

Les Prix d'excellence Metropolis reconnaissent et célèbrent des contributions exceptionnelles dans le domaine de l'immigration et de l'établissement au Canada. Ce prix national établit une référence en matière de réalisation et d'excellence, apportant fierté et reconnaissance de leurs pairs aux lauréats. Sur la base d'un processus de nomination, le Sous-comité des Prix Metropolis Canada, composé des membres du Comité organisateur du congrès, est chargé de sélectionner les lauréats.

### This year's winners are: Cette année les lauréats sont :

#### Metropolis Researcher Award Recipient

Lauréat du Prix Metropolis  
pour les chercheurs



**Michale Hann**

Associate Professor,  
Western University, London, Ontario  
Professeur associé,  
Western University, London, Ontario

#### Metropolis Service Provider Award Recipient

Lauréat du Prix Metropolis  
pour les prestataires  
de services



**Marjorie Villefranche**

Director, La Maison d'Haïti,  
Montréal, Québec  
Directrice, La Maison d'Haïti,  
Montréal, Québec

#### Metropolis Policy Maker Award Recipient


Lauréat du Prix Metropolis  
pour les décideurs




**Catrina Tapley**


former Deputy Minister, Immigration,  
Refugees and Citizenship Canada  
ancienne sous-ministre, Immigration,  
Réfugiés et Citoyenneté Canada


**Registration**  
**Inscriptions**

 4th floor  
4<sup>e</sup> étage


 As of / À partir  
de 7:15 am


**Visit the exhibitors and poster presentations**  
**Visite des kiosques des exposants et des présentations d'affiches**

 4th floor  
4<sup>e</sup> étage

 As of / À partir  
de 7:15 am

**Welcome Remarks**  
**Discours de bienvenue**

 Room / Salle Provinces  
and Confederation Ballroom,  
4th floor / 4<sup>e</sup> étage

 8:45 am –  
9:15 am

**Corinne Prince**, Director General, Afghanistan Settlement and Team Ukraine, Immigration, Refugees and Citizenship Canada / Directrice générale, Établissement pour l'Afghanistan et Équipe Ukraine, Immigration, Réfugiés et Citoyenneté Canada

**Patrick MacKenzie**, Conference Co-chair, CEO, Immigrant Employment Council of BC (IECbc) / Coprésident de la conférence, PDG, Immigrant Employment Council of BC (IECbc)

**Welcoming address**  
**Mot de bienvenue**

**Claudette Commanda**, Chancellor of the University of Ottawa / Chancelière de l'Université d'Ottawa

**Opening address**  
**Mot d'ouverture**

via video / via une vidéo

**The Honourable / L'Honorable Sean Fraser**, MP, Minister of Immigration, Refugees and Citizenship / Député représentant Nova-Centre, Ministre de l'Immigration, des Réfugiés et de la Citoyenneté



## Plenary Session 1 Séance plénière 1

Simultaneous interpretation available / Interprétation simultanée disponible

Room / Salle Provinces  
and Confederation  
Ballroom, 4th floor /  
4<sup>e</sup> étage

9:15 am –  
10:30 am

### Does Canada have the Immigration system it needs?

Canada's immigration system has been a model for the world, yet challenges persist in the attraction, selection, and integration of newcomers needed to build our communities and economy. Canadians and newcomers alike have elevated expectations of timely and responsive service. Structural changes to the global economy, the continuing impacts stemming from COVID-19, and the changing nature of work are influencing Canadians' views of immigration and the attractiveness of Canada to potential immigrants. Our panelists will discuss what considerations should guide policymakers if Canada's immigration program is to evolve to serve the needs of communities, businesses, and newcomers today and in the years to come.

#### Participants

**Louise Baird**, Senior Assistant Deputy Minister, Strategic Immigration Review, Immigration, Refugees and Citizenship Canada

**Matthew Holmes**, Senior Vice President, Policy and Government Relations, Canadian Chamber of Commerce

**Samina Sami**, Chief Executive Officer, COSTI

**Catrina Tapley**, former Deputy Minister, Immigration, Refugees and Citizenship Canada

#### Session Chair

**Shamira Madhany**, Managing Director and Deputy Executive Director, World Education Services (WES)

### Le Canada dispose-t-il du système d'immigration dont il a besoin ?

Le système d'immigration du Canada a été un modèle pour le monde entier, mais des difficultés persistent pour attirer, sélectionner et intégrer les nouveaux arrivants dont nous avons besoin pour bâtir nos communautés et notre économie. Les Canadiens et les nouveaux arrivants ont des attentes élevées en matière de services rapides et adaptés. Les changements structurels de l'économie mondiale, les impacts continus découlant du COVID-19 et la nature changeante du travail influencent l'opinion des Canadiens sur l'immigration et l'attrait du Canada pour les immigrants potentiels. Nos panélistes discuteront des considérations qui devraient guider les décideurs politiques si le programme d'immigration du Canada doit évoluer pour répondre aux besoins des communautés, des entreprises et des nouveaux arrivants aujourd'hui et dans les années à venir.

#### Participants

**Louise Baird**, Sous-ministre adjoint principal, Examen stratégique de l'immigration, Immigration, Réfugiés et Citoyenneté Canada

**Matthew Holmes**, Vice-président principal, Politique et relations gouvernementales, Chambre de Commerce du Canada

**Samina Sami**, Directrice générale, COSTI Immigrant Service

**Catrina Tapley**, ancienne sous-ministre, Immigration, Réfugiés et Citoyenneté Canada

#### Présidente de la séance

**Shamira Madhany**, Directrice générale et directrice exécutive adjointe, World Education Services (WES)

## Break / Pause

Visit the exhibitors booths and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches


4th floor  
4<sup>e</sup> étage

10:30 am – 11:00 am

## Block A of concurrent sessions (workshops and roundtables) Bloc A des séances simultanées (ateliers et tables rondes)


11:00 am – 12:15 pm

**Lunch / Diner**

 Room / Salle Provinces  
and Confederation  
Ballroom, 4th floor / 4<sup>e</sup> étage


 12:15 pm – 1:30 pm


**Block B of concurrent sessions (workshops and roundtables)**  
**Bloc B des séances simultanées (ateliers et tables rondes)**

 1:45 pm – 3:00 pm


**Break / Pause**

Visit the exhibitors booths and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches

 4th floor  
4<sup>e</sup> étage

 3:00 pm – 3:30 pm

**Block C of concurrent sessions (workshops and roundtables)**  
**Bloc C des séances simultanées (ateliers et tables rondes)**

 3:30 pm – 4:45 pm



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*Organized by the Association for Canadian Studies & Metropolis Institute with support  
from the WES Mariam Assefa Fund*



## Registration Inscriptions

📍 4th floor  
4<sup>e</sup> étage

🕒 As of / À partir  
de 7:30 am

## Visit the exhibitors and poster presentations Visite des kiosques des exposants et des présentations d'affiches

📍 4th floor  
4<sup>e</sup> étage

🕒 As of / À partir  
de 7:30 am

## Plenary Session 2 Séance plénière 2

Simultaneous interpretation available / Interprétation simultanée disponible

📍 Room / Salle Provinces  
and Confederation  
Ballroom, 4th floor /  
4<sup>e</sup> étage

🕒 9:15 am –  
10:30 am

### Meeting Global Refugee Challenges

Over the past decade we've witnessed protracted refugee crises that require considerable domestic mobilization on the part of policy makers, immigrant service providers and civil society. Pathways for refugees entry in immigrant receiving countries are often limited and uncertain. Evaluating refugee cases has become increasingly complex and backlogs increasingly common. The plenary session will examine the key challenges arising from the current global refugee crisis. Amongst questions to be addressed by the speakers: how best can Canada collectively address refugee admission and resettlement? What are the avenues for improved management of refugee claims? How can we work effectively with international partners to ensure fairness and justice in refugee admission and resettlement?

### Participants

**Wendy Cukier**, Professor, Entrepreneurship and Strategy, Ted Rogers School of Management, Director, Diversity Institute / Founding Committee, Lifeline Afghanistan

**David Manicom**, Director of Global Advocacy for Displaced Talent, with Talent Beyond Boundaries and Fragomen

**Fariborz Birjandian**, Co-chair of the national Afghan Resettlement Operation, Recently retired Chief Executive Officer, Calgary Catholic Immigration Society( CCIS), Calgary, Alberta

**Karim Virani**, Director General, Afghanistan Sector Integrated Planning and Coordination, Immigration, Refugees and Citizenship Canada

**Kaylee Perez**, Chair, SAH Council, National Migration and Resettlement Operations Coordinator, Mennonite Central Committee (MCC)

### Session Chair

**Louisa Taylor**, co-founder and Director, Refugee 613



**Relever les défis mondiaux en matière de réfugiés**

Au cours de la dernière décennie, nous avons assisté à de nombreuses crises de réfugiés, de longue durée, qui nécessitent une mobilisation nationale considérable de la part des décideurs politiques, des prestataires de services aux immigrants et de la société civile. Les voies d'entrée des réfugiés dans les pays d'accueil sont souvent limitées et incertaines. L'évaluation des cas de réfugiés est devenue de plus en plus complexe et les retards de plus en plus fréquents. La session plénière examinera les principaux défis découlant de la crise mondiale actuelle des réfugiés. Parmi les questions qui seront abordées par les intervenants : quelle est la meilleure façon pour le Canada d'aborder collectivement l'admission et la réinstallation des réfugiés ? Quelles sont les possibilités d'améliorer la gestion des demandes de statut de réfugié ? Comment pouvons-nous travailler efficacement avec nos partenaires internationaux pour garantir l'équité et la justice dans l'admission et la réinstallation des réfugiés ?

**Participants**

**Wendy Cukier**, Professeur, Entrepreneurat et stratégie, Ted Rogers School of Management, Directeur, Diversity Institute / Comité fondateur, Lifeline Afghanistan

**David Manicom**, Directeur du plaidoyer mondial pour les talents déplacés avec Talent Beyond Boundaries et Fragomen

**Fariborz Birjandian**, Coprésident de l'opération nationale de réinstallation des Afghans, depuis peu retraité Chef de la direction, Calgary Catholic Immigration Society (CCIS), Calgary, Alberta

**Karim Virani**, Directeur général, Planification et coordination intégrées du secteur de l'Afghanistan, Immigration, Réfugiés et Citoyenneté Canada

**Kaylee Perez**, Présidente du Conseil du SEP ; Coordinatrice national des opérations de migration et de réinstallation, Mennonite Central Committee (MCC)

**Présidente de la séance**

**Louisa Taylor**, cofondatrice et directrice, Refugee 613

**Break / Pause**

Visit the exhibitors booths and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches

📍 4th floor  
4<sup>e</sup> étage

🕒 10:30 am – 11:00 am

**Block D of concurrent sessions (workshops and roundtables)**  
**Bloc D des séances simultanées (ateliers et tables rondes)**

🕒 11:00 am – 12:15 pm

**Lunch / Diner**

📍 Room / Salle Provinces  
and Confederation  
Ballroom, 4th floor / 4<sup>e</sup> étage


🕒 12:15 pm – 1:30 pm


**Block E of concurrent sessions (workshops and roundtables)**  
**Bloc E des séances simultanées (ateliers et tables rondes)**

🕒 1:45 pm – 3:00 pm


**Break / Pause**

Visit the exhibitors booths and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches

 4th floor  
4<sup>e</sup> étage

 3:00 pm – 3:30 pm

**Block F of concurrent sessions (workshops and roundtables)  
Bloc F des séances simultanées (ateliers et tables rondes)**

 3:30 pm – 4:45 pm





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Registration  
Inscriptions
 4th floor  
4<sup>e</sup> étage

 As of / À partir  
de 7:30 am
Visit the exhibitors and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches
 4th floor  
4<sup>e</sup> étage

 As of / À partir  
de 7:30 am
Plenary Session 3  
Séance plénière 3

Simultaneous interpretation available / Interprétation simultanée disponible

 Room / Salle Provinces  
and Confederation  
Ballroom, 4th floor /  
4<sup>e</sup> étage

 9:00 am –  
10:30 am

## Defining Canada: The Role of Migration in Shaping our Identities

During the first Metropolis conference, the population of Canada was about 30 million and just over one in six were immigrants. Some twenty-five years later, we're nearly 40 million and just under one in four Canadians are born abroad. With immigration as the principal driver of population growth, the country continues to undergo a demographic transformation, making Canada one of the most ethnically diverse countries on the planet. At the same time, we're witnessing unprecedented reflection about the country's past with troubling revelations about injustices committed towards Indigenous peoples challenging the path to reconciliation. Destabilizing trends such as growing polarization, declining trust in democratic institutions and the ongoing COVID-19 pandemic have added to the complexity of predicting the future. What does it all mean for Canadian identities? The prevailing question is 'who are we' as a country and as peoples? When it comes to defining our identities, where do we appear to be heading? To mark Metropolis' 25th anniversary, this plenary session proposes to put some of these critical questions to some of the country's leading thinkers.

## Participants

**Teresa Woo-Paw**, Chairperson of the Board of Directors, Canadian Race Relations Foundation, Calgary, Alberta

**Jean Marc Léger**, President & CEO, Léger Inc., Montréal, Québec and **Christian Bourque**, Executive Vice-President and Senior Partner, Léger Inc., Montréal, Québec

**Kamal Al Solaylee**, Professor, Author and Director of the School of Journalism, Writing, and Media at the University of British Columbia

**Charles Taylor**, Professor Emeritus of Philosophy, McGill University / internationally recognized award winning leading public philosopher / Author, co-chair of the 2008 Quebec Consultation Commission on Accommodation Practices Related to Cultural Differences

**Dr. Jonathan Dewar**, Director General and Vice-President, Collections, Research, Exhibitions and Repatriation CMH

## Opening Presentation

**Anil Arora**, Chief Statistician of Canada

## Session Chair

**Alexandra Chyczj**, National President, Ukrainian Canadian Congress



**Définir le Canada : Le rôle de la migration dans le façonnement de nos identités**

Lors de la première conférence Metropolis, la population du Canada était d'environ 30 millions d'habitants et seulement une personne sur six était immigrante. Vingt-cinq ans plus tard, nous sommes près de 40 millions et un peu moins d'un Canadien sur quatre est né à l'étranger. L'immigration étant le principal moteur de la croissance, le pays poursuit sa transformation démographique, faisant du Canada un des pays les plus diversifiés de la planète sur le plan ethnique. En parallèle, nous assistons à une réflexion sans précédent sur le passé du pays, avec des révélations troublantes sur des injustices commises à l'égard des populations autochtones, qui remettent en question la voie de la réconciliation. Des tendances déstabilisantes telles que la polarisation croissante, le déclin de la confiance dans les institutions démocratiques et la pandémie de COVID-19 en cours ont complexifié la prédiction de l'avenir. Que signifie tout cela pour les identités canadiennes? La question dominante est «qui sommes-nous» en tant que pays et en tant que peuples? Lorsqu'il s'agit de définir nos identités, où semblons-nous nous diriger? Pour marquer le 25<sup>e</sup> anniversaire de Metropolis, cette séance plénière pose certaines de ces questions cruciales aux chercheurs les plus influents du pays.

**Participants**

**Teresa Woo-Paw**, Présidente du conseil d'administration, Fondation canadienne des relations raciales, Calgary, Alberta

**Jean Marc Léger**, Président & PDG, Léger Inc, Montréal, Québec et **Christian Bourque**, vice-président exécutif et associé principal, Léger Inc. à Montréal (Québec)

**Kamal Al Solaylee**, Professeur, auteur et directeur de l'école de journalisme, d'écriture et de médias de l'université de la Colombie-Britannique

**Charles Taylor**, Professeur émérite de philosophie, Université McGill / Philosophe public de premier plan, primé et reconnu internationalement / Auteur, coprésident de la Commission québécoise de consultation sur les pratiques d'accommodement reliées aux différences culturelles de 2008

**Dr. Jonathan Dewar**, Directeur général et Vice-Président, Collections, Recherche, Expositions et Rapatriement, Musée canadien de l'histoire

**Présentation d'ouverture**

**Anil Arora**, Statisticien en chef du Canada

**Présidente de la séance**

**Alexandra Chyczij**, Présidente nationale, Ukrainian Canadian Congress

**Break / Pause**

Visit the exhibitors booths and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches

📍 4th floor  
4<sup>e</sup> étage

🕒 10:30 am – 11:00 am

**Block G of concurrent sessions (workshops and roundtables)**  
**Bloc G des séances simultanées (ateliers et tables rondes)**

🕒 11:00 am – 12:15 pm

**Lunch / Diner**

📍 Room / Salle Provinces  
and Confederation  
Ballroom, 4th floor / 4<sup>e</sup> étage

🕒 12:30 pm – 1:30 pm


**Block H of concurrent sessions (workshops and roundtables)**  
**Bloc H des séances simultanées (ateliers et tables rondes)**


🕒 1:45 pm – 3:00 pm



**Break / Pause**


Visit the exhibitors booths and poster presentations  
Visite des kiosques des exposants et des présentations d'affiches

 4th floor  
4<sup>e</sup> étage

 3:00 pm – 3:30 pm

**Block I of concurrent sessions (workshops and roundtables)**

**Bloc I des séances simultanées (ateliers et tables rondes)**

 3:30 pm – 4:45 pm



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# CANADIAN RACE RELATIONS FOUNDATION

## WHO ARE WE?

The Canadian Race Relations Foundation is a Crown corporation dedicated to the elimination of racism and all forms of racial discrimination in Canadian society.

The Canadian Race Relations Foundation's work is guided by a commitment to collaboration, fairness and justice, humility, human rights, respect and transparency.

## QUI SOMMES NOUS?

La Fondation canadienne des relations raciales est une société d'État qui se consacre à l'élimination du racisme et toutes les formes de discriminations raciales dans la société canadienne.

Le travail de la Fondation canadienne des relations raciales est guidé par un engagement envers : la collaboration, l'équité et la justice, l'humilité, les droits de la personne, le respect et la transparence.



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## A1

Room Quebec,  
4th floor

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Transition Trends of Internationally Educated Nurses in Canada and Australia: A Scoping Review

The objective of this review is to explore the patterns of Internationally Educated Nurse integration into the Canadian nursing workforce and compare these with trends of integration in Australia. Design. Online databases were screened to identify studies published in or after 2015. Results: 27 publications were included in the review. Most publications were conducted in Canada (62.96%), and 59% were qualitative studies. Overall, publications in this review examined workplace integration (59%). Conclusion: While there is a plethora of studies that examined the transition processes, most of these studies used data that was collected before 2015 and did not examine the experiences of IENs transitioning into the workforce in or after 2015.

### Participant

**Nasrin Alostaz**, McMaster University

#### Designing Successful Programming for Internationally Educated Nurses: Teaching Excellence, Client Availability, Stakeholder Collaboration and Evaluation

Internationally Educated Nurses in Manitoba face a challenging credential recognition process navigating work, family life, continuing education and language testing, all while settling in a new country. This roundtable includes discussions on lessons learned from experience providing IEN-specific language and cultural competence supports to underemployed IENs preparing for CELBAN. Discussion will include analytics about IENs and the importance of highly involved stakeholders to create success targeting a major labour market shortage.

### Participants

**Debbie Kroeker**, RRC Polytech  
**Anna Janik-Kelly**, RRC Polytech

## A2

Room  
New Brunswick,  
4th floor

11:00 am –  
12:15 pm

### Roundtable

#### Gender-Based Violence Promising Practices

This roundtable will be facilitated by the Gender-Based Violence (GBV) Settlement Sector Strategy Project to share promising practices, project resources, and to build a common base of knowledge about gender-based violence. Since 2019, the project has conducted an environmental scan of GBV supports across the settlement and anti-violence sectors in Canada, hosted a series of webinars, released the GBV Settlement Sector Strategy, and launched the online course, Bridges to Safety. Throughout these project activities, we have had the opportunity to engage and consult with experts, leaders, and front-line staff from settlement and anti-violence organizations across Canada. We hope sharing our project experiences, approaches and materials will be useful for organizations on the topics of GBV awareness, strategic priorities, and collaborative responses.

This is a partnership between: The Canadian Immigrant Settlement Sector Alliance, Ending Violence Association of Canada, OCASI, Ontario Council of Agencies Serving Immigrants, YMCA of Greater Halifax Dartmouth-Immigrant Services

### Participants

**Nina Condo**, Executive Director, Elmwood Community Resource Centre, CISSA-ACSEI representative  
**Briana Miller**, Champion Network Lead Gender-Based Violence Prevention Project, YMCA of Greater Halifax/Dartmouth  
**Natasha Beg**, Assistant Director, Settlement and Integration Policy, IRCC  
**Valérie Auger-Voyer**, Stakeholder Engagement & Advocacy Coordinator, Ending Violence Association of Canada  
**Kathryn Bates-Khan**, Manager Gender-Based Violence Prevention Project, YMCA of Greater Halifax/Dartmouth

## A3

📍 Salle  
Newfoundland,  
4<sup>e</sup> étage

🕒 11:00 am –  
12:15 pm

### Table ronde

#### Regard croisé sur les diverses identités francophones et le rôle de la langue française dans les mobilités internationales, l'intégration et l'inclusion



Les mouvements migratoires contribuent aux rencontres et échanges socioculturels ainsi qu'à la formation d'identités hybrides et de communautés diasporiques. Ils posent cependant des défis (discrimination, racisme, insertion et intégration socio-économique) qui peuvent exercer des impacts profonds sur la construction identitaire tant au niveau individuel que sociétal et donc générer des tensions ou des conflits (ethniques, raciaux, religieux) parfois violents. Cette table ronde traitera de ces enjeux et promouvra également une réflexion sur le rôle de la langue française dans les dynamiques migratoires.

### Participants

**Professeuse Srilata Ravi**, directrice de l'IMELDA à la Faculté Saint-Jean de l'Université de l'Alberta

**Professeuse Issiaka Mandé**, Département de science politique de l'Uqam, Professeur associé, Département de sociologie, Université Laval, Chercheur, Laboratoire SPERSAN / École Doctorale LESHCO, Université Ouagadougou

**Agnès Tounkara**, Responsable du French Heritage Language Program, Fondation Face, New York

**Docteure Janaína Nazzari Gomes**, Université Fédérale du Rio Grande do Sul, Brésil, l'Université Saint Boniface et l'Université d'Ottawa

## A4

📍 Provinces &  
Confederation  
Ballroom,  
4th floor

🕒 11:00 am –  
12:15 pm

### Roundtable

#### Federal, Provincial / Territorial / Local and Community Perspectives on Resettlement Collaborations

Over the years, provinces and territories have taken an increasing and proactive role in the sphere of immigration, (re)settlement and integration. This evolution towards provincial/territorial dynamism is especially marked in the context of economic immigration and also tangible for the resettlement of refugees. At the same time, several municipalities and communities have also evolved and became progressively more responsive to immigrants and ethno cultural diversity. For its part, notably with its network of Resettlement Assistance Program Service Provider Organizations in Canada, IRCC remains a key player into the field of resettlement. However, the successful resettlement and integration of refugees also depends on a suite of services of provincial/territorial/local jurisdictions.

This roundtable will generate an exchange of information between stakeholders about the resettlement of, notably, Afghan refugees. It will also explore opportunities for enhanced collaborations in the future.

### Participants

**John Biles**, Immigration, Refugees and Citizenship Canada

**Maggie Peyton**, Government of Newfoundland and Labrador

**Simone Le Gendre-King**, Government of Nova Scotia

**Marius Curtean**, Yukon government

**Douglas Olthof**, LIP Secretariat

**Kimberly Jean-Pharuns**, FCFA du Canada

### Moderator

**Corinne Prince**, Immigration, Refugees and Citizenship Canada



## A5

Room Alberta,  
4th floor

11:00 am –  
12:15 pm

### Roundtable

#### Social and Civic Engagement of Newcomers as a Pathway to Equity, Diversity, and Inclusion

Each year newcomers arrive in Canada to begin what is often a lengthy process of settlement. Through MOSAIC's Social and Civic Opportunities: Pathways to Equity (SCOPE) project, we saw the opportunity to accelerate the inclusion process in the non-profit sector, by supporting newcomers to have a voice in decision-making tables. Join us for a roundtable discussion on the benefits of social & civic engagement on the inclusion of newcomers. Learn from the SCOPE project and the perspective of government, newcomers, and community members, and share your own experiences on the impact of social & civic engagement.

#### Participant

Mimoza Pachuku, MOSAIC

#### Ethnocultural Council of Manitoba

This roundtable discussion will focus on how settlement service providers both direct and indirect can mobilize and connect different ethnocultural communities to address systemic and emerging community based gaps and barriers. Drawing on the work of the Ethnocultural Council of Manitoba, we will discuss what we have done here in Manitoba and what other provinces are doing to bring these communities together, what are their challenges in doing so and what are some effective practices that others have done.

#### Participant

Kathleen Vyrauen, ECCM

## A6

Shaw Convention  
Center, Room 205

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Raise Workplace Language Training Model – An Innovative Employment Retention Workplace Language Training Supporting Vulnerable Immigrants in the Workplace

Current research indicates that having adequate workplace language skills and understanding Canadian workplace culture remain two topmost barriers facing vulnerable newcomers entering employment within NOC Skills C&D in Canada (Cheng, Im, Doe, & Douglas, 2020). Studies surveying employers' perspectives indicated these factors influence employers' ability to recruit and retain this demographic. Our innovative Workplace Language Training (WLT) is a unique, first of its kind, research-backed program developed under a collaboration between OCISO and Carleton University's Linguistics' School, tested on-the-job at employer sites and is a step forward in the direction of a much-needed work-based language training to support vulnerable newcomers.

#### Participants

Hiba Fazl Ullah and Alexis Dominguez, OCISO, *Raise Workplace Language Training Model – An Innovative Employment Retention Workplace Language Training Supporting Vulnerable Immigrants in the Workplace*

Michael Rodgers, Carleton University, *What motivates our language learners?*

## A7

📍 Nova Scotia,  
4th floor

🕒 11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Lean in Employers: Levelling Up Labour Market Integration

Canadian society is shaped by immigration, but immigrants suffer disproportionately during times of economic uncertainty. As such, ensuring that immigrants can find work befitting their experience is crucial for both their well-being and the country's success, especially during economic hardship. Our workshop will focus on uncovering the role employers play in improving labour market integration of newcomers in uncertain economic times. We will leverage direct involvement of leading employers, including SMEs, to uncover the causal linkages necessary to improve labour market integration and analyze potential digital tools and solutions (e.g., social media and enterprise platforms) to facilitate improved outcomes.

## Participants

**Ryan Carter**, Immigrant Employment Council of BC, *Mind the Gap: Understanding Challenges Facing Newcomer Labour Market Attachment*

**Daisy Quon**, Immigrant Employment Council of BC, *Bridge the Gap: Employers' Roles in Improving Newcomer Labour Market Integration*

**Stein Monteiro**, Ryerson University, *Digital Solutions to Immigrant Labour Market Attachment*

## A8

📍 Shaw Convention  
Center, Room 206

🕒 11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Open Doors: Lessons Learned from Ukrainian and Afghani Arrivals

The presenters will focus on TIES multifaceted response to the recent immigration crisis and innovative approaches to meet the needs of the particular arriving groups. The presenters will highlight collaborative and community-based initiatives that marshalled existing resources. Specifically, we will discuss collaborative efforts to support government-assisted Afghan refugees and mental health supports for arriving Afghan youth, St. Vladimir Welcome Centre, and the newly opened Immigrant Arrival Centre at the Calgary Airport. We will also discuss TIES initiatives such as adaptations to our Employment Support programs, programming for Ukrainian youth, and our ESL initiative – Open Doors. We will share the lessons we learned about collaboration, adaptation, and being responsive to the community as we responded to this crisis.

## Participants

**Ronni Abraham**, TIES

**Irina Copil**, TIES

**Maryna Turbinska**, TIES

## A9

### Workshop – Panel Presentation

#### A Shared Responsibility: Bridging Indigenous Reconciliation and the BC Settlement Sector

Room Les Saisons,  
3rd floor

11:00 am –  
12:15 pm

Since time immemorial, Indigenous peoples have stewarded the traditional territories of what is now known as British Columbia. Despite increasing recognition of Indigenous communities and culture, more attention needs to be paid to the role that newcomers can play in decolonization, as well as to the ways in which newcomers can develop an increased awareness of and connections with Indigenous peoples. In this session, we will explore the efforts by AMSSA and local Indigenous Leaders, with support from the Province of British Columbia, to engage newcomers in forging a sustainable path toward meaningful justice and healing. With the participation of Indigenous leader Norm Leech, this session will look at the work that has been done in the BC.

#### Participants

**Norm Leech**, Vancouver Aboriginal Community Policing Centre (VACPC), *Building Capacity for Indigenous Reconciliation in the BC Settlement Sector: Indigenous Perspective*

**Katie Crocker**, Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA), *Building Capacity for Indigenous Reconciliation in the BC Settlement Sector: Settlement Sector Perspective*

**Nicole Maine**, Government of British Columbia – Immigrant Integration Unit, *Building Capacity for Indigenous Reconciliation in the BC Settlement Sector: A Funder Perspective*

## A10

### Workshop – Panel Presentation

#### Data Paralysis to Data Sovereignty – Tech Tools Developed by the Frontline for the Frontline

Room  
British Columbia,  
2nd floor

11:00 am –  
12:15 pm

Nonprofits are set up to fail. We ask people to retell the worst moments of their lives again and again, punt them from provider to provider, and measure deficiencies not success. Their well-being, their goals, and respect for their data isn't part of how we've set up the sector to work.

- 1) How can the sector develop tools to disrupt systemic inequity?
- 2) How can digital tools help social service agencies focus less on reporting to funders and more on helping clients achieve their goals?

This workshop will highlight sector developed solutions to refugee sponsorship and client intake that highlight intuitive design, support communication, and facilitate relationship building.

#### Participants

**Raj Rajakumar**, Product Manager, IslamicFamily

**Lena Awwad**, Research and Programs Director, IslamicFamily

**Omar Yaqub**, Servant of Servants (ED), IslamicFamily



## A11

Room Oak,  
Executive  
Meeting Centre

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Creating Culturally Responsive Mental Health Advertisements for Newcomers

How can organizations create culturally responsive public health advertisements that encourage newcomers to enroll in mental health programs? Our past research (El Hazzouri & Hamilton) has shown that public health ads directed to racialized persons often result in feelings of stigmatization. In this workshop, researchers will present results from key informant interviews with settlement workers, and experiments/focus groups with newcomers that describe how racialized newcomers respond to targeted public health ads. Next, staff from CIWA will explain the role of settlement agencies in creating ads that reduce the perpetuation of mental health stigma, thereby facilitating access to mental health programs.

#### Participants

**Pallavi Banerjee**, University of Calgary, *Lessons Learned from Community Co-Design Projects*

**Celestina Akinkunmi**, Calgary Immigrant Women's Association, (CIWA), *The Role of Settlement Agencies in Reducing Mental Health Stigma*

#### Moderators

**Mohammed El Hazzouri**, Dalhousie University, *Why Public Health Ads Often Create Feelings of Stigmatization*

**Leah Hamilton**, Mount Royal University, *Creating Effective Mental Health Ads for Newcomer Women*

## A12

Salle  
Saskatchewan  
3<sup>e</sup> étage

11:00 am –  
12:15 pm

### Atelier – Présentation en panel

#### Établissement durable de personnes immigrantes en agriculture en milieu rural au Québec

L'agriculture est l'un des secteurs les plus gravement touchés par la pénurie de main. Pour y faire face, des communautés rurales au Québec se mobilisent pour attirer des familles immigrantes et les accompagner dans leur établissement. Quels sont les motifs qui amènent des familles immigrantes à s'installer en agriculture en région et y rester de façon durable ou, inversement, à repartir? Que nous enseigne le Projet d'accueil et d'intégration solidaire (PAIS) qui a récemment recruté des familles de réfugiés et les a réinstallées et intégrées dans des fermes du Centre-du-Québec sur les facteurs de succès de telles initiatives?

#### Participants

**Diibe Bakolimda**, Université du Québec en Outaouais, *Le PAIS, un projet socialement innovant d'accueil et d'intégration de travailleurs immigrants en agriculture*

**Roxana Merello**, Directrice du Service Intégration Travail Outaouais, *Portrait en matière d'attraction et d'établissement durable de personnes immigrantes en région*

#### Modérateurs

**Anyck Dauphin**, Université du Québec en Outaouais et **Guillaume Amani**, Université du Québec en Outaouais, *Attraction en région: Contributions à la rétention des immigrants attirés en agriculture dans les MRC de l'Outaouais*

## A13

Room Ontario  
3rd floor

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Financial Empowerment Services: Key to Newcomer Economic Inclusion

Financial Empowerment (FE) services are an essential support for newcomers who are impacted by precarious economic conditions in Canada. Centre for Newcomers has partnered with Momentum and Aspire Calgary to enhance the delivery of FE services to financially vulnerable newcomers. Employment and Social Development Canada (ESDC) supports this partnership by promoting Registered Education Savings Plan (RESP) and Canada Learning Bond (CLB) uptake for the kids' future education. Collectively, these efforts empower those living on low incomes to reduce debt, build assets, and increase savings. The workshop will explore FE services for newcomers which advance economic inclusion, and review successes, challenges, outcomes, and lessons learned.

#### Participants

**Dario Ontola**, Director, Settlement Services, Centre for Newcomers-Calgary

**Peeyush Agnihotri**, Manager, Settlement Services, Centre for Newcomers-Calgary

**Pierre Labbé**, Manager, Learning Branch, Employment and Social Development Canada

#### Moderator

**Charlie Wang**, Vice President, Client Services, Centre for Newcomers-Calgary

## A14

Room Maple  
Executive  
Meeting Center

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Examining the Elements of the Newcomer Knowledge Hub: Student Engagement, Talent Development, and Data Privacy

The Newcomer Knowledge Hub (K-Hub) is a collaboration between Immigrant Services Calgary and the University of Calgary, for creating and using new knowledge to improve services for, and experiences of, newcomers through research and policy recommendations. K-Hub aims to generate evidence-based feedback loops for stakeholders by leveraging aggregated and anonymized newcomers' settlement-related data. In doing so, K-Hub engages students and postdocs, ultimately contributing towards developing the next generation of practitioners and researchers that will fuel Canada's knowledge-based economy. This workshop features K-Hub's experience with student engagement, talent development and data privacy whilst navigating through the challenges of data.

#### Participants

**Vibha Kaushik**, Immigrant Services of Calgary

**Ajwang Warria**, University of Calgary

**Nisha Soundararajan**, Immigrant Services Calgary

**Trista Lam**, University of Calgary

## A15

Shaw  
Convention  
Center,  
Room 208

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Effective Engagement of New Partners in the Settlement and Integration Process

Canada and the YMCA have much to share regarding partnerships to support newcomers. We can do so much more when inviting other organizations to stand on our shoulders. We will explore how the evolution of settlement has guided us to look into our crystal ball and re-imagine opportunities and engage partners to support newcomers. As the world navigates uncertainty, Canada continues to welcome record numbers of newcomers, we will ask where we go from here.

#### Participants

**Mitra Neshat**, YMCA of Greater Toronto (Immigrant Services)

**Naureen Islam**, YMCA of Greater Toronto (Immigrant Services)

**Reem Al Assadi**, YMCA of Greater Toronto (Immigrant Services)

#### The Journey Matters: Igniting the Potential in Newcomer Youth through a Holistic Approach

The YMCA's Newcomer Youth Settlement Program provides immigrant youth across the GTA with programming that elevates their settlement experience by offering experiential learning opportunities, safer spaces where youth voices are held at the core of curriculum development and activities that offers community engagement. Welcoming young people to Canada through a strengths-based approach can have a deep impact on healthy adolescent development. In this roundtable discussion, we will explore how the YMCA of Greater Toronto has welcomed newcomer youth for over a decade while sharing best practices on youth engagement strategies with the intention of walking away with actionable interventions to youth settlement work.

#### Participants

**Reem Al Assadi**, YMCA of Greater Toronto (Immigrant Services)

**Naureen Islam**, YMCA of Greater Toronto (Immigrant Services)

## A16

Room Governor  
General I,  
4th floor

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Building Employer Partnerships and Advancing Equitable Employment Practices – Approaches to Achieving Long-Term Change for Immigrants and Refugees

Influencing employers to build more equitable, inclusive workplaces is a key priority for WES. Since its launch, the WES Mariam Assefa Fund has partnered with 15+ organizations across Canada that are engaging employers to shift practices and create greater economic opportunity for newcomers. Additionally, through the #ImmigrantsWork initiative, WES activates local employers and facilitates the co-creation of community-driven solutions to address barriers that businesses face when seeking to hire and retain immigrant talent. In this workshop, you'll hear from WES and partners on the ways they work with employers and solutions to create more inclusive workplaces for immigrants.

#### Participants

**Marina Nuri**, World Education Services

**Daniel Cervan-Gil**, World Education Services

**Abdulla Daoud**, Executive Director, The Refugee Centre

**Lara Dyer**, Canada Director, Talent Beyond Boundaries

## A17

Room Governor  
General II,  
4th floor

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### What the Research Tells Us: Settlement and Integration Experiences of International Students in Canada



The international student population is rapidly increasing in Canada, and they play a vital role in contributing to Canada's economic, social and cultural prosperity. However, international students experience various challenges throughout their trajectories. This session examines recent research on international students' experiences in three key areas:

- 1) Inequities in settlement service delivery at the provincial and municipal levels;
- 2) Unique experiences of Francophone/French-speaking international students in minority contexts; and
- 3) School to work transition of postgraduate work permit holders.

#### Chair

**Guliz Akkaymak**, Policy and Advocacy Manager, World Education Services (WES)

#### Participants

**Sutama Ghosh**, Assoc. Prof., Geography and Environmental Studies, Toronto Metropolitan University

**Saad El Hakmi**, PhD Candidate, Policy Studies, Toronto Metropolitan University

**Luisa Veronis**, Assoc. Prof., Geography, Environment and Geomatics, University of Ottawa

**Marshia Akbar**, Research Area Lead on Labour Migration, Canada Excellence Research Chair in Migration and Integration Program, Toronto Metropolitan University

#### Moderator

**Valerie Ann Preston**, Professor, Geography, York University

## A18

Room Governor  
General III,  
4th floor

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Usages of IRCC-funded Settlement Services

Hear about how newcomers use IRCC-funded settlement services and the impacts of these services. You will learn about who used IRCC funded settlement services from an independent research study using Statistics Canada's Longitudinal Immigration Database (IMDB) with Immigration, Refugees and Citizenship Canada (IRCC)'s settlement services module. You will also find out the sustained earnings impacts of IRCC-funded Employment Related Services compared to a counterfactual scenario without using the services. Finally, you will hear about how an innovative and proactive outreach intervention by S.U.C.C.E.S.S. could increase service take-up.

#### Chair

**Taylor Shek-wai Hui**, Social Research and Demonstration Corporation

#### Participants

**Audrey Appiah**, Social Research and Demonstration Corporation, *Usages of IRCC-funded Settlement Services*

**Audrey Appiah**, Social Research and Demonstration Corporation, *Impacts of IRCC-funded Employment Related Services*

**Taylor Shek-wai Hui**, Social Research and Demonstration Corporation, *Preliminary Impacts of CANN E-LINK's Proactive Outreach to Clients Using Technology*

**Iveth Ceron**, S.U.C.C.E.S.S.



## A19

📍 Shaw  
Convention  
Center,  
Room 207

🕒 11:00 am –  
12:15 pm

**Workshop – Panel Presentation****Responding to Humanitarian Needs – The Refugee Readiness Team Model**

Through the Government of B.C.'s Refugee Readiness Fund, regional Refugee Readiness Teams and a B.C. Refugee Resource Network were created to support the coordination of resources and information flow to support all refugees influenced by the humanitarian crises in Afghanistan and Ukraine. Through this initiative, actions have been implemented to respond to the most pressing issues in each region and provincially.

In this workshop, participants will learn about how this B.C. model is designed to build capacity and resources to address any emerging issue ranging from housing to mental health to economic integration and how it builds for a resilient future to welcome resettled refugees and other displaced peoples.

**Participants**

**Hamidullah Abawi**, MOSAIC

**Monika Isaak**, Archway Community Services

**Katelin Mitchell**, Kelowna Community Resources Society

**Amanda Morrison**, DIVERSECity

**Sahel Rezaei**, Inter-cultural Association of Greater Victoria

**Joni Rose**, Immigration Policy and Integration Branch, Ministry of Municipal Affairs, Province of B.C.

**Moderator**

**Jenya Avramenko**, AMSSA

**Retrospective of the Afghan Initiative Project and Port of Entry Services**

The workshop will provide insight into our experience providing immediate and essential services to evacuated Afghan refugees. It will include setting up services within one month, for the first charter flight in early August of 2021, and receiving more than 32 charters until now. The presentation will discuss the three models we had during the first year; contributions and roles of partners, government, and community support. The presentation will focus on lessons learned, best practices and successes, and service transformations from hosting Afghan refugees during the challenging times of the pandemic.

**Participants**

**Marwan Ismail**, Polycultural Immigrant and Community Services

**Scott Small**, Polycultural Immigrant and Community Services

Le premier jour du congrès Metropolis Canada, **jeudi 16 mars**, offre un bloc de programmation (3 tables rondes) d'un intérêt particulier au rôle de la migration dans l'espace francophone en partenariat avec Metropolis Francophonie Mondiale



**Salle Newfoundland, 4e étage**

## A3

**11h00 – 12h15**

### **MIGRATION ET ENJEUX IDENTITAIRES DANS L'ESPACE FRANCOPHONE INTERNATIONAL**

Les mouvements migratoires contribuent aux rencontres et échanges socioculturels ainsi qu'à la formation d'identités hybrides et de communautés diasporiques. Ils posent cependant des défis qui peuvent exercer des impacts profonds sur la construction identitaire tant au niveau individuel que sociétal et donc générer des tensions ou des conflits parfois violents. Cette table ronde traitera de ces enjeux et promouvra également une réflexion sur le rôle de la langue française dans les dynamiques migratoires.

**Avec Professeur Srilata Ravi, Professeur Issiaka Mandé, Agnès Tounkara, Docteure Janaína et Nazzari Gomes.**

### **MIGRATIONS, DÉPLACEMENTS ET MOBILITÉS FORCÉES**

Dans le cadre de cette table ronde, nous aborderons une gamme d'enjeux relatifs aux déplacements forcés en raison de conflits et d'instabilité politique ainsi que d'États et systèmes politiques autoritaires. L'influence des facteurs environnementaux et des changements climatiques dans ces mouvements migratoires sera aussi objet de discussion. Nous examinerons également comment la cause du départ peut avoir un impact sur le statut conféré et à l'accueil offert dans le pays d'asile, un accueil de plus en plus citoyen.

**Avec Stéphanie Njiomo, Docteur Mehdi Lahlou, Matthieu Tardis et Professeure Luisa Veronis.**

## B4

**13h45 – 15h00**

### **ÉTATS DES LIEUX DE LA RECHERCHE SUR LES MIGRATIONS DANS L'ESPACE FRANCOPHONE**

Dans une perspective plus globale, nous réfléchirons à l'état des connaissances sur les migrations dans l'espace francophone en contexte de mondialisation. Seront également mises en exergue l'importance des recherches comparatives et à grande échelle sur les dynamiques migratoires, ainsi que les politiques d'immigration, d'accueil, d'intégration des personnes migrantes et de réinstallation des réfugiés. Enfin nous discuterons des acteurs francophones manquant à la mobilisation des connaissances migratoires et des actions pour les intégrer.

**Avec Alain Desruisseaux, Professeure Marie-Caroline Saglio-Yatzimirsky, Professeure Ndeye Dieynaba Ndiaye, Professeur Doudou Dièye GUEYE et Professeur Martin Meunier.**



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Collège des chaires de recherche  
sur le monde francophone  
de l'Université d'Ottawa

Chaire de recherche  
sur l'immigration et les communautés  
franco-ontariennes

### B1

📍 Salle Alberta,  
4<sup>e</sup> étage

🕒 1:45 pm –  
3:00 pm

#### Table ronde

#### Assurer le soutien des travailleurs étrangers temporaires au Québec

La table ronde présente trois acteurs clés de l'écosystème des travailleurs temporaires au Québec. Tout d'abord, l'expérience d'Immigrant Québec, une entreprise médiatique pionnière qui travaille actuellement avec différentes organisations à travers la province du Québec pour soutenir les travailleurs étrangers temporaires.

Un dialogue avec les consuls du Mexique et du Guatemala permet de voir comment ils collaborent pour relever les défis et répondre aux besoins liés à la pénurie de main-d'œuvre.

En échangeant des points de vue, cette table ronde vise à apporter des solutions et des idées novatrices sur un sujet d'importance croissante.

#### Participants

**Christophe Berthet**, Immigrant Québec, *Les enjeux de l'écosystème de l'immigration au Québec*

**Alejandro Estivill**, Consulat du Mexico à Montréal, *L'avenir des travailleurs temporaires au Québec*

**Nelson Olivero**, Consul de Guatemala, *La mobilité de la main-d'œuvre au Québec*

#### Modérateur

**Martin Montes**, Immigrant Québec

### B2

📍 Room  
Nova Scotia,  
4th floor

🕒 1:45 pm –  
3:00 pm

#### Workshop – Panel Presentation

#### Immigration dynamics in Quebec

This panel is organized by the Immigration Research Initiative (IRI) based at Concordia University and funded by the Secrétariat du Québec aux affaires canadiennes. IRI's mission is to seek a better understanding of immigration dynamics in Quebec and aims to foster the exchange of expertise and comparative research collaborations on immigration between Quebec and other societies around the world. As such, the panel proposes a series of presentations on different topics related to immigration in Quebec, including dynamics of belonging, immigrant retention and media coverage of immigration.

#### Participants

**Mireille Paquet**, Concordia University, *Media Coverage of Immigration in Quebec Across Time*

**Catherine Xhardez**, Université de Montréal, *Immigrant Retention and Distribution of Newcomers in Quebec: Concerns and Policies*

**Adèle Garnier**, Université de Laval

**Marina Doucerain**, UQAM, *Multiple Belongings and Cultural Integration*

**Anna Medevetskaya**, UQAM

**Antoine Bilodeau**, Concordia University, *Identity, Recognition, and Minority Nation-Building: The Case of Immigrants in Quebec*

**Stephen White**, Carleton University

### B3

Room Quebec,  
4th floor

1:45 pm –  
3:00 pm

#### Workshop – Panel Presentation

#### 25 Years of Digital Transformation in the Settlement Sector: Past, Present and Possible Futures

Join us for a moderated discussion on where we've been and where we're going when it comes to digital transformation in the settlement sector. We'll highlight emerging and promising digital practices in service provision. You will hear from a variety of practitioners from Canada and abroad on what the settlement sector can do to address digital inequality, and what the future of technology in settlement can look like. Audience participation is strongly encouraged!

This session is being organized by ACS-Metropolis, with the support of the WES Mariam Assefa Fund.

#### Participants

**Jennifer Freeman**, CEO, PeaceGeeks

**Shona Munro**, Director, Mhor Collective

**Irene Mackintosh**, Director Mhor Collective

**Salwa El Haouti**, Digital Champions Lead, GEO Nova Scotia

**Danielle Pentland**, Director of Operations, GEO Nova Scotia

**Sarah Kooi**, ACS-Metropolis Institute

**Nick Noorani**, CEO, Nick Noorani Business Group

**Stephanie Wilson**, Vice President, Social Impacts & Global Partnerships, Lighthouse Labs

**Abdulla Daoud**, Executive Director, The Refugee centre

**Deidre Lake**, Executive Director, Alberta International Medical Graduates Association

**Shay Sharma**, CEO, Blue Jarvis Technologie

#### Moderator

**Marco Campana**, Communications and Digital Strategy Consultant

### B4

Salle  
Newfoundland,  
4<sup>e</sup> étage

1:45 pm –  
3:00 pm

#### Table ronde

#### Migrations, déplacements et mobilités forcées



Dans le cadre de cette table ronde, nous aborderons une gamme d'enjeux relatifs aux déplacements forcés en raison de conflits et d'instabilité politique ainsi que d'États et systèmes politiques autoritaires. L'influence des facteurs environnementaux et des changements climatiques dans ces mouvements migratoires sera aussi objet de discussion. Nous examinerons également comment la cause du départ peut avoir un impact sur le statut conféré et à l'accueil offert dans le pays d'asile, un accueil de plus en plus citoyen.

#### Participants

**Stéphanie Njiomo**, chargée de programme climat de la Friedrich-Ebert-Stiftung et ambassadrice du Pacte mondiale pour l'environnement pour le Cameroun et l'Afrique centrale

**Docteur Mehdi Lahlou**, chercheur associé à l'Institut national de statistique et d'économie appliquée (INSEA-Rabat) et Secrétaire général du Réseau académique sur la migration en Afrique du Nord (NAMAN) – Maroc

**Matthieu Tardis**, Président de Synergies Migrations

**Professeure Luisa Veronis**, Département de géographie, environnement et géomatique, titulaire de la Chaire de recherche sur l'immigration et les communautés franco-ontariennes à l'Université d'Ottawa



## B5

📍 Shaw  
Convention  
Center,  
Room 205

🕒 1:45 pm –  
3:00 pm

### Workshop – Panel Presentation

#### Improving Efficiency for Online Remote Language Assessment

Despite its advantages, online remote language assessment (ORA) has lacked efficiency when compared to in-person assessment. Immigrant Services Calgary's Calgary Language Assessment and Referral Centre (CLARC) developed a pilot project that doubled the efficiency of ORA. This workshop will feature:

- 1) The operational processes that were implemented with clients;
- 2) How in-person language assessment dynamics were adjusted for the online model to simultaneously assess multiple clients while preserving the efficacy and standardization of service provision; and
- 3) The measurement framework developed for the pilot. In addition, early findings and feedback from stakeholders will be shared.

#### Participants

**Jen Thornhill**, Immigrant Services Calgary, *Improving Efficiency for Online Remote Language Assessment*

**Abigail Prasad**, Immigrant Services Calgary, *Improving Efficiency for Online Remote Language Assessment*

**Mauricio Ochoa Alba**, Immigrant Services Calgary, *Improving Efficiency for Online Remote Language Assessment*

**Judith Kovacs** and **Elena Alcaz**, Immigrant Services Calgary, *Output Measurement Framework for Increased Program Efficiency and Client Satisfaction*

**Vibha Kaushik**, Immigrant Services Calgary

**Shay Sharma**, CEO, Blue Jarvis Technologie

## B6

📍 Room Governor  
General I,  
4th floor

🕒 1:45 pm –  
3:00 pm

### Roundtable

#### Highlighting the Voices of Newcomer Youth through an Arts-Based Engagement Ethnography

Youth who have recently migrated to a new country are newcomers, and this may include immigrants, refugees, and international students. This workshop will center on an arts-based engagement ethnography conducted with newcomer high school students to explore their experiences of school integration. The first presentation will present the arts-based engagement ethnography method as a way of conducting research with newcomer youth. The second presentation will present the results of an ongoing arts-based engagement ethnography study of newcomer youth's school integration. The third presentation will present implications for schools, service providers and policy makers. Co-author: Veronica Kenny, University of British Columbia

#### Participants

**Anusha Kassin**, University of British Columbia, *Arts-Based Engagement Ethnography: A Methodology to Unearth the Needs of Newcomer Youth in Schools*

**Linnea Kalchos**, University of British Columbia, *School Integration Needs of Newcomer Youth: Implications for Schools, Service Providers, and Policy Makers*



### Welcoming the World: Preparing for Newcomers in New Brunswick Education

The New Brunswick education system is facing many changes with the growth in population because of much needed immigration. Like many other Canadian provinces, New Brunswick needs to settle newcomer families for future stability. The province of New Brunswick educators are responding to cultural diversity, language differences and differing educational backgrounds of newcomer students. The needs of newcomers are addressed in looking at academics, language development and emotional well being within an inclusive school system. Initial steps for policy makers and educators to support are more global view of education to lay a better foundation for newcomer students and families.


#### Participant


**Katharine Hartnett**, University of New Brunswick

## B7

### Workshop – Panel Presentation

#### From Coast to Coast: Creative Solutions Addressing the Unique Needs of Single-mother Government Assisted Refugee Clients in Canada

 Shaw Convention Centre, room 207

 1:45 pm – 3:00 pm

This session will discuss challenges and barriers experienced by single-mother government assisted refugee (GAR) clients upon arrival in Canada, and will offer creative solutions SPO's can implement to facilitate a positive resettlement experience. Speakers from across Canada will highlight the compounding barriers experienced by single-mother GAR clients and address their unique challenges including childminding, access to service providers, and developing independence. Through a solutions-focused lens, speakers will offer creative strategies and best practices at both the community and service delivery level to support the wellbeing of single-mother GAR clients.

#### Participants

**Mackenzie Cielen-Gough**, Program Coordinator, Client Support Services, YMCA of Greater Toronto, *The CSS Intensive Case Management Approach: Supporting Single-Parent GAR Clients*

**Hanaa Elkolaly**, Case Manager, London Cross Cultural Learner Centre, **Doaa Al-Dahdooh**, Supervising Team Lead, Refugee, Immigrant Services Association of Nova Scotia and **Lina Abbass**, Case Manager, Calgary Catholic Immigration Society, *Paving the Way: Strategies for Supporting GAR Single Mothers During Difficult First Year*

**Serena Makowecki**, Family Therapist and Clinical Supervisor, Centre for Refugee Resilience, Calgary Catholic Immigration Society, *Mental Health Implications of Single Parenthood*

## B8

## Workshop – Panel Presentation

Approaches to Integrating Internationally-Trained Health Care Workers:  
An International Perspective

Room Oak,  
Executive  
Meeting Center

1:45 pm –  
3:00 pm

Canada is experiencing significant health labour shortages and they are tapping into internally-trained healthcare professionals to fill this gap. While immigrants make up about a quarter of all healthcare professionals in Canada, about half of skilled immigrants with education in the health field are unemployed or underemployed due to the complex system of regulation and licensure at both the national and provincial levels and the lack of recognition of foreign work experience. In this presentation, we provide an overview of the various barriers to working as an internationally-trained healthcare worker and present some innovative solutions to facilitate these pathways based on a review of international experience.

## Participants

**Christopher Zou**, Senior Research Associate, Ryerson University

**Dr. Gail Beck**

**Wendy Cukier**, Diversity Institute

## B9

## Roundtable

## The Experience of Working with Newcomer Children and Youth with Disabilities

Room  
New Brunswick,  
4th floor

1:45 pm –  
3:00 pm

The presentation will focus on Early Support and Interventions for newcomer children with disabilities and their families through the Enhanced Settlement Workers in Schools Program (ESWIS). The Enhanced Settlement Workers in Schools supports newcomer children, youth, and families who are considered vulnerable, at-risk, or at high risk due to poverty, social isolation, disability, mental health issues, or other family stressors that impact their integration and academic goals.

## Participants

**Abdullah Ahmed**, Complex Cases Coordinator-Children and Youth, *The Experience of Working with Children and Youth with Disabilities and Underlying Health Conditions*

**Carmelia Ma**, Complex Cases Worker-Children and Youth

## Moderator

**Sarah Milliken**, Complex Cases Worker-Children and Youth



### Best Practices to Support Unaccompanied and Separated Children

Following the Russian invasion of Ukraine, JIAS was made aware of unaccompanied and separated Ukrainian children arriving in Canada under the CUAET program by a grassroots organization called Canada Hosts Ukrainians. Due to the high-risk nature of the situation, JIAS quickly convened key stakeholders including the Child Welfare Centre of Excellence (CWICE) to develop an action plan. JIAS was awarded federal funding and collaborated with CWICE to further study the issue and come up with recommendations for best practices. We will share the results of the report at the workshop, along with lessons learned for the settlement sector.

#### Participants

**Laura Gold**, JIAS Toronto

**Danielle Ungara**, Child Welfare Centre of Excellence

**Liz Okai**, Child Welfare Centre of Excellence

### Workshop – Panel Presentation

#### Supporting the Integration of Internationally Trained Engineering Professionals into the Labour Market

Integration of immigrants, particularly internationally trained engineering professionals (ITEPs), has been affected by a confluence of factors such as labour market fluctuating demand, ITEPs' expectations, regulating process and lately by a pandemic. These made it more difficult for ITEPs to land and find employment in their field in Canada over the past couple of years. Partnerships between service providers, professional associations and employers are crucial for producing economic inclusiveness to support the ITEPs to integrate into the Canadian labour market and society. The pandemic has also changed the labour market, and our program delivery and services, assigning a much larger role to all stakeholders and our collaborative approach.

#### Participants

**Sandro Perruzza**, Ontario Society of Professional Engineers (OSPE)

**Gabriela Tavaru**, ACCES Employment

**Hassan Sabbah**, ACCES Employment

## B10

Room Maple,  
Executive  
Meeting Center

1:45 pm –  
3:00 pm





### Internationally Trained Dentists (ITDs): Challenges and Future Perspectives in the Canadian Dental Landscape

The Canadian Occupational Projection System (COPS) indicates a shortage of expertise in the dental field. By 2028, 12,000 job openings are projected for dentistry, while Canada's capacity to fill these positions stands at 7,000. This will result in a massive gap in the delivery of dental services, particularly to Canadians residing in rural and hard-to-reach communities. To fill this gap, the Alberta Network of Immigrant Women (ANIW), in partnership with S.U.C.E.S.S in British Columbia and the Saskatoon Open-Door Society (SODS) in Saskatchewan is delivering a support program to ITDs to assist with accreditation and licensing. The challenges and hurdles in this licensing process for ITDs will be discussed.

#### Participants

**Ashraf Mirmontahai**, Saskatoon Open Door, Alberta Network of Immigrant Women & S.U.C.C.E.S.S.

**Gurpreet Sahi**, Alberta Network of Immigrant Women

**Michael Lam**, S.U.C.C.E.S.S.

#### Roundtable

### Disaggregated Data Collection of Diverse Population Groups: Policy Needs and Best Practices

The increasing need to collect, disaggregate and analyze identity and population data to inform decisions related to immigration, integration and settlement, has triggered the implementation of (ever green) disaggregated data frameworks that require clear ethical and methodological perspectives and constant updates and adaptations to reflect current conceptual and practical discussions on inclusive terms and engagement with the diverse populations, clients and/or equity seeking groups impacted by those decisions. This workshop explores some of the main challenges and lessons learned while implementing such data frameworks. The workshop will consist of a short overview and open discussion.

#### Participants

**Lorna Jantzen**, Assistant Director, Chief Data Officer Branch, Immigration, Refugees and Citizenship Canada, *IRCC Disaggregated Data and Analytics Framework, Policy Relevance and Lessons Learned*

**Tina Chui**, Director of Diversity and Socio-cultural Statistics, Government of Canada, *Disaggregated Data Standards Best Practices*

**Stephanie Turner**, Assistant Director, Equity and GBA+, Immigration, Refugees and Citizenship Canada, *Disaggregated data and policy needs*


**Virginia Gluska**, Manager, Anti-Racism Directorate, practices at the Ontario, *Ontario Government Disaggregated Data and Best*


**Kathleen Assaf**, Executive Director, BC Stats, Ministry of Citizens' Services, *Disaggregated Data and Best Practices at the British Columbia Government*

#### Moderator

**Paola Ortiz Loaiza**, Chief Data Officer Branch, IRCC

## B11

 Room Governor  
General II,  
4th floor

 1:45 pm –  
3:00 pm

## B12

📍 Shaw  
Convention  
Center,  
Room 208

🕒 1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## Immigration Policy and Practice: Pandemic Lessons

Precisely when migrants most needed services to deal with the COVID-19 crisis, normal ways of working were completely disrupted. This workshop explores policy and service provision changes during the pandemic and their implications for the future. A review of the pandemic challenges that confronted migrants in Ontario and Quebec cities sets the stage for discussions of federal and municipal policy responses and the practices adopted by immigrant-serving agencies. Using survey responses from managers and frontline workers in Quebec and Ontario immigrant-serving agencies, focus group transcripts, and detailed policy analysis, the presentations evaluate pandemic innovations and their lessons for policies and practice going forward.

## Chair

**Hindia Mohamoud**, Ottawa Local Immigration Partnership

## Participants

**John Shields**, Toronto Metropolitan Migrant resilience, *Advocacy and the Settlement Sector: Lessons for the Future*

**Valerie Ann Preston**, York University, *Social Resilience, Migrants and COVID-19*

**Muna Osman**, Ottawa Local Immigration Partnership, *Does One Size Fit All? Public Policy Responses to COVID-19 and Migrant Resilience*

**Jill Hanley**, McGill University, *Immigrant-Serving Agencies Responding to COVID-19: A Comparison of Quebec and Ontario*

## Moderator

**Tara Bedard**, Waterloo Region

## B13

📍 Room  
Saskatchewan,  
3rd floor

🕒 1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## How Did COVID-19 Influence Labour Market Trajectories and Mental Health Outcomes of Newcomers in Canada and The United States?

Using data from the COVID-19 Impacts project, this workshop showcases the most recent trends in the economic and mental health outcomes among newcomers in Canada and the United States. This comparative approach allows us to better understand the host society in terms of its receptivity to newcomers and how the pandemic created conditions of differential outcomes for various groups. Preliminary findings reveal that the economic and mental health outcomes among refugees were markedly different between the two countries and by geography, gender, income, political, religious, and ethnicity.

## Participants

**Lori Wilkinson**, University of Manitoba, *What Was the Economic Experiences of Newcomers during the Pandemic? Canada And Usa Compared*

**Jack Jedwab**, Association for Canadian Studies/Metropolis Institute, *What Do We Know About the Mental Health Outcomes Among Newcomers? Canada and USA Compared*

**B14**

📍 Room Les Saisons,  
3rd floor

🕒 1:45 pm –  
3:00 pm

**Roundtable****Digital House on the Prairie**

Digital program provision has long been considered a cure-all for gaps in settlement service delivery in small towns and rural areas. But it is not a one-size-fits-all solution, and rural areas face unique challenges when it comes to offering settlement services online. This panel presentation will analyze the digital engagement strategies of 10 SPOs in Saskatchewan communities of between 3,000 and 37,000 residents, both anglophone and francophone. In examining the lived experiences of settlement workers, this session will highlight both the benefits and shortcomings of digital service delivery in rural areas.

**Participants**

**Amber Parker**, SAISIA

**Stein Monteiro**, Toronto Metropolitan University

**Janvi Tuteja**, SAISIA

**Online Pre-Arrival Employment Preparation for Refugees—Preparation & Adaptability**

The E-Start Pre-Arrival Online Employment Program for Refugees provides a series of online occupation specific learning modules, built on an online hub, supported by videos, apps and first language support from online support workers. The learning modules provide knowledge and skills to participate in the Canadian labour market. Labour market integration remains a priority for many refugees, and this presentation will share the interventions and adaptations that the E-Start Program implemented through client feedback and focus groups, including the use of case management approach needs assessments, social media and technology, to support refugee entry into the labour market.

**Participant**

**Mark Batt**, SUCCESS

**Reimagining Hiring Events**

The Refugee Jobs Agenda Roundtable recently delivered Canada's largest ever refugee hiring event on Nov 21, 2022, with participation from 10 settlement agencies, 12 employers, 150 refugee job-seekers, and one municipality. Different from a traditional job fair, employers brought recruiters empowered with decision making capability for meaningful employment opportunities and conducted interviews with pre-screened qualified refugee candidates, resulting in real access to meaningful employment for talented refugees. Join us to re-imagine how we can deliver impactful hiring events for vulnerable populations that go beyond survival jobs and create access to meaningful jobs, while allowing employers to better engage and leverage talent.

**Participants**

**Malaz Sebai**, Jumpstart Refugee Talent - Director of Operations

**David Yan**, Manager, Employer Solutions, World Education Services

## B15

### Roundtable

#### The Realities of Serving and Advocating for Precarious Status Migrants: Perspectives of Community Advocates from Calgary, Montreal, Toronto, and Vancouver

📍 Room Ontario,  
3rd floor

🕒 1:45 pm –  
3:00 pm

This roundtable gathers four community advocates from the cities of Calgary, Montreal, Toronto, and Vancouver to discuss the realities of serving and advocating for migrants with a precarious status in Canada. From an interprovincial perspective, the discussion aims to identify what are the shared experiences as well as the distinct issues and challenges the community organizations from different cities and provinces face in providing services to precarious status migrants.

### Participants

**Jessica Juen**, Calgary Catholic Immigration Society

**Evelyn Mondonedo**, Filipino Women's Organization in Quebec

**Diana Gallego**, FCJ Refugee Centre

**Amanda Aziz**, Migrant Workers Centre

**Idil Atak**, Associate Professor, Lincoln Alexander School of Law, Toronto Metropolitan University

**Delphine Nakache**, Professor, Faculty of Law, University of Ottawa

## B16

### Workshop – Panel Presentation

#### The Living Experience of International Students



📍 Room Governor  
General III,  
4th floor

🕒 1:45 pm –  
3:00 pm

With our field abuzz with the challenges faced by international students, have you found yourself wanting to hear more from the students themselves? This panel will give the microphone to a group of international students, in a facilitated dialogue to hear candidly about their personal experiences with recruitment, work, immigration, support services and more. We'll also hear their suggestions for improvement. The panelists bring a diversity of experiences that explore what it means to be an international student in Canada today.

### Participants

**Parisa Azari**, University of Ottawa

**Emilio Rodriguez**

**Seline Hernandez**

**Poonam Das**

**Zhilin Lyu**, University of Manitoba

### Moderator

**Tasha Truant**, World Education Services



## B17

Room British Columbia, 2nd floor

1:45 pm – 3:00 pm

### Workshop – Panel Presentation

#### Supporting Refugee Students through a Resilience and Compassion-Based Framework

My research engaged with settlement workers in schools (SWIS) in Ontario, Canada to explore how they understand newcomer refugee students' needs, the challenges SWIS experience and strategies they draw on to support newcomer refugee students. The strategies they used to support newcomer refugee students were broadly categorized under individual, family, school, community, and societal supports.

Based on the literature and findings, these strategies drew on a resilience and compassion based framework to support equity and newcomer refugee students' positive adaptation in schools.

#### Participant

**Raghad Ebied**, Western University

## B18

Room Birch, Executive Meeting Center

1:45 pm – 3:00 pm

### Workshop – Panel Presentation

#### Impact of Anti-Asian Racism on Mental Health and its Implications for Settlement and Community Workers

The resurgence of Anti-Asian Racism during the COVID-19 pandemic highlighted the inequitable access to supports and services to Canadian immigrants and racialized groups.

This session will present new national research findings on how Asian Canadians have encountered racism and how such experiences have impacted their well-being. This session will also present ACCT's national training program project that will strengthen the capacity of settlement and community workers to address mental well-being issues caused by racial trauma among immigrants and racial minorities.

This IRCC-funded project is a collaboration between settlement agencies, community service organizations, academics and social justice sectors.

#### Participants

**Hieu Ngo**, University of Calgary

**Paul Holley**, Association for Canadian Studies and Metropolis Institute


**Shirlie Wu**, ACCT Foundation


**William Lau**, ACCT Foundation

## B19

### Workshop – Panel Presentation

#### Learning from the Career Pathways for Racialized Newcomer Women Pilot

 Shaw Convention Center, Room 206

 1:45 pm – 3:00 pm

The Career Pathways for Racialized Newcomer Women pilot project is a research project evaluating the impacts of specialized employment programming for racialized newcomer women. In the short-term, we find positive impacts of the program on participants' levels of career adaptability and some early impacts on employment outcomes. In this session, we investigate whether these promising short-term impacts translate into longer-term improvements in commensurate employment and well-being.

Presenters from two of the service providers implementing the pilot will discuss the outcomes of their programming and we will conclude with a discussion of using these research results to move beyond the pilot and inform policy and programming.

#### Participants

**Kim Lehrer**, Social Research and Demonstration Corporation (SRDC), *Findings from the Career Pathways for Racialized Newcomer Women Pilot*

**Doug Seanor**, World Skills Employment Centre, *Empowering Newcomer Women*

**Ella Jiyul Lee**, Achêv, *Career Pathways for Women*

**Taylor Shek-Wai Hui**, Social Research and Demonstration Corporation (SRDC)

**William Lau**, ACCT Foundation

Speaker, Immigration, Refugees and Citizenship Canada (IRCC), *Recommendations from the CPRNW Pilot: Using Evidence to Inform Policy*



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## C1

### Atelier – Présentation en panel

#### États des lieux de la recherche sur les migrations dans l'espace francophone



📍 Salle  
Newfoundland,  
4<sup>e</sup> étage

🕒 3:30 pm –  
4:45 pm

Dans une perspective plus globale, nous réfléchirons à l'état des connaissances sur les migrations dans l'espace francophone en contexte de mondialisation. Seront également mises en exergue l'importance des recherches comparatives et à grande échelle sur les dynamiques migratoires, ainsi que les politiques d'immigration, d'accueil, d'intégration des personnes migrantes et de réinstallation des réfugiés. Enfin nous discuterons des acteurs francophones manquant à la mobilisation des connaissances migratoires et des actions pour les intégrer.

#### Participants

**Alain Desruisseaux**, Directeur général, Bureau de la Sous Ministre Adjoint, Secteur de l'établissement et de l'Intégration, Immigration, Réfugiés et Citoyenneté Canada

**Professeure Marie-Caroline Saglio-Yatzimirsky**, anthropologie de l'Inde à l'Institut national des langues et civilisations orientales (Inalco) de Paris et est psychologue clinicienne

**Professeure Ndeye Dieynaba Ndiaye**, Droit des migrations à l'UQAM

**Professeur Doudou Dièye Gueye**, enseignant chercheur au département de sociologie à l'université Assane Seck de Ziguinchor, Sénégal

**Professeur Martin Meunier**, enseigne au département des études sociologiques et anthropologiques de l'Université d'Ottawa

## C2

### Workshop – Panel Presentation

#### The Afghan & Ukrainian Humanitarian Movements: National Secretariat's—Promising Practices and Lessons Learned

📍 Room Governor  
General I,  
4th floor

🕒 3:30 pm –  
4:45 pm

Since August 2021, Canada has responded to two large-scale humanitarian movements: the Afghan refugee movement since August 2021, when Kabul fell to the Taliban regime, and Ukrainian displacement since February 2022 when Russia invaded Ukraine. Immigration, Refugees and Citizenship Canada and the settlement sector created two national structures to respond to the challenges and adapt policies, while involving federal, provincial and territorial government, the settlement sector, and other relevant stakeholders: the National Secretariats of the Afghan Resettlement Programs and of Operation Ukrainian Safe Haven. What have we learnt and is it time for the sector to develop national capacity to manage ongoing periodic humanitarian crises?

#### Participants

**Katie Crocker**, CISSA-ACSEI, *Operation Ukrainian Safe Haven: National Secretariat*

**Umashanie Reddy**, CCIS, *Afghan Refugee Resettlement Program: National Secretariat*

**Simone Le Gendre**, Director of Programs from the Government of Nova Scotia, *Government of Nova Scotia: Response to Humanitarian Crises*

**Corinne Prince**, Immigration, Refugees and Citizenship Canada, *IRCC: Response to Humanitarian Crises*



## C3

Room Maple,  
Executive  
Meeting Center

3:30 pm –  
4:45 pm

### Workshop – Panel Presentation

#### Immigrants and Employment: New Evidence of Race and Gender inequalities

This workshop examines the apparent contradiction between growing calls for increased immigration to help expand the Canadian economy and migrants' persistent underemployment. Presentations include a census analysis of the changing industrial sectors employing recent immigrants in Toronto and Montreal, as well as a case study of the newly legalized cannabis industry. The impacts of accent and racialized identity on judgements of expertise are also evaluated, and the challenges of implementing inclusion and diversity policies and initiatives in small and medium-sized employers are examined. The findings highlight provincial and municipal variations in immigrants' gendered and racialized employment experiences.

#### Chair

**Enrico del Castello**, Former Director of Knowledge Mobilization and partnerships, IRCC

#### Participants

**Brian Ray**, University of Ottawa

**Deborah McPhee**, Brock University

**Jean-Philippe Gauvin**, Concordia University

**Tina Sharifi**, York University

**Marlee Mercer**, York University

**Antoine Bilodeau**, Concordia University

## C4

Room Alberta  
4th floor

3:30 pm –  
4:45 pm

### Workshop – Panel Presentation

#### Building a Robust International Student System: Cooperation Across Institutional Stakeholders



International student mobility to Canada, international student experiences, and challenging pathways to permanent residence have been the focus of media and government attention in recent years. The current system is complex due to the large number of stakeholders involved in the stages of international student mobility. This session examines how post-secondary institutions, municipalities, provincial governments, and the federal government can cooperate to ensure a system that is coherent and robust.

#### Participants

**Amira El Masri**, Sheridan College

**Farahnaz Rezaei**, PEI Office of Immigration

**Anne Christensen**, Director, Development and Partnerships, Canadian Bureau for International Education

**Michael McDonald**, Colleges and Institutes Canada

#### Moderator

**Kathryn Dennler**, The Conference Board of Canada

## C5

📍 Room Les Saisons,  
3rd floor

🕒 3:30 pm –  
4:45 pm

### Workshop – Panel Presentation

#### How Online Peer Networking/Mentoring can Help Immigrants

While the COVID-19 pandemic made networking and building new relationships more challenging, it also introduced more opportunities to connect remotely, showing why it's important to network with people, organizations, and professional associations. In today's "new normal", being active online is more important than ever to establish one's professional reputation and credibility. For newcomers to Canada, online networking could be an invaluable way to establish connections that could enhance their understanding of their career in Canada and the opportunities that could come through networking and mentorship.

#### Participants

**Nick Noorani**, Immigrant Networks

**Neelam Sahota**, Diversity Community Resources Society

#### Moderator

**Jennifer Freeman**, PeaceGeeks

#### On The Intersectionality of Korean Immigrants

In Canada, we can easily find many people with a variety of backgrounds merging into our mosaic society. Adapting to new cultures and languages always brings a lot of challenges and difficulties to immigrants. The Korean community and its population is no exception. We would like to introduce and explore what this specific ethnic group is facing in their everyday life, including the overall experiences of supporting the Korean community in Calgary and in Alberta, discovering challenges at the community level, and the role of youth clubs.

#### Participants

**Young In Kim**, Korean Social Services Centre, *The Overall Experiences of Supporting the Korean Community in Calgary and in Alberta*

**Francesco Pisani**, Korean Social Services Centre, *Discovered Challenges at the Community Level*

**Seoyoung Lee**, Korean Social Services Centre, *The Role of Youth Clubs*

## C6

## Workshop – Panel Presentation

## All things Canadian Census: the official portrait for Canada

Room Birch,  
Executive  
Meeting Center

3:30 pm –  
4:45 pm

The Canadian Census of Population is the largest data compilation effort in the country. It is also one of the key sources that provides a snapshot of who we are as a country. Work has started to plan for the 2026 Census. This workshop will present the 2026 Census consultation and content determination project and discuss how Canadians can take part in this phase of the 2026 cycle. Participants will also learn about the public consultation project for the concept of visible minority or racial group. And lastly, with the last release of the first results from the 2021 Census that took place in late 2022, this workshop will showcase the products available from the 2021 Census, including those already released and those forthcoming.

Materials shared in the workshop will be available in both official languages.

## Participants

**Tina Chui**, Director, Diversity and Sociocultural Statistics, Statistics Canada, *Measuring Ethnocultural Diversity in Today's Canada*

**Douwere Grekou**, Chief, Census Subject Matter Secretariat, Statistics Canada, *2026 Census Content and Consultation and 2021 Census Product Line*

## C7

## Workshop – Panel Presentation

## Mass Arrivals of Afghans: Lessons Learned &amp; Best Practices

Room British  
Columbia,  
2nd floor

3:30 pm –  
4:45 pm

After the fall of Afghanistan in August 2021, the federal government pledged to resettle 40,000 Afghan refugees in Canada by end 2023. By December 2022, over half this target was achieved, due to the efforts of the government, resettlement agencies, community partners, and Canadian citizens. The Calgary Port of Entry became a hub to receive chartered flights of Afghan refugees, and as such, CCIS supported the operation and thousands of individuals in their resettlement journey. Reflecting upon this, the workshop would discuss the lessons learned, the challenges faced, and the best practices established in the resettlement of mass arrivals.

## Participants

**Bindu Narula**, Calgary Catholic Immigration Society (CCIS)

**Rowena Theodore**, Calgary Catholic Immigration Society (CCIS)

**Bozana Sljuka**, Calgary Catholic Immigration Society (CCIS)

**Rowena Theodore**, Calgary Catholic Immigration Society

## C8

### Workshop – Panel Presentation

#### Analytical Possibilities of the Integrated IRCC Settlement Services Data Recently Made Available at Research Data Centres

📍 Room Governor  
General II,  
4th floor

🕒 3:30 pm –  
4:45 pm

Statistics Canada and IRCC conducted the Longitudinal Immigration Database (IMDB) Settlement Services Module Pilot whereby selected researcher teams were provided access to data for the first time at Research Data Centres (RDCs) to test the quality and analytical potential of new datasets. The IMDB Settlement Services Module includes data from IRCC's Immigration Contribution Agreement Reporting Environment (iCARE) and covers the different settlement services received by 1.5 million newcomers since 2013. This session will provide an opportunity to hear about initial reports of data access and feature insights about the analytical potential of the Module which is now open for all researchers at more than 30 RDCs across Canada.

#### Participants

**Lorna Jantzen**, Immigration, Refugees and Citizenship Canada, *The Importance of Making Settlement Service Data Available in Statistics Canada's Research Data Centres*

**Michael Haan**, Associate Professor Department of Sociology Western University; Director, Statistics, Canada Research Data Centre at Western University, *Providing Settlement Services in Northern, Rural and Remote Communities: Are Digital Services a Substitute for In-Person Services?*

**Laure Lam**, University of Toronto, *Two Step Immigration, Settlement Service Use and Labour Market Integration*

**Najla Mohamed**, Chief Data Officer Branch, Immigration, Refugees and Citizenship Canada, *A New Collaborative Space to Learn More About Settlement Service Data at the Research Data Centres*

#### Moderator

Speaker, Settlement and Integration, Immigration, Refugees and Citizenship Canada

## C9

### Workshop – Panel Presentation

#### Making Census Data Work for You: How CBC/Radio-Canada is Using Data Visualization to Put Census Data into the Hands of Decisions Makers Across the Corporation

📍 Shaw Convention  
Center, Room 205

🕒 3:30 pm –  
4:45 pm

Ensuring that diversity is at the core of the work we do as a public broadcaster is, in part, about having accurate and broad ranging data that can help us make more informed and data driven decisions. This panel will showcase how CBC/Radio-Canada has transformed enormous amounts of Census data into an easy to use tool (PowerBI) making complex data sets more approachable to decision makers across the corporation. This new tool lets users understand, compare and contrast the demographics of any community across Canada to help make outreach and community engagement even more meaningful.

#### Participant

**Bryan Haakman**, CBC/Radio-Canada





### Reaching Newcomers and Reaching Your Goals: How to Use Market Research Data as a Settlement Agency

Whether it's becoming more tactical in your outreach, creating a more targeted approach to support mechanisms or building data driven decision making into your proposals, leveraging market research can help settlement agencies to refine their approach and become more directed in their work. This panel will highlight the collaboration between the settlement agency Refugee 613 and the Media Technology Monitor (MTM) on their latest research product MTM Newcomers—a unique annual study which looks at the media consumption and technology adoption habits of people who have arrived in Canada in the past 5 years.

#### Participants

**Ana Laura Alvaraz Sahagun**, CBC/Radio-Canada

**Stirling Coulter Howard**, Refugee 613

## C10

Room Ontario,  
3rd floor

3:30 pm –  
4:45 pm

#### Workshop – Panel Presentation

### Creating Engagement Solutions for Employers and Immigrants Across Canada

Immigrants comprise Canada's fastest growing workforce. Despite the continued need for new talent, there exist numerous barriers to employers' ability to hire and retain newcomers for jobs relevant to their skills and experience. Using findings from recent research initiatives, this workshop will:

- 1) Provide new insights into newcomer labour market integration across Canada;
- 2) Discuss the challenges employers face in hiring and retaining newcomers; and
- 3) Examine new resources to connect the two groups and help employers become "Newcomer Ready."

#### Participants

**Sugi Vasavithasan**, Research and Evaluation Manager, TRIEC, *Engaging Employers in Newcomer Skills Development Programs: Challenges, Benefits and the Way Forward*

**Ryan Carter**, Project Lead, Immigrant Employment Council of BC, *Insights into Newcomer Labour Market Integration in Canada*

**Nketti Johnston-Taylor**, Executive Director, Calgary Region Immigrant Employment Council, *Challenges Spots Face in Engaging Employers*

**Kayley MacGregor**, Employer Advisor, WILL Immploy, *Supporting Employers to be Newcomer Ready*

## C11

### Workshop – Panel Presentation

#### The Complex Roads to Regularization and Their Effects on Migratory Experiences: A Cross-Jurisdictional Analysis in the Canadian Context

📍 Room  
New Brunswick,  
4th floor

🕒 3:30 pm –  
4:45 pm

Securing a legal status in Canada is a multifaceted process implying a web of actors and multiple challenges for migrants. Drawing upon 146 interviews with precarious status migrants and 62 interviews with practitioners in the provinces of Alberta, British Columbia, Ontario and Quebec, this workshop aims to discuss the complex roads to regularization as well as their effects on migratory experiences. The presentations will cover issues related to migrants' interactions with the bureaucratic apparatus, practitioners' efforts in helping migrants to gain a legal status, and the relationships between regularization and employment.

#### Participants

**Mylène Coderre**, PhD Candidate, School of International Development and Global Studies, University of Ottawa

**Delphine Nakache**, Professor, Faculty of Law, University of Ottawa, *Migrant Pathways towards Regularization: Zigzagging the Temporalities and Complexity of the State Bureaucracy*

**Luin Goldring**, Professor, Sociology York University, *Practitioners and Advocates in the Process of Regularization*

**Giovanni Carranza**, PhD Candidate, Sociology, York University, *Practitioners and Advocates in the Process of Regularization*

**Jason Foster**, Associate Professor, Human Resources and Labour Relations, Athabasca University, *Regularization and its Effects on Employment*

## C12

### Workshop – Panel Presentation

#### “Ally” – A Career Decision-Making Tool Designed to Provide Internationally Trained Medical Graduates with Access to Mentors and Alternative Careers

📍 Room  
Nova Scotia,  
4th floor

🕒 3:30 pm –  
4:45 pm

Ally is a new online decision-making tool developed by the Alberta International Medical Graduates Association (AIMGA) that enables international medical graduates (IMGs) to explore alternative careers and be connected to potential mentors using LinkedIn. This presentation will outline AIMGA's dedication to advancing the economic integration of IMGs through its' programs, services, and tools. This workshop will show how this tool provides access to over 100 alternative career profiles with information on salary, demand, training, and other details to help IMGs make informed career choices.

#### Participants

**Deidre Lake**, Alberta International Medical Graduates Association (AIMGA)

**Shay Sharma**, BlueJarvis Technologies



**National Newcomer Navigation Network (N4) Community of Practice: Addressing Emerging Policy Needs Through Research, Recommendations and Toolkits**

Now more than ever, the need for national cross-sectoral collaboration to address the systemic barriers that create inequities for newcomers in accessing and experiencing health care and social services is of utmost importance. The National Newcomer Navigation Network's (N4) Community of Practice (CoP) brings together stakeholders from coast to coast, sector to sector, to address the root causes of inequities for newcomers in accessing health, social, and settlement services. In this workshop participants will learn how the CoP has addressed systemic issues such as access to interpretation services, toolkits for Afghan Resettlement and Ukrainian Refugees, and improving pathways to licensure for Internationally Educated Health Professionals (IEHPs). Participants will learn how to access the tools and incorporate them to advance equity among newcomers.

**Participants**

**Catherine Penney**, National Newcomer Navigation Network

**Doug Olthof**, National LIP Secretariat

**Roundtable****Integrating Newcomers to the Labour Market in meaningful ways: Examples from the Private Sector**

When considering issues of labour market integration for newcomers, it is not only a question of time-liness, but of quality, and community integration. In this workshop, the Halifax Connector Program and RBC will discuss their collaborative approach to meaningfully integrating newcomers into their chosen sector. The Halifax Connector Program works with over 400 Connectees (those new to a community) annually, helping them feel a sense of community through their award-winning intentional networking program. RBC is a presenting sponsor of the program, has hired many Connectees, and engages many of their employees as Connectors (leaders in their field).

**Participants**

**Heather Gojanovich**, RBC

**Nathan Laird**, Halifax Partnership

**Alida Campbell**, Halifax Partnership


**Labour Migration and Exploitation: Risks and/or Opportunities in the Canadian Context?**


Immigration has increasingly become critical to the Canadian labor market than ever before. Globally, including in Canada, millions of migrants are in situations of labour exploitation facilitated by private individuals or legitimate businesses. This presentation identifies situations that could qualify as labor exploitation within a Canadian context and gives recommendations on possible multi-systemic interventions.

**Participant**

**Ajwang' Warria**, University of Calgary

**C13**

 Room  
Saskatchewan,  
3rd floor

 3:30 pm –  
4:45 pm

## C14

Room Quebec,  
4th floor

3:30 pm –  
4:45 pm

### Workshop – Panel Presentation

#### Bottom-Up Territorial Approach to Municipal Planning and Practice for Inclusion

Proximity governments need to adapt at light speed to a fast-evolving world, which requires new techniques and structures to be put into place to get the job done. In Montreal and other municipalities across Quebec, a bottom-up territorial approach to policy making is widening its influence and helping to provide more adapted services to migrants, refugees, immigrants and communities to keep our cities thriving. Putting such an approach into practice brings challenges and opportunities. This workshop will explore a few examples of how a territorial, bottom-up approach to integration works in cities across Quebec.

#### Participants

**Kenza Bennani**, Ville de Montréal, *Implementing the Bottom-Up Approach in Montreal: A Presentation of the Priority Inclusion District Initiative (Programme Territoires d'Inclusion Prioritaires)*

**Kassandre Thériault**, Ville de Montréal, *Montreal's Plan of Intervention in the Case of Migration Influx*

**Laurie Savard**, Ville de Montréal, *Recognition and Appreciation of the Contribution of Diversity by Institutions: A New Approach to an Old Question*

**Florina Gaborean**, Ville de Gatineau, *Across Borders: Facilitating the Integration of Immigrants in Gatineau Neighborhoods*

**Roukayatou Abdoulaye**, Ville de Sherbrooke, *L'instance de concertation en immigration Sherbrooke: Un continuum de services pour mieux intégrer et inclure les personnes issues de l'immigration dans leurs communautés*

#### Moderator

**Bob White**, Université de Montréal

## C15

Shaw  
Convention  
Center,  
Room 206

3:30 pm –  
4:45 pm

### Roundtable

#### Threads: A Fresh Approach to Supporting EDI Education in Community

This roundtable discussion explores the idea, purpose and aims of Threads: Cultural Conversations as a fresh and innovative platform to support EDI education in diverse communities through storytelling of all kinds.

Threads is an annual two-day online platform for cross cultural learning, that builds on shared experiences, and rethinking assumptions. Presenters from all walks of life share stories on this inclusive, cross sectional and interdisciplinary stage in a form of, or accompanied by, knowledge talks, performances, poetry, art, philosophy, and more. Participants experience the world's diversity through the eyes of one another.

#### Participants

**Anita Ogurlu**, Saskatoon Open Door Society

**Sultan Ali Sadat**, Saskatoon Open Door Society

**Michael Afenfia**, SAISIA





### Settlement Workers in Schools: Youth Innovations


Settlement Workers in Schools (SWIS) programs within Immigrant-serving NGOs are uniquely positioned to grasp newcomer youth needs, as their organizations work with families in multiple ways. The roundtable will be a forum to share how programs have crafted pathways for youth leadership, connections among peers, and academic support. Likewise, presenters and attendees will give voice to how they have addressed cultural understanding within schools and intergenerational understanding within ethnocultural communities. The session will allow for ample time for discussion.


#### Participants

**Coby Piazza**, Archway Community Services, *Culture Club: Youth Connections and Belonging*

**Marc Larrivee**, Impact North Shore, *Youth Champions: A Model For Newcomer Youth Leadership*

## C16

 Room Oak,  
Executive  
Meeting Center

 3:30 pm –  
4:45 pm

### Workshop – Panel Presentation

#### Reaching True Collaboration with SPOs by Sharing Client Intakes

This workshop will include presentations highlighting the collaborative journey between Immigrant Services Calgary and its partners that has facilitated the provision of seamless support for newcomers and a reduction of service duplication through the Gateway initiative. Gateway has taken a phased approach to sharing client intake information and a high-level overview of their personalized settlement plans with partners. This has resulted in service provider organizations having greater awareness of all client referrals and avoiding duplication of services. The overarching goal of this approach is to reach true collaboration to develop an interconnected network of organizations providing holistic support for newcomers.

#### Participants

**Prianka Gill**, Immigrant Services Calgary, *Reaching True Collaboration with SPOs by Sharing Client Intake Information*

**Hyder Hassan**, Immigrant Services Calgary, *Client Journey Mapping: Coordinated Pathways of Support*

**Casey Kennedy**, Immigrant Services Calgary, *Reaching True Collaboration with SPOs by Sharing Client Intake Information*

**Vibha Kaushik**, Immigrant Services Calgary

**Nisha Soundararajan**, Immigrant Services Calgary

### C17

#### Workshop – Panel Presentation

#### Stronger Together: Supporting the Alignment of Pre- and Post-Arrival Services for Newcomers

📍 Room Shaw  
Convention  
Centre, room 207

🕒 3:30 pm –  
4:45 pm

Too often, the immigration journey and local system navigation are overwhelming for newcomers. As settlement service providers, we frequently discuss methods of collaboration in supporting immigrants and technology plays a significant role in helping us do that, especially during the pandemic. However, what does it really mean to collaborate and create a seamless user experience for newcomers? This workshop presents how pre- and post-arrival settlement organizations work together and adopt a human-centric design on technology to ensure that newcomers are at the center of our services, supporting their journey before and after arriving in Canada.

#### Participants

**Edwin Wong**, S.U.C.C.E.S.S.

**Niloufar Oveysi**, S.U.C.C.E.S.S.

**Cecilia Sun**, Calgary Catholic Immigration Society (CCIS)

**Rena Du COSTI**, Immigrant Services

**Stephanie Santos**, YMCA of Greater Toronto

**Rizza Solis**, YMCA of Greater Toronto

### C18

#### Roundtable

#### Multi-Jurisdictional Reflections on the Resettlement of Afghans to Canada

📍 Room Governor  
General III,  
4th floor

🕒 3:30 pm –  
4:45 pm

This session will focus on the resettlement of Afghans in Canada, utilizing client-centered, practitioner experience and action-based research. Experience from large and smaller urban centers will be compared, in diverse jurisdictions in Canada. The workshop will bring together Resettlement Assistance Program (RAP) leaders and researchers from COSTI, ISSofBC and the London Cross Cultural Learner Centre. Panelists will share their insights and experiences, rooted in trauma-informed, client-focused, and evidence-based approaches. They will also share insights and experiences from diverse geographic and social locations, highlighting that the settlement of refugees requires diverse approaches based on the intersectional experiences of clients.

#### Participants

**Samina Sami**, COSTI

**Nawal Al-Busaidi**, COSTI



**Kathy Sherrell**, ISSofBC

**Valerian Marochko**, London Cross Cultural Learner Centre

**Saba Abbas**, COSTI

## C19

## Workshop – Panel Presentation

**Virtual Remote Employment and Career Help (REACH) for Newcomers in Regional British Columbia: Emerging findings and promising practices in digital transformation** Shaw Convention Centre, room 208 3:30 pm – 4:45 pm

Rural and remote communities in Canada report challenges retaining newcomers, in part due to limited options for employment and employment services. Delivered in four regions of British Columbia, the Virtual REACH project pilots a virtual, remote-delivery pre-employment training, including career planning and skills enhancement tailored to local labour markets. Using an interrupted time-series design, the pilot evaluates the incremental impact of the remote-delivery training program on social-emotional skills, community connection, and employment outcomes. In this session, Douglas College will share lessons learned from implementation and SRDC will present the research activities and preliminary results.

**Participants**

**Shirleen Manzur**, Social Research and Demonstration Corporation

**Hua Que**, Social Research and Demonstration Corporation

**Hawer Said**, Douglas College

**Lily Kaufmann**, Social Research and Demonstration Corporation

# Shaping the Future of Work



The Diversity Institute's action-oriented research is **bridging the skills and training gap**, **building inclusive workplaces** and **supporting newcomers**, all toward driving Canada's economic growth.

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INSTITUTE



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Centre**

**Centre des  
Compétences futures**



## D1

Room Governor  
General I,  
4th floor

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Canada's Immigration Levels Planning—Exploring Data Sources that could Inform Infrastructure Requirements: Lessons Learned and Recommendations

Immigration, Refugees and Citizenship Canada released the 2023–2025 Immigration Levels Plan with a target to welcome almost 500,000 newcomers each year, the highest numbers the country has ever seen. The goal is to address labour shortages by attracting the skilled workers needed in key sectors such as health care, trade and manufacturing across different regions of the country, including small towns and rural communities. This is in addition to growing volumes of temporary residents in Canada, in particular international students and temporary foreign workers. In this workshop, possible data sources will be presented with relevant findings related to health, housing, settlement services and infrastructure followed by a policy discussion.

## Chair

**Anna Oda**, Chief Data Officer Branch, Immigration, Refugees and Citizenship Canada

## Participants

**Aled Ab Lorwerth**, Deputy Chief Economist, Canadian Mortgage and Housing Corporation, *Newcomer Housing Requirements*

**Ted McDonald**, Professor, Department of Political Science, University of New Brunswick, Director, New Brunswick Institute for Research, Data and Training, New Brunswick Lead Maritime, SPOR Support Unit (Fredericton, NB), *Newcomer Health Outcomes and Health Services Use in NB*

**Dr. Michael Haan**, Associate Professor Department of Sociology Western University; Director, Statistics Canada Research Data Centre at Western University, *Do Admission Policies Affect the Dispersion of Immigrants in Canada?*

## Moderator

**Jonathan VanAmberg**, Assistant Director, Strategic Policy and Planning, Immigration, Refugees and Citizenship Canada

## D2

Room Ontario, 3rd  
floor

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Connecting the dots: Private Sponsorship—Lessons Learned

A major social innovation in Canada is private sponsorship of refugees. Countries around the world are now adoption the model which leverages the resources of private citizens with those of the state. This session will review the large-scale study of Syrian refugee experience, the results of the RULSC program which sponsored 100 families and the relevance of this to policy and practice, particularly for Afghan refugees.

## Participants

**Lousia Makhtar**, Diversity Institute

**Keith Neuman** (or designate), Environics Institute

**Wendy Cukier**, Diversity Institute (Lifeline Afghanistan)

**Jodi-Ann Francis**, Diversity Institute

## D3

📍 Salle Quebec,  
4<sup>e</sup> étage

🕒 11:00 am –  
12:15 pm

## Atelier – Présentation en panel

## Les divers impacts de la pandémie sur les personnes immigrantes, qu'elles soient usagères des services ou intervenantes, mais aussi sur les intervenant-es œuvrant avec cette clientèle

Ce symposium s'intéresse à la population immigrante (soit déjà au pays, en attente de venir, désireuse de faire une demande d'immigration au Canada, en situation de refuge ou de demande d'asile) en lien avec les leçons de la pandémie concernant l'intervention psychosociale, l'accès aux services de santé et services sociaux et l'insertion en emploi, les délais administratifs concernant le traitement des demandes de statut ou d'accès à la RAMQ ou à d'autres services. Autant d'aspects qui, lorsque déficients, créent de la détresse, font émerger d'autres problématiques qui deviennent des enjeux sociaux. Les conférenciers-ières présenteront le résultat de leurs travaux, réflexions ou expériences de pratique à ce sujet.

## Participants

**Jacques Caillouette**, Professeur, École de travail social, Université de Sherbrooke

**Roxana Cledon**, Organisatrice communautaire, Direction de la santé publique du Centre intégré universitaire de santé et services sociaux de l'Estrie, CHUS, *Enjeux d'inclusion en emploi dans un contexte de pénurie de ressources humaines. Une expérience locale*

**Annick Lenoir**, Professeure, École de travail social, Université de Sherbrooke et **Laura Anson**, Chargée de cours à la Maîtrise en médiation interculturelle, Université de Sherbrooke et interne en psychologie à la Clinique de Réfugiés, Sherbrooke, *Les personnes âgées immigrantes au Québec une population invisibilisée pendant la pandémie*

**Catherine Montgomery**, Professeure, Département de communication sociale et publique et vice-doyenne à la recherche et à la création, à la Faculté de communication de l'Université du Québec à Montréal (UQAM)

**Alexia Pilon**, Doctorante, Institut santé et société, UQAM

**Marie-Jeanne Blain**, chercheure au Centre de recherche et de partage des savoirs InterActions du CIUSSS du Nord-de-l'Île-de-Montréal et professeure associée au département d'anthropologie à l'Université de Montréal

**Émilie Tremblay**, Doctorante, Département de communication sociale et publique, UQAM, *Les difficultés d'accès aux services des demandeurs d'asile durant la pandémie au Québec*

**Audrey Simard**, Chargée de projet, Table de concertation des organismes au service des personnes réfugiées et immigrantes

**Anna Goudet**, Coordinatrice, Chaire de recherche du Canada en systèmes adaptatifs en santé et services sociaux (CRC-Sa3S), « *Là je pense que la COVID-19 est un petit peu venu foutre le bordel là-dedans* ». *Planter en temps de pandémie un réseau axé sur les interventions infirmières pour répondre aux besoins des personnes réfugiées*

**Lara Maillet**, Professeure, École Nationale d'Administration Publique (ENAP) en gestion des services de santé et services sociaux et titulaire de la Chaire de recherche du Canada en systèmes adaptatifs en santé et services sociaux (CRC-Sa3S)

**Isabelle Godbout**, Doctorante, École nationale d'administration publique (ENAP)

**Sabina Abou Malham**, Professeure, École des Sciences infirmières de l'Université de Sherbrooke

**Johanne Déry**, Professeure, Faculté des sciences infirmières de l'Université de Montréal

**Stéphanie Charest**, Infirmière spécialisée en soins de première ligne, CIUSSS-CHUS

## D4

Room Governor  
General III,  
4th floor

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Newcomer Youth and Anti-Racism Integration: A Community-Based Research Initiative

Do we reimagine collaboration with newcomer youth on an anti-racism project that reorients local communities and community organizations towards anti-racist frameworks? This workshop explores the multiple layers and forms of coalitions that need to be forged, grown, and sustained to do anti-racism work in partnership with youth in newcomer communities. Our project/workshop explicates the entanglements and emergent possibilities of coalition building between community organizations, newcomer youth, researchers, and artists. We adopt an intersectional ethics of care (Yuval-Davis 2011) approach to present the complexities of doing such work to foster a community of care within the coalition.

## Envisioning and Executing a Community-Based Anti-Racism Project with Newcomer Youth

## Participants

**Pallavi Banerjee**, University of Calgary

**Riann Lognon**, University of Calgary

## Moderator

**Pedrom Nasiri**, University of Calgary

## Partnering with Researchers on Youth and Anti-Racism Initiative

## Participants

**Noel Bahlily**, Centre for Newcomers

**Vanessa Graham**, Calgary Catholic Immigration Society

**Raghad Hussein**, Calgary Bridge Foundation for the Youth

**Azita Afsharnejat**, Calgary Immigrant Women's Association

## Co-Designing Anti-Racism Public Installations with Newcomer Youth

## Participants

**Pratim Sengupta**, University of Calgary

**Michael Cutler**, Calgary Board of Education

**Santanu Dutta**, University of Calgary

**Başak Helvacı Özacar**, University of Calgary

**Megha Sanyal**, University of Calgary

**Sophia Thraya**, University of Calgary

## Interrogating Anti-Racism and Youth Program at Immigrant and Refugee Serving Organizations

## Participants

**Pallavi Banerjee**, University of Calgary

**Sepideh Borzoo**, University of Calgary

**Santanu Dutta**, University of Calgary

**Chetna Khandelwal**, University of Calgary

**Megha Sanyal**, University of Calgary

## D5

Room  
Newfoundland,  
4th floor

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Challenging Mental Models and Exploring Possibilities in the Settlement Sector

Innovating for Impact (I2) Project aims to improve the capacity of people working in Francophone and Anglophone IRCC-funded agencies to conduct Social Research & Design through a participative, experiential learning approach to foster a sense of belonging among newcomers. This workshop will explore how we challenged mental models with our cohort and supported them in exploring possibilities, testing, and learning about new ideas in the real world. We will share and apply some of the tools and approaches used in the project to support participants in understanding the challenges and opportunities of a capacity-building project that aims to shift perceptions.

## Participants

**Elissama De Oliveira Menezes**, Inspiring Communities

**Ahmed Taha**, IT Director, Multicultural Association of Fredericton

## Moderator

**Sara Bateman**, Blue Castle Consulting

## How can There be a Welcome without Truth: Bridging Indigenous and Newcomer Communities

As Canada aims to increase the number of new immigrants, settlement organizations have a role and responsibility when it comes to truth and reconciliation. Far too often newcomers arrive in Canada with pre-conceived misconceptions about Indigenous Peoples and with very little knowledge about the history that impacts the lives of Indigenous Peoples to this day. Bridging together Indigenous Peoples and the newcomer community will help to make for safer and more inclusive communities, and this needs to happen through truthful education and meaningful human connection. Join us to learn and discuss the responsibility settlement organizations have towards truth and reconciliation, and what some organizations are doing as a step towards this.

## Participants



**Adrienne Breyfogle**, Immigration Partnership Winnipeg

**Diana Ospina**, Surrey Local Immigration Partnership

**Laurie Hauer**, Edmonton Mennonite Centre for Newcomers

## D6

## Workshop – Panel Presentation

Supporting Counter-Radicalization Efforts by Ethno-cultural Networks (SCREEN);  
A grassroots project Shaw Convention  
Center, Room 206 11:00 am –  
12:15 pm

As expressions of Islamophobia become more audible and internet amplifies extreme views, genuine majority Muslim voices are muted. Governments and public institutions have come up with a myriad of anti-radicalization and counter-radicalization policies and initiatives that have often alienated Muslims especially youth who are vulnerable to predation by extremist forces. This workshop will present the Supporting Counter-Radicalization Efforts by Ethno-cultural Networks (SCREEN), a project by three Muslim grassroots communities to support youth to address issues of hate, racism, discrimination, and Islamophobia by reconnecting families with the core values of Islam and providing actionable strategies to filter out discrimination and extremism.

## Participants

**Muhiadin Omar Bilal**, Community and Family Centre

**Feisal Adem Rahma**, Community and Youth Centre

**Maysoun Darweesh**, Kurdish Initiative for Refugees

**Abdikheir Ahmed**, Aurora Family Therapy Centre



## Moderator

**Muuxi Adam**, Aurora Family Therapy Centre

## D7

## Workshop – Panel Presentation

## Best Practices in Addressing Refugee Health Needs

 Shaw Convention  
Center, Room 207 11:00 am –  
12:15 pm

The past few years of refugee arrivals have seen an increase in health needs, with many newcomer refugees arriving with significant and severe physical and mental health needs, including those with disabilities. To effectively address these health needs and overcome the barriers that refugees face when accessing healthcare and mental health systems, close partnership and collaboration between resettlement agencies, health care providers, and community mental health need to be established. This workshop will focus on the best practices pertaining to refugee health access, collaborative efforts, and innovative and creative ways to support newcomer refugees in navigating complex systems in Calgary.

## Participants

**Fatima Mansouri**, Calgary Catholic Immigration Society (CCIS)

**Jill Edgington Kirby**, Calgary Catholic Immigration Society (CCIS)

**Dr Annalee Coakley**, Mosaic Refugee Health Clinic





**Because it's 2023: Lessons Learned from 50 Years of Supporting Immigrant and Refugee Women**

Pacific Immigrant Resources Society (PIRS) was started in 1975, out of recognition that im/migrant women have unique needs, different from other immigrants and non-immigrant women. Almost half a century later, this is still true, and PIRS has been working tirelessly ever since to develop and deliver programs and initiatives that assist immigrant and refugee women to integrate into life in Canada and thrive in their new home. This session will help you understand the intersectional approach that PIRS has been using to continue to successfully respond to the emergent needs of im/migrant women, share the lessons learned along the way and offer practical strategies for you to apply it in your work.

**Participants**

**Anastasia Gaisenok**, Pacific Immigrant Resources Society

**Mariam Bouchoutrouch**, Pacific Immigrant Resources Society

**D8****Workshop – Panel Presentation****Do-It-Yourself Settlement: When Newcomers Don't Access IRCC-Funded Services, Where do They Go for Help?**

📍 Room Les Saisons,  
3rd floor

🕒 11:00 am –  
12:15 pm

There is a persistent & worrying black box around what happens to newcomers that do not access IRCC-funded settlement services. The Settlement Outcomes Report (2021) revealed that only 23% of eligible permanent residents are accessing IRCC settlement services via a Needs and Assets Referral Service (NAARS) within their first year, and the report notes their second-highest challenge is to understand the newcomers who aren't accessing IRCC services and why not. This research seeks to contextualize the experiences, needs and profiles of the 77% of eligible permanent residents who do not access settlement services & evaluates why they don't seek IRCC assistance, where they received information & support instead, and how they could have been reached.

**Participants**

**Naeem (Nick) Noorani**, Immigrant Networks, *What Does Success for Newcomers Look Like?*

**Amy Zhou**, PeaceGeeks, *Journeys of the 77%*

**Moderator**

**Jennifer Freeman**, Co-Chair, National Steering Committee on Technology,

## D9

Room Governor  
General II,  
4th floor

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

**Assessing the Impacts of Canada's Temporary Foreign Worker Program on the Canadian Labour Market: Key Findings and Lessons Learned from Evaluation and Research Studies**

Employment and Social Development Canada works to promote an efficient and inclusive labour market while addressing skills shortages in Canada. Achieving these objectives often requires the contribution of migrant workers, including those hired through the Temporary Foreign Worker Program (TFWP). From this policy perspective, it is important to understand the contribution of these workers and their impact on Canadian labour market indicators, such as wage levels and job opportunities. This workshop presents key findings, methodological challenges, and lessons learned based on evidence from the recently completed evaluation of the TFWP and two complementary research projects.

## Participants

**Philippe Allaire**, Employment and Social Development Canada, *ESDC's Multipronged Approach to Evaluating the Contribution and Impacts of the TFWP*

**Sandy Moir**, Goss Gilroy Inc, *Recruiting Newcomers to Participate in Your Research Study. It's Harder Than It Sounds*

**Fabrizio Valenti**, KSAR & Associates, *The Impact of the Low-Wage TFWP Stream on Canadian Workers and Businesses: Two Quantitative Studies – Part 1*

**Miguel Cardoso**, Brock University, *The Impact of the Low-Wage TFWP Stream on Canadian Workers and Businesses: Two Quantitative Studies – Part 2*

## Moderator

**Haseena Hakeemi**, Employment and Social Development Canada, *Assessing the impacts of Canada's Temporary Foreign Worker Program on the Canadian Labour Market: Key findings and Lessons Learned from Evaluation and Research Studies*

## D10

Room Alberta,  
4th floor

11:00 am –  
12:15 pm

## Roundtable

**The WESO toolkit: Hands-on training to Improve Service Quality of Hybrid Settlement Services**

How do you know that your hybrid service delivery is effective? What did you get right? What didn't you get right? The WESO toolkit is the answer for that. Join our session for hands-on training with resources, tools, and templates you can use right now to evaluate and improve the quality and effectiveness of your online and hybrid service delivery. WESO is an SDI project that aims to provide research-based recommendations for settlement organizations—in the form of a toolkit—that will help you measure and improve the quality of hybrid services delivery.

Please bring your laptop to this training.

## Participants

**Dr. Farah Khattab**, YMCA of the National Capital Region, Director - WESO (Wired: Evaluation Settlement Online)

**Dr. Noha Zaher**, YMCA of the National Capital Region, Research Lead - WESO (Wired: Evaluating Settlement Online)

## Moderators

**Abrar Hasan**, YMCA of the National Capital Region, Program Facilitator - WESO (Wired: Evaluating Settlement Online)

**Honey Uppal**, YMCA of the National Capital Region, Outreach Worker - WESO (Wired: Evaluating Settlement Online)

## D11

Room British Columbia, 2nd floor

11:00 am – 12:15 pm

## Workshop – Panel Presentation

## Settlement Workers In Schools (SWIS) A Bridge to Sense of Belonging and Integration of Newcomer Children and Youth in Canadian Schools

This workshop addresses the challenges arising from a period of high influx of newcomers (e.g., recent Ukrainian and Afghan newcomers) amidst a post-COVID-19 environment in schools. Many school systems have faced challenges addressing the high number of newcomer registrations while simultaneously reorienting to a post-COVID-19 environment.

We will explore areas where SWIS and school collaborate and come together to support newcomer students in rural and small centers. The critical role that SWIS programs can play in this context will be highlighted.

Creating caring and safe schools is another topic of discussion. Sharing and navigating strategies that support sense of belonging and well-being of newcomer students will be covered.

## Participants

**Kirby Borgardt**, Newcomers Employment and Education Development Services (N.E.E.D.S.) Inc., *Lessons Learned and Best Practices in Supporting Recent Ukrainian and Afghan Newcomer Students*

**Tim MacKay**, Newcomers Employment and Education Development Services (N.E.E.D.S.) Inc., *Settlement Workers In Schools (SWIS) Role in Early Stage of Newcomers Integration In school*

**Janine Hart**, The Humboldt Regional Newcomer Centre, *Role of SWIS and School Collaboration, Supporting Newcomer Students Well-Being in Rural and Small Centers. (Best Practices)*

**Snezana Obradović-Ratkovic**, Brock University, Faculty of Education, *The Power of the Arts in Creating Caring and Safe Schools*

## Moderator

**Maryam Karimi**, Saskatchewan Association of Immigrant Settlement and Integration Agencies, *Partnerships for Newcomer Students' Belonging and Wellbeing*

## D12

Room Maple, Executive Meeting Center

11:00 am – 12:15 pm

## Workshop – Panel Presentation

## Innovating Supports: Alternative Approaches to Labour Market Integration of Highly-Skilled Immigrant Women

Did you know that immigrant women are twice as likely to be STEM-trained than Canadian-born women? Given ambitious new immigration targets, this timely workshop aims to present research that highlights the untapped economic potential of immigrant women in STEM including what we know about the talent pool they represent & the challenges they face. Learn about innovative strategies from TechGirls Canada's 2022 pilot program Catalyst used to train immigrant women across Canada in new career advancement approaches that do not rely solely on resumes & job postings to help reduce immigrant women's under/unemployment in STEM sectors and a brief international perspective on whether Canada can afford to underutilize its STEM talent going forward.

## Participants

**Nadia Caidi**, University of Toronto Faculty of Information, *Information Gaps and Failed Imaginaries: Stories from STEM-Trained Women Seeking to Immigrate to Canada*

**Saadia Muzaffar**, TechGirls Canada, *The Power and Potential of Canada's Immigrant Women in STEM*

**Jodi Oliver**, TechGirls Canada, *Can Canada Afford to Underutilize Its STEM Talent?: International Perspectives on Attracting and Retaining Talent for Growth*

## D13

## Workshop –Panel Presentation

## Co-Designing Community-Based Funding Models

📍 Shaw Convention Center, Room 205

🕒 11:00 am – 12:15 pm

During this interactive workshop, the Co-Design Team working on the Toronto South LIP community-based models funding project will present on our approach and learnings so far. As one of 16 research projects funded by IRCC working to develop a model, our project has a specific focus on centering the voices and perspectives of Newcomers, Frontline Workers and racialized leaders within the settlement sector. In March 2023, we will have one year left of this research project and will be offering this workshop to share preliminary findings from our literature review, socio-economic analysis and results of focus groups with Newcomers and Service Providers. This workshop is a unique look inside a research project while it is still happening.

## Participants

**Jennifer Chan**, Department of Imaginary Affairs

**Alisha Griffith**, Unified We Grow

**Nida Siddiqui**, Toronto South LIP

**Badrunnesha Musammat**, Toronto South LIP

## D14

## Workshop –Panel Presentation

## Cultivating Capacity Through Collaboration in Rural Communities

📍 Room Birch, Executive Meeting Center

🕒 11:00 am – 12:15 pm

With Canadian policies increasingly encouraging economic immigration to rural communities, these communities face new challenges, as they have limited existing infrastructure for settlement related services. AAISA's Support Networks for Rural Newcomers to Alberta project is designed to improve settlement prospects for immigrants to Alberta's rural regions, and increase the capacity of the municipalities in which they choose to settle in. Interested parties of small municipalities (populations of <10,000) engage in dialogue to assess assets, build capacity, share best practices, and foster collaboration. The findings of AAISA's initial surveys and interviews describe and analyze existing service delivery framework in participant communities.

## Participants

**Meghan Cunningham**, Alberta Association of Immigrant Serving Agencies (AAISA)

**Crystal Guzman**, Alberta Association of Immigrant Serving Agencies (AAISA)




**Antigonish Guysborough Immigrant Support Program Coordinator**


Resettlement of refugees in rural areas is very crucial to the immigration process. Rural areas can have a lot to offer refugees; however, the availability of local services depends largely on the province and the size of the receiving community. In small towns such as Antigonish, the lack of newcomer services in rural areas in addition to the absence of sufficient formal newcomer service centers put more pressure on rural sponsors and community members trying to find and access needed services for their newcomers. This presentation will show how rural communities are underused for resettlement and present an opportunity we can't afford to ignore and should be included as part of the whole picture of refugee resettlement in Canada.

**Participant**

**Najlaa Alzaanin**, Antigonish Women's Center & Sexual Assault Services/ Immigrant Support Program Coordinator

**D15****Workshop -Panel Presentation****A Call to Action, a Path for Change: Exploring New Modes of Collaboration Amongst IEHPS, Allies, and the Healthcare Community**

 Shaw Convention Center, Room 208

 11:00 am – 12:15 pm

Workshop panelists will explore how long-standing barriers to IEHP skills utilization can be overcome through new forms of multi-sectoral collaboration. The discussion will surface actions to develop a comprehensive health human resource strategy that meaningfully includes internationally educated health professionals as a critical component for systems change.

**Participants**

**Cameron Moser**, ACCESS Employment

**Paolo Varias**, Regional Municipality of Niagara

**Ivy Bourgeault**, University of Ottawa

**Moderator**

**Karl Flecker**, WES Canada



## D16

## Workshop –Panel Presentation

## Germany–Canada Perspectives on Skilled Workers’ Immigration Policies and Integration Experiences

Room  
Saskatchewan,  
3rd floor

11:00 am –  
12:15 pm

“Skilled” workers are often cast as the most desired migrants for many high-income countries that have designed a variety of immigration policies to attract them. Papers in this workshop will examine and compare such policies in Germany and Canada, while also considering conditions of settlement, integration, and transition to permanent residency. In spite of their desirability, newly arrived skilled workers face complex pathways to successful employment, which vary based on gender, origin, occupation, and migrant status. These experiences have been further complicated by the (post-) pandemic context, bringing to light and also exacerbating existing inequalities.

## Participants

**Felicitas Hillmann**, Technische Universität Berlin, *What is New in Germanys Strategy for the Recruitment Of Skilled Labour?*

**Marshia Akbar**, Toronto Metropolitan University, *Employment and Transitions Challenges for Highly Skilled Temporary Workers in Canada*

**Luisa Veronis**, University of Ottawa, and Christina Gabriel, Carleton University, *Newcomer Skilled Workers’ Strategies for Labour Market Integration in a Pandemic Context: A Social Resilience Perspective*

## D17

## Roundtable

## Sport &amp; Physical Activity: Supporting Resettlement, Integration &amp; Inclusion

Room  
New Brunswick,  
4th floor

11:00 am –  
12:15 pm

Physical activity and sport provide great benefits to everyone’s physical and mental well-being and can contribute to much more as newcomer families settle in their new communities. We are a new organization that delivers quality multi-sport and physical activity programs. Winnipeg Newcomer Sport Academy follow a trajectory of resettlement, integration and inclusion; and all activities and programming are intentionally plan so that they address what is needed by newcomer families. WNSA also work with spaces that provide access to recreation and sport, providing training and guidance on how to become a more welcoming and culturally a safe space for newcomer families. Can something like this be put in place in other locations in Canada?

## Participants

**Hector Argueta**, Winnipeg Newcomer Sport Academy

**Carolyn Trono**, Winnipeg Newcomer Sport Academy

## Connecting to Recreation

Recreational activities are an essential part of the settlement process, however, newcomers often face many challenges in accessing these services. In this workshop, ISANS Community Connections staff will discuss strategies they have developed to help alleviate some of the challenges and barriers that newcomers face. Details will be shared re: how they enhanced their own program delivery, as well as strategies that community partners have taken to be more inclusive of immigrants. In addition, they will share some of the incredible partnerships that have helped make recreation more accessible for everyone.

## Participant

**Lani Poce**, ISANS

## D18

Room Oak,  
Executive  
Meeting Center

11:00 am –  
12:15 pm

## Workshop –Panel Presentation

## Exploring the Role of Digital Technologies in Professional Immigrants' Settlement and Integration

This workshop will explore the role digital technologies play in professional immigrants' settlement and the social and economic integration process in Canada. Our mixed-methods research focused on identifying unmet needs and settlement service experiences in the context of professional immigrants re-establishing their careers and professional identity in Canada. We will propose a new resource that implements features informed by the primary data collected, and findings extrapolated from the existing literature. This new resource will be tested and piloted beginning in spring, 2023.

## Participants

**Katerina Palova**, The Immigrant Education Society

**Geneca Henry**, The Immigrant Education Society

**Anusha Kassan**, PhD The University of British Columbia

**Erika Sigurdson**, PhD The Immigrant Education Society

**Odessa Gonzales Benson**, PhD University of Michigan

## D19

Room  
Nova Scotia,  
4th floor

11:00 am –  
12:15 pm

## Workshop –Panel Presentation

## TFW Recruitment and Accountability: Unheard Insights

The Temporary Foreign Worker (TFW) program has brought hundreds of thousands migrant workers to Canada to fill in acute labour shortages over the years. Many studies have focused on storytelling from the workers' perspective, primarily exploring vulnerabilities of TFWs while in Canada. Little is known, however, about the recruitment process of TFWs from employers' and recruiters' perspectives at different stages of the program, including pre-arrival.

Join a dynamic discussion as we deep-dive into that process bringing rich insights from industry, immigration consulting, non-profit sector and research laying out the evidence-base to advance the discourse on successful labour market impact.

## Participants

**Doha Melhem**, Pivotal Research Inc, *Results from Research on TFW Recruitment in the Prairies*

**Kelly Johnson**, JBS Food, *Perspective on TFW Recruitment: Major Player within Agri-Food Industry*

**Jatin Shory**, Immigration and Refugee Lawyer, *Ethical Practices and Realities*

**Steve Reynolds**, Regional Connections, Inc., *Service Delivery Impacts from TFW Recruitment*

## Moderator

**Gordana Radan** and **Jessica Juen**, Calgary Catholic Immigration Society (CCIS)



# WE SEE YOU



You walked off boats, trains and planes tired and bewildered. **All that you had left was in, or holding, your hand.** We held signs asking if you needed help finding a place to stay, a meal, or a job.

We see you when you arrive in waves fleeing persecution, **desperate for safety and rescue.** We also see you years later arriving alone, still searching for freedom, stability and prosperity –a new world for the next generation.

We see you with **unique empathy from a shared experience.** Sleepless from worry for the children you brought with you and the family and friends left behind.

We see you and your **strength, resilience, adaptation** to cultural norms, ways of doing business, weather conditions, and expressions that make no sense - eh?

We see you as YOU do. Complete with **ability, potential, talent and desire.** Reluctant takers transforming into **proud contributors** and community builders.

We see you weave into the greater Canadian fabric. **Immigrants** recognized as the power **propelling this country forward** over the next 100 years.

We see you helping us prepare for what may be around the corner. **Willing to give back,** as once you received. Prepared to help others **build or rebuild.** Our **humanity as the response** at the ready.

**We see you as our past.  
We see you as our future.  
Join us for the next 100 years.**



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**E1**

📍 Room  
Newfoundland,  
4th floor

🕒 1:45 pm –  
3:00 pm

**Workshop – Panel Presentation****Digital Champions Training: Holistic Support for Newcomers**

Join us for an interactive training session with facilitators from the Mhor Collective, Scottish pioneers in the development, delivery and management of cohesive and sustainable digital skills training and support programs. Participants will learn how to provide peer to peer support to newcomer clients in developing their core digital skills through the Digital Champions model. Facilitators will help participants understand how to engage a new learner who has limited or no digital skills/confidence and create a structured approach for delivering digital skills support. This session is being organized by ACS-Metropolis and is supported by the WES Mariam Assefa Fund.

**Participants**

**Shona Munro**, Director, Mhor Collective

**Irene Mackintosh**, Director Mhor Collective

**E2**

📍 Room Oak,  
Executive  
Meeting Center

🕒 1:45 pm –  
3:00 pm

**Workshop – Panel Presentation****The Need for Permanence: Regularization and Canada's International Commitments**

Since the start of the COVID-19 pandemic, there has been an increasing call for regularization of out-of-status residents in Canada and a recognition from the Federal Government of the need for permanent status for this population. The pandemic has had a disproportionate impact on undocumented migrants in Canada and around the globe. This discussion will explore Canada's international commitments under the Global Compact on Migration and what it means for our domestic policy, along with lessons learned from the Temporary Public Policy for Out-of-Status Construction Workers in the Greater Toronto Area and abroad, and what a new regularization scheme could look like in Canada.

**Participants**

**Elizabeth Kwan**, Canadian Labour Congress

**Delphine Nakache**, University of Ottawa

**Moderator**

**Amanda Aziz**, MWC

## E3

## Workshop – Panel Presentation

## Welcome to Canada

📍 Room Governor  
General II,  
4th floor

🕒 1:45 pm –  
3:00 pm

Multiple research reports have identified competition as a barrier to collaboration and innovation in the sector. Since 2019, PeaceGeeks has collaborated with SPOs local governments, newcomers and umbrella organizations in the design, develop and source content for the Arrival Advisor mobile application. In 2023, the app will launch nationally, relying on content collaborations with organizations coast-to-coast, and rebrand as Welcome to Canada. PeaceGeeks, and partners across the country will discuss the framework, opportunities and challenges of multi-organization partnerships, and how technology can facilitate collaborations which challenge the status quo, to benefit newcomer agency in their settlement journeys.

## Participants

**Hyder Hassan**, Immigrant Services Calgary

**Ijeoma Nwamuo**, International Women of Saskatoon

**Jennifer Freeman**, Co-Chair, National Steering Committee on Technology

## E4

## Workshop – Panel Presentation

## Emerging and Promising Practices in Building Capacity in the Settlement Sector

📍 Room Les Saisons,  
3rd floor

🕒 1:45 pm –  
3:00 pm

This roundtable will discuss what we learned about the settlement sector barriers and opportunities to build capacity to research, design projects, innovate and challenge the status quo. Innovating for Impact | Innover pour Impacter is a Bilingual project that aims to improve the capacity of IRCC-funded agencies in Atlantic Canada to conduct Social Research & Design and evaluation through partnership and an experiential learning approach. Together, we will share the emerging issues from the project's first cohort, including lessons learned, roads untaken, the mistakes that were made, and how challenges were turned into opportunities to re-co-create a new version of the program and better meet the settlement workers' learning needs.

## Participant

**Sara Bateman**, Blue Castle Consulting

## Moderator

**Elissama de Oliveira**, Menezes Inspiring Communities

## Cultural/Liaison Broker Insights into the Interactions Between Immigrants and Refugee Families and Children's Services Workers

In this workshop, we present preliminary findings from a qualitative research study illustrating partnership between the Multicultural Health Brokers Coop (MCHB) and Alberta Children's Services, which emerged in response to a documented increasing need for culturally contextualized support services for immigrant and refugee families. For over 10 years, MCHB's cultural/liaison brokers have played a pivotal role, occupying a middle space, and negotiating between families, child protection staff, and other service providers by acting as intermediaries. They witness families experiencing discrimination, racism and stigma, often associated with workers entering their homes and instructing them on how to parent their children.

## Participant

**Sara Torres**, Laurentian University



## E5

## Workshop – Panel Presentation

## Increasing Capacity to Enhance Migrant Health Utilizing International Medical Graduates

📍 Shaw  
Convention  
Center,  
Room 206

🕒 1:45 pm –  
3:00 pm

The disproportionate impact of the COVID-19 pandemic on vulnerable populations disadvantaged by their low socio-ethno-economic status highlights the need for collaborative solutions to the long-standing social inequities in healthcare. At the onset of the pandemic, data demonstrated how vulnerable populations were more likely to contract the virus and face inequities in accessing the vaccination. Alberta International Medical Graduates Association (AIMGA) began working with community partners in 2020 to mitigate this inequity gap. In this session, you will learn how community partners worked together to improve health outcomes and to inform best practices in newcomer health.

## Participants

**Deidre Lake**, Executive Director, AIMGA

**Dr. Annalee Coakley**, Medical Director, Calgary Refugee Health Program

## E6

## Workshop – Panel Presentation

## Connecting Newcomers to Opportunity: Case Studies of Connector Program Success Across Canada

📍 Room Governor  
General I,  
4th floor

🕒 1:45 pm –  
3:00 pm

The Connector Program is an award-winning intentional networking program linking newcomers to opportunities within their chosen community. The program is housed in a variety of organizations in 32 communities across Canada, each adapting the program to their specific needs. In this session, three communities will discuss their use of, and success with, the Connector Program by focusing on the topics of Integration and Inclusion, Economic Integration, and Effective engagement of new partners. Join us to learn how your organization could use the Connector Program to improve the retention, integration, employment, and well-being of newcomers in your area.

## Participants

**Hiba Fazlullah**, Ottawa Community Immigrant Services Organization, *Economic Integration of Newcomers in Ottawa through the Connector Program*

**Doug Piquette**, Edmonton Regional Immigrant Employment Council, *Using the Connector Program to Help Integration and Inclusion of Newcomers in Edmonton*

**Shannon Costigan**, North Superior Workforce Planning Board, *Connecting Thunder Bay: Utilizing Outward Facing Programs to Engage New Partners*

## Moderator

**Alida Campbell**, Halifax Partnership, *Connecting Newcomers to Opportunity: Case Studies of Connector Program Success Across Canada*

## E7

Room  
Saskatchewan,  
3rd floor

1:45 pm –  
3:00 pm

## Roundtable

## Callout for Visible LGBTQ+ Allies within the Settlement Sector

This session is a callout for visible allies within the settlement sector. Especially in smaller communities, there are still few visible allies within the sector and it can be hard for LGBTQ+ newcomers to know who it is safe to share their identities with, which is critical to receiving necessary information for safe and holistic settlement.

This session will focus on exploring intersections between immigration status and LGBTQ+ identities; offer strategies for inviting open and welcoming conversations; provide tips for signaling inclusive and respectful programming and services; and share considerations when supporting LGBTQ+ newcomers and refugees.

## Participants

**Sara Buczynski**, Edmonton Mennonite Centre for Newcomers

**Basel Abou Hamrah**, Edmonton Mennonite Centre for Newcomers

## Cultural Gaps in Supporting Refugee Families in Waterloo Region to Manage Family Conflict and Address Domestic Violence

Migration and integration related stressors experienced by refugee families can potentially generate intra-family conflict, which could result in domestic violence and negatively affect the families. Applying Bennett's Developmental Model of Intercultural Sensitivity (DMIS) as analytical framework, the study explored cultural gaps in supporting refugee families in Waterloo Region to manage conflict and address domestic violence in culturally appropriate ways. It examined how the gaps affect the well-being and effective integration of refugee families in their host communities.

## Participant

**Jean de Dieu Basabose**, Whole Family Lab at University of Waterloo

## Mental Health, Cultural Diversity and Gender-Specific Services

Supporting the mental health concerns of immigrant women requires competence in understanding complex layers of contributing factors: from settlement experience, cultural diversity, gender-specific barriers, to the impact of COVID-19 pandemic. In this presentation, Calgary Immigrant Women's Association (CIWA) will highlight predominant themes in newcomer women's experiences and will share culturally-sensitive as well as gender-specific responses to some of the most common determinants for immigrant women when it comes to accessing mental health supports.

## Participant

**Fatima Narvaez**, Calgary Immigrant Women's Association

**E8**

📍 Room Quebec,  
4th floor

🕒 1:45 pm –  
3:00 pm

**Roundtable****Using Research to Inform Mental Health Programs for Vulnerable Newcomers**

Members of JIAS Toronto and the Kunin-Lunenfeld Centre for Applied Research & Evaluation (KL-CARE) at Baycrest will share initial findings and impact of a research initiative on mental health interventions with vulnerable newcomer populations. The first interventions and findings involve Yazidi refugees, Eritrean refugees, Ukrainian newcomers, and Afghan refugees. This research initiative is practical in nature (funded by the Ontario Brain Institute), with instant impact on program design and service delivery to these populations. The Yazidi refugee program example will serve as a primary case study in this roundtable – focusing on how focus group findings informed specific programmatic offerings.

**Participants**

**Sarah Katz**, JIAS Toronto

**Rosalind Sham**, Baycrest KL-Care

**Sharan Mundy**, Baycrest KL-Care

**Moderator**

**Naomi Kramer**, JIAS Toronto

**Resettlement and Resilience**

Resettled refugee stories speak of undeniable human resilience. Whether they fled war or violence, were forcibly displaced between countries, resettled refugees' journeys and experiences of uncertainties-of life and future require a layered approach to services.

This workshop will explore current resettlement and mental health services, policy and practices. In this session, a settlement worker, mental health and wellness worker, and refugee settlement lead will discuss how one agency is proposing a new model to address the diverse needs of resettled refugees through a holistic, client-centric, culturally informed wrap-around programming model and a robust internal referral system.

**Participants**

**Nermeen Khafagy**, Catholic Crosscultural Services

**Meka Clara Jyrwa**, Catholic Crosscultural Services

**Sathiya Thillainathan**, Catholic Crosscultural Services

## E9

Shaw  
Convention  
Center,  
Room 205

1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## Province Wide Service Delivery in an Increasingly Digital World: Successes and Challenges

Ever-increasing use of online platforms has addressed service gaps for newcomers living in communities across BC. Organizations can deliver services remotely to complement existing local programs thereby offering a more robust settlement and integration experience for newcomers living outside urban centres. Successful distance delivery requires collaboration with partners to ensure the community and clients' needs are understood and met, and that adequate community support for recruitment and referral is in place. This session is presented by three organizations delivering across BC who will share strategies for delivery, approaches to resolve challenges, adjustments to ensure success, and the outcomes achieved.

## Participants

**Jennifer Kuenzig**, Douglas College, *Career Paths for Skilled Immigrants*

**Reena Didi**, NewToBC, Public Libraries InterLINK, *Library Champions Program*

**Patrick MacKenzie**, Conference Co-chair- CEO, Immigrant Employment Council of BC (IECbc), *FAST, BC JobConnect, ASCEND*

## Moderator

**Jody Johnson**, PEERs Employment & Educational Resources

## E10

Room Maple,  
Executive  
Meeting Center

1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## Supporting Newcomers to Access the Canadian Outdoors

Catholic Social Services (CSS), and the Alpine Club of Canada (ACC) support newcomers to access the Canadian outdoors. This program is built on the research of Jane Hurly (PhD) which demonstrates the positive outcomes of supporting newcomers in accessing the outdoors including improved mental health outcomes, increased sense of belonging, and improved family and community connections. We take newcomers on weekly hikes in the city of Edmonton and to the mountains for snowshoeing and hiking where we stay overnight in an ACC hut. We will present outcomes and share pictures/video of our mountain hiking activity with 10 Afghan young adults.

## Participants

**Isolde Schmid**, CSS, Immigration and Settlement Service

**Razia Saramad**, CSS, Immigration and Settlement Service

## E11

## Atelier – Présentation en panel

## De l'imaginaire à l'expérience : l'avant et l'après des immigrants « francophones » en situation minoritaire au Canada

📍 Salle Nova Scotia,  
4<sup>e</sup> étage

🕒 1:45 pm –  
3:00 pm

Cet atelier aborde trois moments-clé du processus migratoire. Immigrer au Canada implique une prise de décision concernant la province d'accueil. Le géographe Étienne Rivard (USB) met ce processus en exergue en analysant l'imaginaire géolinguistique que se forgent les Brésiliens sur les communautés francophones en situation minoritaire. La linguiste Janaína Nazzari Gomes (uOttawa) exploite les premiers moments de l'immigrant francophone en examinant les effets de l'environnement anglo-dominant sur leur établissement. Les géographes Luisa Veronis et Shannon Leitch (uOttawa) traitent de l'intégration des immigrants « francophones » et leurs expériences quotidiennes en termes d'accès et utilisation des services en français en Ontario.

## Participants

**Luisa Veronis**, Université d'Ottawa, *Géographies quotidiennes de l'accès et de l'utilisation des services en français par les immigrants francophones en Ontario*

**Shannon Leitch**, Université d'Ottawa, *Géographies quotidiennes de l'accès et de l'utilisation des services en français par les immigrants francophones en Ontario*

**Étienne Rivard**, Université de Saint-Boniface, *Francotropie et vitalité des communautés franco-minoritaires : Étude des imaginaires géographiques d'aspirants brésiliens à l'immigration*

**Janaína Nazzari Gomes**, Université d'Ottawa, *Le paysage linguistique à l'épreuve de l'immigration francophone : Une étude sociolinguistique dans la région de la capitale fédérale*

## E12

## Workshop – Panel Presentation

## Culturally Appropriate Health Promotion Strategies for Immigrant Communities: Promising Practices

📍 Shaw  
Convention  
Center,  
Room 208

🕒 1:45 pm –  
3:00 pm

The workshop will share promising practices on engaging immigrant communities in culturally appropriate health promotion projects, such as COVID-19 Vaccine Education Project, Dementia Education Project and the Tri-Cities Wrap Around Model for Maternal Mental Health in Immigrant Families. The project will share strategies of engaging immigrants from early years to older adults and community stakeholders to increase their knowledge and access to health information that impact their inclusion, health and wellness.

## Participants

**Jacky Leung**, S.U.C.C.E.S.S., *Health Promotion Strategies in Immigrant Communities for Dementia Education and COVID-19 Vaccine Education Projects*

**Abigail Cameron**, S.U.C.C.E.S.S., *Tri-Cities Wrap Around Model for Maternal Mental Health in Immigrant Families with Children aged 0-6*

## Enhancing Cultural Literacy to Improve Mental Healthcare for Refugee Families in Waterloo Region

This study applied Organizational Cultural Competence Model to discuss improving cultural literacy in refugee mental healthcare in Waterloo Region. It explored issues related to cultural literacy and efforts to address them, reviewed existing strategies, and proposed trainings and actions to enhance cultural literacy in providing mental healthcare appropriate for refugees.

## Participant

**Jean de Dieu Basabose**, Whole Family Lab, University of Waterloo



## E13

Room Governor  
General III,  
4th floor

1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## Community-Based Planning Models: Shifting the Power from Funder to the Community

LIPs/RIFs receive funding from IRCC to explore the interest and need for a community-based funding model, and the development of a community-led plan. A community-based funding (CBF) model could enable local stakeholders to leverage their strengths and identify opportunities to improve collaboration, community development, and service coordination to better meet community-identified settlement and integration needs and priorities through a coordinated approach to funding and service delivery. Learn about CBF, a novel approach to detail local community planning for settlement services. Hear from three projects—their approach to developing the plan, progress to date, and outcomes and lessons learned so far.

## Participants

**Susanna Gurr**, SRDC, *What the Literature and Implementors Tell Us About Community-Based Funding Models*

**Jackie Hong**, Tri-Cities Local Immigration Partnership, *A Community-Led Plan Made by and for the Tri-Cities*

**Ana Maria Bustamante**, Burnaby Local Immigration Partnership, *Newcomer Inclusion in Burnaby: A Community Based Planning Model*

**Sangeeta Subramanian**, Burnaby Local Immigration Partnership, *Newcomer Inclusion in Burnaby: A Community Based Planning Model*

Representative from New Westminster Local Immigration Partnership

## E14

Room British  
Columbia,  
2nd floor

1:45 pm –  
3:00 pm

## Roundtable

## Is international education a golden ticket to Canada?

Given Canada's highly selective migration policies, focusing on human capital, international education is becoming a major migration pathway to Canada. In this panel we examine international students' agentive use of education to gain permanent residency, Canadian citizenship and/or access to a cosmopolitan culture. We present qualitative and quantitative research that highlight international graduates' local settlement and participation into the labor market. We analyze students' lived experience, their migration decision making and strategies as well as their definitions of success. Intersecting identity markers will be considered, as the panel will include papers centering Mexican, Vietnamese and Chinese LGBTQ students' experiences.

## Participants

**Sandra Schinnerl**, University of British Columbia, *Data Analysis of the Employment and Immigration Pathways of British Columbia's International Students*

**Tori Yang**, University of British Columbia, *Chinese LGBTQ International Students in the US and Canada*

**Maria Cervantes**, University of British Columbia, *International Students' and Graduates' Notions of Success in the Context of Canada's 'Education' Policies: Examining Mexican and Vietnamese Students' and Graduates' Discourses in Vancouver*

**Anne-Cecile Delaisse**, University of British Columbia, *Is International Education a Golden Ticket To Canada?*

## E15

## Workshop – Panel Presentation

## Changing the Employment Status Quo for Racialized Women in the Workplace

📍 Shaw Convention Center, Room 207

🕒 1:45 pm – 3:00 pm

Research shows that racialized immigrant women earn less than non-racialized women and racialized men and have a higher unemployment rate. This essential workforce needs timely, adequate access to training and resources, leading to sustainable economic opportunities. Delays and derailments in securing professional and financial stability compounded by language challenges and socio-cultural assimilation keep this skilled talent pool of professionals from contributing significantly to the Canadian economy. This workshop will discuss the roles of employers, funders, service providers and other stakeholders in changing the status quo.

## Participants

**Etab Saad**, YWCA Metro Vancouver

**Najah Hage**, YWCA Metro Vancouver

**Lenya Wilks**, Diversecity

**Ryan Drew**, SUCCESS

**Tina Balachandran**, Diversecity

**Peggy Lau**, SUCCESS

## E16

## Workshop – Panel Presentation

## Gender-Based Violence in Migration Contexts: Policy Considerations and Pathways

📍 Room Ontario, 3rd floor

🕒 1:45 pm – 3:00 pm

Gendered and racialized representations of migrants and refugees contribute to creating risks of violence, such as securitization and militarization of border control and culturalist discourses of GBV in the context of migration as a product of “other cultures.” This ignores forms of structural violence which migrant and refugee women face and criminalizes them in racialized ways. Limited conceptions of GBV and human rights in law and policy, and the lack of gendered and intersectional analyses of legal and policy frameworks may result in limited protection. This workshop is about policy relevant findings of the Canadian GBV-MIG research project as well as policy/programs related issues on GBV through the practice and experience of SPOs.

## Participants

**Samina Sami**, CEO, COSTI Immigrant Services, Toronto, *COSTI GBV Campaign and Programs*

**Yasmine Dossal**, Director of Social Services COSTI, *COSTI GBV Campaign and Programs*

**Yusra Qadir**, Senior Director Mothers Matter Centre, Proud Home of HIPPY in Canada, *Innovations, Advocacy and Multicultural HIPPY, Home Instruction Program for Parents of Preschool Youngsters*

**Kathryn Bates-Khan**, GBV Project Manager YMCA of Greater Halifax Dartmouth – Immigrant Services, *A Gender Based Violence Settlement Sector Strategy – Working Together Across Canada*

\* A collaborative partnership between: The Canadian Immigrant Settlement Sector Alliance, Ending Violence Association of Canada, OCASI, Ontario Council of Agencies Serving Immigrants, YMCA of Greater Halifax Dartmouth-Immigrant Services.

**Evangelia Tastsoglou**, Saint Mary's University, *Policy Considerations and Pathways from the GBV-MIG Canada Research Project*

**Natasha Beg**, Assistant Director, Settlement, and Integration Policy (SIP)

## Moderator

**Lori Wilkinson**, Manitoba University, *Gender-Based Violence in Migration Contexts: Policy Considerations and Pathways*

## E17

Room  
New Brunswick,  
4th floor

1:45 pm –  
3:00 pm

## Roundtable

**Prior Learning and Assessment: A Policy Approach to Fast Tracking the Entry of Skilled Migrants into Canada's Labour Market**

The use of the various onerous qualification assessment policies and practices have served as entry barriers for skilled migrant workers in Canada's labour market. This problem is compounded by the consistent topping up of new migrants into the system. This presentation seeks to address the question of, can a prior learning and assessment (PLAR) approach be an effective tool for fast tracking the entry of skilled migrant workers into Canada's labour market? This paper will put forward a Prior Learning and Assessment (PLAR) approach model as a radically different quality competence approach consistent with Canada's labour market needs.

## Participant

**Olivia Smith**, Max Bell School of Public Policy, McGill University

**Entrepreneurship for Refugee Women**

Refugee women, especially Ukrainian and Afghani, need to be empowered and entrepreneurship is the best option. With the start of the war in Ukraine and the fall of the Afghan government, the people of these countries fled to safe places and became refugees in different countries, and one of the countries that became refugees in large numbers is Canada. According to the UNCHR (United Nations High Commissioner for Refugees) for Refugees, there are 103 million refugees in the world, 72% of which are from 5 countries: Syria 6.8 million, Venezuela 5.6 million, Ukraine 5.4 million, Afghanistan 2.8 million, and Sudan. South 2.4 million The population of Afghan refugees who came to Canada recently is 15500 until June 2022, and in general, more than 157,000 Afghan immigrants live in Canada. The population of Ukrainians in Canada is 1.36 and recently 132 thousand Ukrainians have become refugees. According to these statistics, and the increase in the population of immigrants in Canada, fundamental and basic programs are needed for these immigrants. I propose a program for the empowerment of refugees, especially Afghans and Ukrainians, which will make them contribute to the country's economy as useful and capable people in society.

## Participant

**Masooma Sayed Hashim**, Founder & Executive director of ACSA international nonprofit organization

## E18

Room Alberta,  
4th floor

1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## Foster Meaningful Collaborations

The flow of successful immigration, settlement and integration is an optimal goal for relevant parties in an immigration-seeker's journey to Canada. Many do not realize that it is often the result of collaboration between those parties: applicants, authorized representatives, decision-makers, settlement providers, and other stakeholders, that contributes to the success of that journey. CAPIC, the Canadian Association of Professional Immigration Consultants, the unified voice of Canadian immigration consultants (RCICs) brings to the podium a unique way to interpret the relations between the key players in Canadian immigration. Many of CAPIC's 4300 members are immigrants themselves, a vibrant mosaic of ethnicities, who bring their experience, knowledge and relationship-building skills to aid in that successful journey. Through this presentation, we at CAPIC aim to foster across-the-board collaborations because we believe by doing so, collectively, we contribute to a better Canada for all.

## Participants

**Dory Jade**, CAPIC CEO

**Tim Morson**, RCIC, CAPIC

**Louise Willis**, RCIC, CAPIC

**Fatme Ghandour**, RCIC, CAPIC

## E19

Room Birch,  
Executive  
Meeting Center

1:45 pm –  
3:00 pm

## Workshop – Panel Presentation

## New Resettlement Assistance Programs in PNT Small Centres: Early Successes, Challenges, and Lessons Learned

Within the past year, IRCC rolled out new Resettlement Assistance Programs in the PNT region in Grande Prairie, Fort McMurray, and Winkler/Morden. Government Assisted Refugees began arriving to these communities in summer 2022 and have included Afghan response refugees. This workshop will focus on the unique context of delivering RAP and welcoming GARs in these small centres, focusing on early successes, challenges, and lessons learned from the service provider and client perspectives.

## Participants

**Beverley Tjarera**, Program Manager, Newcomer Services, YMCA of Northern Alberta, Fort McMurray AB, *New RAP in Fort McMurray*

**Steve Reynolds**, Executive Director, Regional Connections Immigrant Services, *New RAP in Winkler & Morden*

## Moderator

**Donat Mpunga**, Manager of Programs, Grand Prairie Centre for Newcomers, *New RAP in Grand Prairie*

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**F1****Roundtable****Strengthening Frameworks for Accountability Across the International Student Eco-system**

📍 Room Ontario,  
3rd floor

🕒 3:30 pm –  
4:45 pm

This roundtable will provide a forum to explore how we can strengthen the frameworks and tools we need to ensure that Canada seizes the opportunity international students represent while addressing the very real challenges that are arising. International students bring tremendous value to the communities they study and settle in, and Canada has a responsibility to ensure that we have strong frameworks for accountability in place across the international student eco-system. How do we ensure policy and programmatic coherence? Drive ethical recruitment? Invest in and provide appropriate supports? Track outcomes?

Join with other key eco-system stakeholders for a facilitated exchange of ideas.

**Chair**

**Shamira Madhany**, World Education Services

**F2****Workshop – Panel Presentation****‘Should We Have an App for That?’ How Can NGOs Engage Technology Companies to Deliver Effective Digital Solutions for Newcomers, as Told by a Tech-Sector Product Manager**

📍 Room Les Saisons,  
3rd floor

🕒 3:30 pm –  
4:45 pm

The last few years have shown that technology has the powerful ability to transcend geographical distance, deliver impact at scale, and access vulnerable populations. As the settlement sector undergoes a digital transformation, success may rely on updating industry-standard project management & contract procurement practices to empower organizations & vendors to build technology products like technology companies. This session evaluates how technology companies operate now to deliver a software product & offers process insights from: PeaceGeeks’ work building a scalable national app for newcomers, the work of the National Steering Committee on Technology and the presenter’s experience working in “big tech” to enable settlement sector organisations.

**Participants**

**Jennifer Freeman**, Co-Chair, National Steering Committee on Technology

**Amy Zhou**, PeaceGeeks

**Juan Correa**, PeaceGeeks



**Leveraging AI to Aid Asylum Seekers and Legal Clinics**

The asylum-seeking process requires legal representation with most provinces, not including legal-aid mandates for asylum cases for lawyers. The costs associated with this process are often too hefty for asylum seekers. Therefore we created an intuitive multilingual chatbot that alleviates administrative and costly procedures for legal aid clinics. Luna AI is a chatbot that will converse with clients in their language of choice and extract the required information needed back into English or French to complete all the documentation necessary for a legal clinic to submit an application. Luna AI, in turn, saves costs for legal clinics related to translation, interpretation, and administrative tasks associated with asylum applications.

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**Participant**

**Abdulla Daoud**, Executive Director, The Refugee centre

**Rethinking digital Tools for Resettlement from a Client Focus Perspective**

Current CRM and service allocation tools are often outsourced to companies such as Salesforce or Hubspot. Tools traditionally used for businesses looking to increase sales and customer relations, not for newcomer-based non-profits looking to track and enhance the lives of their clients. We created a tool called AlloCanada to improve the lives of both service providers and newcomers with a unique mapping process, that allows both the client and the resettlement worker to leverage all the available resources in their area to complete resettlement tasks that are associated with the clients legal status in Canada.

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**Participant**

**Abdulla Daoud**, Executive Director, The Refugee centre

## F3

## Workshop – Panel Presentation

**More Than Diversity: How to Create Effective Intercultural Competency Programs and Employer Engagement Strategies to Fill Gaps in the Workforce**

📍 Shaw Convention Center, Room 205

🕒 3:30 pm – 4:45 pm

The post-pandemic labour shortage and the record number of Canadians reaching retirement age has created enormous challenges and potential opportunities for employers. Now, more than ever, it is essential for employers to focus on attracting and retaining immigrant talent. Join our workshop to learn about practical and innovative employer engagement strategies and how effective intercultural competency programs help employers create culturally inclusive workplaces. We will also discuss the vital role ISANS Professional Practice Program plays in helping immigrants find employment, assisting employers to diversify their workforce and creating more inclusive communities by creating strategic partnerships with local municipalities.

**Participants**

**Jordan Remedios**, Immigrant Association of Nova Scotia ISANS, *Creating Culturally Inclusive and Welcoming Workplaces through Cultural Awareness and Employer Support*

**Joanna Stewart**, Immigrant Association of Nova Scotia ISANS, *Connecting Employers with Skilled Immigrants Professionals to Reduce the Labour Gap and Diversify their Workforce*

**Christine Alvarez**, Immigrant Association of Nova Scotia ISANS, *More Than Diversity: How to Create Effective Intercultural Competency Programs and Employer Engagement Strategies to Fill Gaps in the Workforce*

**Erinn Smeltzer**, Manager of Talent Acquisition at Halifax Regional Municipality

## F4

## Workshop – Panel Presentation

**Building Collaborative Solutions Through Design Sprints**

📍 Room Oak, Executive Meeting Center

🕒 3:30 pm – 4:45 pm

The largest issues within the immigrant and refugee sector often require bringing multiple stakeholders to the table to co-create effective solutions. Join us to learn how we leveraged Design Thinking to guide a diverse group of representatives from within the Private Sponsorship of Refugees (PSR) ecosystem through a 1-day Design Sprint. The Sprint focused on generating actions to make the refugee sponsorship process more efficient, supportive, equitable, and effective. We'll break down the process of co-creation, give examples of some of the ideas generated, and provide tips on how to effectively innovate to strengthen cooperation and solidarity within the sector to support refugees and immigrants.

**Participants**

**Marina Nuri**, World Education Services

**Bayan Khatib**, Northpine Foundation

**Lynn Weaver**, Canadian Refugee Sponsorship Agreement Holders Association

**Fadi Al Qassar**, Venture 2 Impact

## F5

Room  
Newfoundland,  
4th floor

3:30 pm –  
4:45 pm

## Roundtable

## Narratives of Forced Migration: Cases from Syria, Iraq and Afghanistan

The case studies focus on minorities from the two contexts: Arab Christians in the case of Syria and Iraq and Hazaras (both Twelver and Ismaili) in the case of Afghanistan. The narratives we examine extend throughout the journey, from the decision to leave the countries of origin to life in Canada, and ask particularly how religion, as a psychological and cultural resource, is deployed to make sense of the migratory experience. Using narrative analysis, we examine how memory selects certain events for narrativization and how migrants construct meaning out of chaos, loss, and hope. Our aim in foregrounding the voices of migrants is to spark exchange between policymakers and practitioners with experience in the field and the academic social-scientific perspective here presented.

## Participants

Linda Darwish, Dept. of Religion, St. FX

Lynda Clarke, Religions & Cultures, Concordia U.

## Lessons from the Afghanistan Crisis: The Afghan Diaspora Perspective

In 2021, Canada announced that it would accept 40,000 Afghan refugees. Over one year later, just over half that number have been resettled across the country. This roundtable moves to questions of practice and policy from the view of Afghan-Canadian leaders and organizations on the frontlines. It will review Canada's current policy and programs on the Afghanistan crisis; highlight issues with Afghan resettlement in Canada; and outline next steps for policymakers, newcomer service providers, and stakeholders to advance Afghan immigration needs moving forward.

## Participant

Khalidha Nasiri, Executive Director, Afghan Youth Engagement and Development Initiative (AYEDI)

A Trauma-Informed Mental Health Outreach Program for Newly Arrived Refugees:  
Insights from an Early Psychoeducational Program for Afghani Refugees in Edmonton

The recent Ukrainian and Afghanistan refugee crisis has revealed the necessity of having a responsive and timely mental health outreach plan in place to address the complex psychological concerns resulting from their traumatic pre-migration experiences. Community-based psycho-educational group interventions offered in concert with preliminary settlement services for newly arrived refugees offer refugee settlement organizations with several possibilities for facilitating refugees' timely access to mental health services. This paper will present some observations and insights learned from an early, trauma-informed psychoeducational group program that was offered for Afghani human-rights defender refugees during their initial settlement period.

## Participant

Shaima Ahammed Thayyilayil, University of Alberta

## F6

📍 Shaw  
Convention  
Center,  
Room 206

🕒 3:30 pm –  
4:45 pm

**Workshop – Panel Presentation****Supporting Racialized Newcomer Mothers' Employment Outcomes and Maternal Wellbeing in Canada**

Racialized newcomer mothers to Canada lack resources to fully engage and participate in services to support their wellbeing and employment and may require specific supports. This workshop explores ways to addressing these newcomer mothers' needs through two projects:

- 1) The barriers and facilitators for newcomer mothers to participating in employment services and the labour market from the Career Pathways for Racialized Newcomer Women;
- 2) Early findings from the Tri-Cities Wrap Around Model of Care to Mental Health in Immigrants, a project designed to enhance the capacity of service providers to promote maternal mental health in service delivery for newcomer families.

**Participants**

**Sol Park** and **Julie Rodier**, Social Research and Demonstration Corporation (SRDC), *Supporting Racialized Newcomer Mothers' Employment Outcomes in Canada: Lessons Learned from the Career Pathways for Racialized Newcomer Women Pilot Project*

**Abigail Cameron**, S.U.C.C.E.S.S., *Supporting Racialized Newcomer Mothers' Maternal Wellbeing*

**One Program: Four Adaptations; How Empirical Data from The Ground Supported Program Innovation**

The presentation will shine a light on the HIPPY (Home Instruction for Parents of Pre School Youngsters) program which had the flexibility and elasticity to adapt into three different programs to serve the emerging and rapidly evolving needs of refugee families. The process of innovation and adaptation will be presented. For each of the programs developed, the case for adaptation and key needs will be highlighted. Key outcomes, challenges, learning, and client feedback will be presented by implementing partner sites from across Canada for each program.

**Participants**

**Yusra Qadir**, Mothers Matter Centre

Representative from Diversecity

Representative from Vanier Community Service Centre (Tentative)

Representative from Saskatoon Open Door Society (tentative)



## F7

Room Nova  
Scotia, 4th floor

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## Leveraging New Technology to Streamline Services in the Settlement Sector

This workshop will present new initiatives from postsecondary institutions that are shifting the discourse around how we use technology to better serve newcomers. It will highlight research and projects that have leveraged technologies in the settlement sector to streamline services for newcomers and allow service practitioners to provide individualized support that best suits their goals and needs. This includes findings from the piloting of an interactive assessment tool for newcomers, new technologies in providing blended learning and adopting new technology to gather information, automate and build analytical infrastructure. OER resources will be shared with the participants for their use.

## Participants

**Zeina Sleiman-Long**, NorQuest College, *Streamlining Access to Newcomers through Varied Service Delivery Modalities*

**Anna Janik-Kelly**, Red River College, *From Envelopes to Automation to Actionable Insights*

**Danica MacDonald**, Bow Valley College

**Maroro Zinyemba**, Dean, faculty of skills and foundational learning

## Moderator

**Lisa Rochman**, NorQuest College, *Leveraging New Technology to Streamline Services in the Settlement Sector*

## F8

Shaw Convention  
Center, room 207

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## Enabling Empowerment for Marginalized and Racialized Women: Skills Training and Employment

COSTI has created a women's fund pillar to incubate and accelerate innovative initiatives for women. This fund has enabled programs in digital literacy and coding for women. Over the years, the digital literacy and coding program has become one of the most popular and sought-after programs, exceeding program enrollments and with regular wait lists. The program caters to marginalized and racialized women, using wraparound services and an anti-racist lens to enable success for the most marginalized women. This session will discuss best practices and learnings to support digital skills training and employment for marginalized women, using an inclusive, anti-racism and trauma-informed lens.

## Participants

**Samina Sami**, COSTI

**Snezana Gabric**, COSTI

**Julie Darboh**, COSTI

**Janet Hallett**, COSTI

## F9

## Atelier – Présentation en panel

## Recherches d'IRCC sur les immigrants de langue officielle en situation minoritaire

📍 Salle Alberta,  
4<sup>e</sup> étage

🕒 3:30 pm –  
4:45 pm

Au courant des dernières années, IRCC a développé une expertise sur les enjeux liés aux immigrants de langue officielle en situation minoritaire. Cet atelier vise à présenter les faits saillants de ses projets de recherche. Il se basera sur les résultats d'une synthèse d'une quarantaine de rapports commandités par IRCC et des recherches menées récemment sur l'immigration au sein des CLOSM. Les sujets abordés comprendront le profil sociodémographique et économique des immigrants, l'offre de services d'établissement, les enjeux et défis liés à leur intégration économique, sociale et académique ainsi qu'à la transition des travailleurs temporaires vers la résidence permanente.

## Participants

**Stéphanie Bacher**, Immigration, Réfugiés et Citoyenneté Canada, *Enjeux et défis rencontrés par les immigrants de langue officielle en situation minoritaire une fois arrivés au Canada*

**Ndeye Diouf**, Immigration, Réfugiés et Citoyenneté Canada, *Portrait sociodémographique des résidents permanents de langue officielle en situation minoritaire*

**Éva Koumaglo**, Immigration, Réfugiés et Citoyenneté Canada, *Résultats économiques des résidents permanents de langue officielle en situation minoritaire*

## Modérateur

**Maciej Karpinski**, Immigration, Réfugiés et Citoyenneté Canada

## F10

## Workshop – Panel Presentation

Challenges With Using Your Existing Data to Get Meaningful Outcomes—  
From 1,000 Spreadsheets to 1 Report

📍 Room Governor  
General I,  
4th floor

🕒 3:30 pm –  
4:45 pm

While Canada's population becomes increasingly more diverse, there is a significant gap in knowledge about newcomer populations and how they interact with other systems and services. Settlement organizations are in the best position to inform, and advocate for, leveraging the power of existing data with regard to migration and identities. Challenges such as little to no investment, poor data quality, and funder mandated reporting make it almost impossible to get meaningful information about your operations and who you are serving. This workshop will speak to the current landscape, and what is required for change, and our ongoing journey to get from 1,000 spreadsheets to one report.

## Participants

**Rami Alhaddad**, Data Analyst, CCIS, *Challenges With Using Your Existing Data to Get Meaningful Outcomes – From 1,000 Spreadsheets to 1 Report*

**Jesse Bourns**, CEO, Ajah – Global Consultancy Data & Technology, *The Non Profit Sector and Data/Evidence OR "Why is Everything so Bad?"*

**Amanda Weightman**, Principal, Habitus Consulting Collective

**Amanda Koyama**, Director Strategic Engagement – CCIS

## Moderator

**Amanda Koyama**, CCIS, *Challenges With Using Your Existing Data to Get Meaningful Outcomes – From 1,000 Spreadsheets to 1 Report*

## F11

Room  
Saskatchewan,  
3rd floor

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## A Coordinated Mental Health Response

The Centre for Refugee Resilience coordinated a mental health effort to support the mental health needs of a large group of refugees settling in Calgary. With a key partner, The Immigrant Education Society, this workshop will outline partnership efforts to address mental health through referrals and group interventions by mobilizing Calgary's mental health community. Clinical staff will outline shifts in CRR's internal approach for a population facing stressors due to a fast emigration followed by settlement, within a trauma-informed lens.

## Participants

**Jill Edgington Kirby**, Calgary Catholic Immigration Society, *A Coordinated Mental Health Response*

**Ronni Abraham**, The Immigrant Education Society, *Partnering for Successful Early Intervention*

## Refugee Integration Services for LGBTQ+ and Female Afghan Refugees

Since August 2021, the Afghan Refugee Crisis has steadily worsened and the immediate needs of tens of thousands of Afghans have become more dire. As a result, Skills for Change launched an initiative focused on engaging Afghan refugees who are women and/or members of the LGBTQ+ community providing them with settlement and reintegration, addressing issues through a gender-based and anti-oppression lens, meaningful engagement, mental health, and career planning, as foundational elements to this program. In this session, Skills for Change will present the findings of the project, increased positive rates of resettlement and reintegration. We will engage a discussion on trauma informed programs for LGBTQ+/women refugees.

## Participants

**Radhika Sharma**, Manager of Programs and Services

**Aimal Fazli**, Client Engagement Support

## F12

Room Birch,  
Executive  
Meeting Center

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## A Coordinated Service Delivery Approach and Assistance for Temporary Foreign Workers Across Canada

The TFW Prairie Region Project (PRP) was developed to increase the capacity of partner Service Provider Organizations (SPOs) to execute informed service delivery, provide advocacy, policy development and contribute to research. Thus, strengthen the TFW-serving ecosystem in the Prairie region and sustain critical project elements beyond its funding lifecycle. This workshop will center the discussion on perspectives of Umbrella Organizations and SPOs from urban and rural communities about the framework, the evolution of Migrant Workers serving community networks, and how provinces across Canada can incorporate the methods developed in the PRP.

## Participants

**Marokh Yousifshahi**, Alberta Association of Immigrant Serving Agencies (AAISA)

**Dina Jubrak**, Calgary Catholic Immigration Society (CCIS)

**Ramlah Iqbal**, Saskatoon Open Door Society

**Enver Naidoo**, Westman Immigration Services

**Jessica Juen**, Calgary Catholic Immigration Society (CCIS)

## F13

📍 Room Governor  
General II,  
4th floor

🕒 3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

**Building a National Network for Cultural Brokers Through Participatory Action Research:  
An Interactive Workshop**

Cultural Brokers (CBs) are multilingual, multicultural skilled workers who self-identify with the community they serve, acting as relational bridges between newcomers and formal systems to improve health and wellness outcomes. This IRCC-funded, National Cultural Brokers Project is creating a national network for CBs, focused on developing resources, training, connections, and capacity for CBs, while building professional recognition of this unique workforce. This interactive workshop highlights how the Participatory Action Research approach has been incorporated into the development of the NCBP, sharing the project's activities, including the environmental scan, digital learning network, and our plan for regional gatherings and training.

## Participants

**Traicy Robertson**, Newcomer Programs Manager, Manitoba Possible

**Lisa Mizan**, Digital Communications Coordinator, Manitoba Possible

**Raquel Velasquez**, Operations and Administrative Manager, Umbrella Multicultural Health Co-op

**Mei-Chi Chan**, Senior Project Coordinator, Multicultural Health Brokers Co-op

**Leslee Mackey**, Project Coordinator, Multicultural Health Brokers Co-op

**Regina Becoin**, Research Assistant, Laurentian University

**Dr. Pallabi Bhattacharyya**, Research Project Coordinator, Laurentian University

**Samantha Lee**, Project Manager for NCBP from Manitoba Possible

**Amy Ferris**, Gathering and Events Coordinator, Umbrella Multicultural Health Co-op

## Moderators

**Yvonne Chiu**, Executive Director, Multicultural Health Brokers Co-op

**Dr. Sara Torres**, Associate Professor, Laurentian University, School of Social Work

## F14

📍 Shaw  
Convention  
Center,  
Room 208

🕒 3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

**Immigration and Economic Development in Atlantic Canada**

This session will bring scholars in the field and key settlement agencies to examine the social and economic contribution of immigrants in Atlantic Canada and discuss concerned effort and best practices to boost immigration integration and productivity. There have been recent efforts to increase newcomer attraction and retention in Atlantic Canada by the governments and community organizations alike. There are a number of approaches stakeholders could take to increase labour market performance of newcomers, including enhanced economic development, better incentive structures, and improved support programs for newcomers. Bottom-up efforts by the region's communities and NGOs are also crucial for enhancing economic performance of immigrants.

## Participants



**Prof. Ather Akbari**, St. Mary's University, *Regionalization of immigration: Some Rationale and Best Practices Across Advanced Countries*

**Prof. Tony Fang** and **Dr. Jane Zhu**, Memorial University, *The Macroeconomic Impacts of Immigration in Atlantic Canada: An Empirical Analysis Using the FOCUS Model*

**Nabiha Atallah**, ISANS, *Maximizing the Benefits of Increased Immigration and Aiming for Higher Retention Rates*

**Matt Fast**, ARAISA, *Understanding the employment journey of newcomer youth: Perspectives from Atlantic Canada*

## F15

 Room Quebec,  
4th floor 3:30 pm –  
4:45 pm

## Roundtable

**Partnership on Older Racialized Immigrants' Social Connectedness: Impacts of the Living Environment**

This proposed study aims to bring together stakeholders to advance knowledge about older racialized immigrants' living environments' influence on their feelings of closeness to people and belonging to their community, particularly during the pandemic. The researchers anticipate that information from the study will benefit older adults, community service providers, researchers, and the public to better understand the racialized older adults' experiences in Canada.

**Co-authors:** Alberta Baffour-Awuah–University of Regina, Florence Luhanga–University of Regina, Festus Moasun–University of Regina, Jordana Salma–University of Alberta, Joseph Osuji–Mount Royal University, Leonie Mvumbi Mambu–University of Regina, Olubukola Salami–University of Alberta, Christina Nzaliwa–Edmonton Immigration Services Association, Lori Paine Calgary–Senior Resource Society, Natasha Martyns–Young Women's Christian Association (YWCA), Saskatoon., Anahit Falihi–Saskatoon Open Door Society.

**Participants**

**Florence Luhanga**, University of Regina

**Festus Moasun**, University of Regina

**Jordana Salma**, University of Alberta

**Joseph Osuji**, Mount Royal University

**Leonie Mvumbi Mambu**, University of Regina

**Christina Nsaliwa**, Edmonton Immigration Services Association

**Lori Paine**, Calgary Senior Resource Society

**Natasha Martyns**, Young Women's Christian Association (YWCA), Saskatoon.

**Juliet Bushi**, University of Regina

**Vivian Puplampu**, Faculty of Nursing, University of Regina (Saskatoon Campus)

**Moderator**

**Anahit Falihi**, Saskatoon Open Door Society



## F16

📍 Salle Maple,  
Executive  
Meeting Center

🕒 3:30 pm –  
4:45 pm

**Atelier – Présentation en panel****L'immigration économique francophone en contexte minoritaire et la question de la pénurie de main d'oeuvre : défis, opportunités et pistes de solutions**

Le RDÉE Canada propose un atelier portant sur la question de l'immigration économique francophone en contexte minoritaire et son inter-relation aux enjeux liés à la pénurie actuelle de main-d'oeuvre. Le contexte n'a jamais été aussi propice à l'élaboration d'une nouvelle stratégie et d'une nouvelle vision pour l'immigration francophone au pays. En ce sens, l'atelier proposera quelques pistes de solutions afin de guider l'élaboration d'initiatives, de programmes, de projets et de politiques publiques misant sur les besoins terrains. L'atelier se basera également en partie sur la publication de l'étude « Initiative de recherche au sein des communautés francophones en situation minoritaire pour une main-d'œuvre qualifiée ».

**Participants**

**Jean-Francois Parent**, RDÉE Canada

**Roukya Abdi-Aden**, RDÉE Canada

**Défi de l'augmentation des chiffres de l'immigration francophone et adaptation des services à la réalité des nouveaux arrivants**

La Politique fédérale sur l'immigration francophone et la tendance actuelle d'une augmentation croissante des immigrants francophones en milieu minoritaire poussent les fournisseurs de services francophones à s'adapter et à se réorganiser afin d'être en capacité d'offrir un service de qualité à ces immigrants. Cet atelier permet de ressortir les pratiques prometteuses qui permettent aux fournisseurs de services francophones de relever ce défi.

**Participants**

**Alphonse Ndem Ahola**, Francophonie Albertaine Plurielle (FRAP)

**Ngena Ali-Ebenga**, FRAP

**Yic Camara**, Francophonie Albertaine Plurielle (FRAP)

## F17

Room British  
Columbia,  
2nd floor

3:30 pm –  
4:45 pm

## Roundtable

## Stronger Together: Building Inclusive Communities

The Ethnocultural Council of Manitoba strives to empower, inspire, mobilize and support ethnocultural communities in Manitoba. Since its establishment in 2015, ECCM has grown from being housed under a local immigration partnership to being its own independent organization which seeks to build bridges with ethnocultural communities. Drawing from examples of ECCM's government funded projects, this session will provide an overview on the importance of working with ethnocultural communities and organizations and the challenges and opportunities that may arise.

## Participants

Beatrice Maundu, ECCM

Piper Larsen, ECCM

Shakila Atayee, ECCM

## Moderator

Kathleen Vyrauen, IPW/ECCM

## F18

Room Governor  
General III,  
4th floor

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## Displaced Talent: Welcoming High-Skilled Ukrainian Professionals to the Canadian Labour Market

This workshop examines the impacts of the war in Ukraine on talent mobility, and the displacement and current inflow of STEM professionals into Canada. It revisits the situation following Russia's invasion of Crimea (2014), the redirection of specific talent prior and during the pandemic, and aims to assess Canada's potential as a talent destination. Ultimately, the presenters are interested in discussing the implications of the war on Canada's attraction and retention of skilled workers from Ukraine and will look at factors to be considered in developing immigration policies and settlement programs (e.g. credential recognition) as the situation evolves.

## Participants

Alex MacLellan, Carleton University

Juanita Molano, Independent researcher, Ottawa

## Moderators

Patrick MacKenzie, Conference Co-chair- CEO, Immigrant Employment Council of BC (IECbc)

Martin Geiger, Carleton University



**JIAS Toronto's Ukraine Response as a Lesson for the Next Crisis**

As soon as the news hit about the Russian invasion of Ukraine, JIAS Toronto sprung into action—even before the Canadian government announced the CUAET visa program and even before the first Ukrainians arrived at the Canadian border. In this workshop, we will talk about our crisis response that required effort and collaboration from every department of our agency. Once we present our experience, we will have participants in the workshop go through a preparation exercise for crisis response (using imaginary crises) that will involve making assumptions, decisions, and designing solutions to problems amid the crisis. Participants will consider every area of their agency and its role in the response effort.

**Participants**

**Laura Gold**, JIAS Toronto

**Naomi Kramer**, JIAS Toronto

**Jodi Block**, JIAS Toronto

**Olesia Shablia**, JIAS Toronto

**Roundtable****Settlement Agencies' Opportunities and Responsibilities: Cross-sectoral Efforts to Address Trafficking-in-Persons and Vulnerable Communities in Canada**

This panel highlights the nexus between trafficking in persons and migration. The discussions will provide insights into complexities of current trafficking-migration trends, generate debates and co-creation opportunities in the prevention of trafficking and the protection of refugees and other newcomers in the Canadian context.

The Government of Canada is making considerable measures and investments in welcoming immigrants to Canada. However, are there measures in place to safeguard newcomer children and youth from trafficking and exploitation? This presentation explores potential trafficking pathways in newcomer children and youth in Canada and solutions to counter trafficking.

**Participants**

**Ajwang' Warria**, Associate Professor, University of Calgary, *Safeguarding Newcomer Children and Youth in the Context of Canada's Immigration Goals*

**James McLean**, Director of Research and Policy at the Canadian Centre to End Human Trafficking, *Counter-Trafficking Programming in the Immigrant and Refugee Resettlement Sector in Canada*

**Ena Lucia Mariaca Pacheco**, Independent Researcher, *Unseen and Unheard: The Silent Trafficking of Migrant Males*

**Moderator**

**Kelly Schuler**, Executive Director, BRAVE Education, *Stepping up Community-Based Anti-Trafficking Prevention Initiatives in Newcomer Communities*

**F19**

Room  
New Brunswick,  
4th floor

3:30 pm –  
4:45 pm

# IMMIGRANT EMPLOYMENT COUNCIL OF BC

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**G1**

Room British Columbia, 2nd floor

11:00 am – 12:15 pm

**Workshop – Panel Presentation****Food Security of Refugees: Triangulation of Policy and Households' Views**

In recent years, Canada has welcomed more refugees as a resettlement country. Food security is considered a social determinant of health and a basic need. Many refugees experience different levels of food insecurity. Many factors contribute to this, including financial constraints and affordability. This study aims to review and examine current settlement policies meant to promote food security for newcomer refugees in Nova Scotia and triangulate the findings with refugees' experiences of food insecurity in Canada and Nova Scotia. Research findings can help policymakers make informed choices and suggest more effective ways to decrease food insecurity among the refugee population.

**Participant**

**Mahasti Khakpour**, StFX University, Assistant Professor

**Moderator**

**Linda Darwish**, StFX University, Professor

**G2**

Room Birch, Executive Meeting Center

11:00 am – 12:15 pm

**Workshop – Panel Presentation****Specialized Learning Needs in LINC Classrooms: Where Are We Now?**

How do we address specialized learning needs in the LINC classroom? In 2022 we presented on some of the national conversations taking place on this topic. We are continuing the discussion this year, focusing on new initiatives and emerging practices on how we can better support newcomers with physical and cognitive disabilities, trauma, and mental health challenges, as well as long-term learners who struggle to increase their literacy and language skills. Sharing promising practices will help support newcomers with language acquisition, and ultimately, more successful integration, as well as alleviating teacher burnout.

**Participants**

**Gary Griffiths**, ISANS, *Research on Long-Term Literacy Learners in LINC*

**Cindy Colman**, Centre for Newcomers, *Biliteracy*

**Katie Crossman**, Bow Valley College, *Vicarious Trauma and the LINC Classroom Teacher Training Pilot*

**Taicy Robertson**, Manitoba Possible, *ASL and Deaf Learners*

**Moderator**

**Carol Derby**, ISANS



### G3

Room Governor  
General I,  
4th floor

11:00 am –  
12:15 pm

#### Workshop – Panel Presentation

##### A National Settlement Information Strategy: Lessons and Directions

Getting the right information at the right time is essential to a positive settlement experience, and governments invest millions in information and orientation services. Yet finding the information they need to navigate services, find housing and generally adapt to life in Canada remains frustrating and stressful for many newcomers, particularly those with language barriers. There must be a better way. This workshop shares the insights of newcomers who have struggled to find the information they need, draws on lessons learned from several Refugee 613 projects on the creation and dissemination of multilingual content, and explores what a national settlement information strategy could look like.

#### Participants

**Bella Nceke**, Refugee 613, *Information Equity in Content Production and Dissemination*

**Marco Campana**, Digital and Communications Consultant, *What Would an Omnichannel Information and Content Creation and Delivery System Look Like?*

Newcomer voices, brief video presentation

#### Moderator

**Louisa Taylor**, Refugee 613, *A National Settlement Information Strategy: Why Do We Need One?*

### G4

Room Ontario,  
3rd floor

11:00 am –  
12:15 pm

#### Workshop – Panel Presentation

##### Building Stronger Boards A Study on the Diversity of Settlement Organizations

Building Stronger Boards: A Study on the Diversity of Settlement Organizations, will delve into research on settlement sector boards and provides analyses of interviews done with board leadership and board members at various settlement organizations. The session will provide recommendations for diversifying boards of organizations that serve newcomers, immigrants and refugees. Drawing on ways to sustain that diversity through creativity and thinking outside the box to find new ways of retaining board members.

#### Participants

**Marleny Bonnycastle**, University of Manitoba

**Jessica Praznik**, Immigration Partnership Winnipeg

#### Moderator

**Kathleen Vyrauen**, Immigration Partnership Winnipeg

## G5

Room Maple,  
Executive  
Meeting Center

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

**Successful Labour Market Integration for Skilled Newcomers—Deepening and Widening Connections Colleges and Institutes**

Canada is the national and international voice of Canada's largest post-secondary education network. More than 95% of Canadians live within 50 km of its member institutions, which makes them key players to support newcomers' integration into the labour market in big and smaller communities. Beyond the support to students, colleges and institutes play a significant role to respond to newcomers' and employers' needs in the communities. From pre-arrival to post-arrival support, this session will highlight practices that support the economic integration of newcomers. This will be an opportunity to reflect on lessons learned, promising practices, and intersectoral collaborations. Colleges and Institutes Canada is the national and international voice of Canada's largest post-secondary education network. More than 95% of Canadians live within 50 km of its member institutions, which makes them key players to support newcomers' integration into the labour market in big and smaller communities. Beyond the support to students, colleges and institutes play a significant role to respond to newcomers' and employers' needs in the communities. From pre-arrival to post-arrival support, this session will highlight practices that support the economic integration of newcomers. This will be an opportunity to reflect on lessons learned, promising practices, and intersectoral collaborations.

**Participants**

**Lisa Rochman**, NorQuest College

**Lise Béland**, Collège Boréal

**Dina McNeil**

**Multicultural Engagement Toolkit: Useful in Navigating the Current Canadian Labour Market**

Canada is facing labour shortage and low birth rate. The concept of Equity, Diversity and Inclusion as a whole is paramount in creating a more welcoming and inclusive workplaces. Multicultural engagement strategies are vital. We are presenting a multicultural engagement toolkit. It is not a one-size-fits-all prescription of what service agencies and planning organizations should do. We emphasize that context is paramount. On-going conversation among all stakeholders in actively making decisions, designing, implementing, and evaluating plans and processes is more important than the prescribed recommendations. It offers a framework for how to think about planning differently as well as concrete examples on how others have successfully implemented some aspect of the toolkit. Our goal is to humbly present a resource for communities and organizations that are anti-oppressive. This is an intersectional discussion of ways and means on how to actively navigate the changing labour market.

**Participants**

**Jo Pine**, EDI Consultant, GEDI Hub Project

**Vincent Wells**, EDI Consultant, GEDI Hub Project (Indigenous team Lead)

## G6

### Workshop – Panel Presentation

#### The Feasibility and Efficacy of Intervention Programs Directed to Resettled Refugees in Canada

Room  
New Brunswick,  
4th floor

11:00 am –  
12:15 pm

Many refugees are vulnerable to psychosocial challenges as a result of their stressful experiences during forced migration and resettlement. Therefore, research for effective interventions in different settings has intensified. This workshop sheds light on two strengths-based interventions aimed at resettled refugees in Canada (SPRINT and STRONG), including:

- 1) The feasibility and efficacy of SPRINT for refugee caregivers and service providers who support refugees;
- 2) Scaling out STRONG in the community: Considerations for community partnerships, capacities, and implementation supports and resources; and
- 3) Newcomer parents accessing mental health services: Identifying needs, program gaps, and integrating diverse voices for co-development and implementation.

#### Participants

**Redab Al Janaideh**, Centre for Child Development, Mental Health, and Policy, University of Toronto-Mississauga

**Maisha Syeda**, Faculty of Education, Centre for School Mental Health, Western

**Ghina Kayssi**, Faculty of Education, Centre for School Mental Health, Western University

## G7

### Roundtable

#### Newcomer Collaborative Community Mental Health Service: Successes, Challenges & Lessons Learned

Room Les Saisons,  
3rd floor

11:00 am –  
12:15 pm

While there are many ways to provide services to newcomers with moderate-to-severe trauma (as funding is limited and the scope is large), there is a need to capitalize on successful structures that already exist within communities. Grassroots, culturally grounded and community based (already integrated, easily accessible) programs are often more effective than the formal system's uniform use of Western mainstream mental health systems. This workshop will present a unique, innovative initiative that uses community linkages to better meet the mental health needs of newcomers by improving access to existing services, decreasing health inequities and providing trauma-informed and culturally appropriate supports.

#### Participants

**Heather Robertson**, Aurora Family Therapy Centre

**Hani Ataan Al-Ubeady**, Winnipeg Regional Health Authority/Aurora Family Therapy Centre

**Adey Mohamed**, Aurora Family Therapy Centre

#### Moderator

**Abdikheir Ahmed**, Aurora Family Therapy Centre

## G8

## Roundtable

**The Lived Experience of Refugees in Canada—How Policymakers can Advance Meaningful Refugee Participation in Policymaking**

📍 Shaw Convention Center, room 207

🕒 11:00 am – 12:15 pm

Panel members, some who are former refugees, share their experiences on how best to incorporate the voices of refugees on resettlement, integration, policymaking and lived experience. Giving primacy to the voices of refugees has been shown to expedite their successful resettlement (see Kyriakedes et al., 2018). Our discussions involve the lived experience of refugees, the role of the settlement organizations, and settlement umbrella organizations ensuring refugee agency. While the resettlement journey of refugees presents many challenges, policy makers can address this through the use of social and community bonds and provide refugees with a seat at the decision-making table.

## Participants

**Marokh Yousifshahi**, Alberta Association of Immigrant Serving Agencies (AAISA)

**Lori Wilkinson**, Canada Research Chair, Migration Futures / Professor, Department of Sociology and Criminology, University of Manitoba

**Janvi Tuteja**, Saskatchewan Association of Immigrant Settlement and Integration Agencies (SAISAI)

**Yuly Johnson**, Manitoba Association of Newcomers Serving Organization (MANSO)

## G10

## Workshop – Panel Presentation

**The Role of Entrepreneurship in Newcomer Integration Newcomer Entrepreneurship Hub—A Post-COVID-19 Training Model to Support Newcomer Entrepreneurs**

📍 Shaw Convention Center, room 205

🕒 11:00 am – 12:15 pm

COVID-19 has changed the way we communicate, educate and more generally participate in society. In this post-COVID-19 world, it was necessary to adjust program models to align with these changes. The Newcomer Entrepreneurship Hub (NEH) recently launched its enhanced post-COVID-19 entrepreneurship training program in order to account for these changes and best support newcomers in their entrepreneurial endeavours. This workshop will showcase the new NEH model and will discuss how effective the program has been in supporting newcomer entrepreneurs in the current times and will serve as a model for other immigrant serving agencies to support entrepreneurs.

## Participants

**Jodi-Ann Francis**, Toronto Metropolitan University

**Surranna Sandys**, Skills for Change

**Magda Saba** and **Mo Guang**, Diversity Institute

## G11

📍 Room Governor  
General II,  
4th floor

🕒 11:00 am –  
12:15 pm

**Workshop – Panel Presentation****Welcome to Our Homelands: Introducing the Reconciliation Awareness LINC Lesson for Newcomers**

Teaching about the pain-filled history of the indigenous peoples of Canada can be difficult. LINC teachers grapple with how to tell the truth appropriately and respectfully without glossing over atrocities and yet not leaving newcomers traumatized. They also need to blend content with real world task goals and portfolio-based language assessment. This session introduces IRCC-funded reconciliation awareness LINC lessons for Literacy-CLB 8 that center on the Welcome to Our Homelands video and study guide by indigenous artists. Participants learn about the content, activities and PBLA tasks covered, and engage in one of the key learning activities from the lessons.

**Participants**

**Lisa Herrera**, ISSofBC

**Ewa Karczewska**, ISSofBC

## G12

📍 Room Quebec,  
4th floor

🕒 11:00 am –  
12:15 pm

**Workshop – Panel Presentation****Ethics for Newcomer Research? How to Value Community-Based Knowledge Through a Newcomer Research Library**

A series of interviews identified challenges for SPOs to access the research they need to make evidence-based decisions, while academics struggle to mobilize research into community in a timely and meaningful way. The Newcomer Research Library was designed to bridge this gap between research and practice, and to make community-level research (eg. program evaluations) accessible. It is a repository of key findings related to all categories of newcomers in a specific region. It also highlights the quantity and nature of research taking place on and with newcomers. This workshop includes a demonstration of the Library and how to get involved.

**Participants**

**Amanda Koyama**, Director Strategic Engagement, CCIS

**Amanda Weightman**, Principal, Habitus Consulting Collective

**Dr. Matthew Kwan**, Associate Professor, Child and Youth Studies, Brock University

**Moderator**

**Fariborz Birjandian**, CCIS



## G13

Room  
Newfoundland,  
4th floor

11:00 am –  
12:15 pm

## Workshop – Panel Presentation

## Immigrant and Refugee Employment in Canada

This workshop will present new insights about the economic integration of newcomers using Canada's most recent 2016 census. Aziz Rahman's paper investigates the labour market outcomes of two groups of resettled refugees (government and privately sponsored) focusing on four variables—gender, location of study, admission category and age of arrival. Shantanu Debbarman's paper examines the employment of visible minorities by generation status focusing on official language proficiency, location of postsecondary education, and pre- and post- labour market experience, and visible minority groups. Evidence-based recommendations for the successful integration will be provided.

## Participants

**Aziz Rahman**, Toronto Metropolitan University, *Predictors of Employment Income of Refugees Resettled in Canada*

**Shantanu Debbarman**, University of Manitoba, *An Analysis of Labour Market Integration of Visible Minorities in Canada: The Case of South Asians*

## Professional Immigrants: Confronting the Canadian Experience barrier to Employment

The need for Canadian experience has long plagued internationally-trained and experienced job seekers in Saskatoon and across Canada who are seeking to have their foreign credentials recognized and attain work in their fields. This inability to meaningfully contribute their expertise in their new home country has led to feelings of being de-valued, stress, and frustration. Additionally, Canadians are deprived of essential services that these professional newcomers can provide. This presentation illustrates methods and strategies that Immigration Partnership Saskatoon has utilized to help new immigrants surmount this barrier to employment.

## Participants

**Jasmine Calix**, Immigration Partnership Saskatoon

**Asit Sarkar**, Immigration Partnership Saskatoon

## G14

## Atelier - Présentation en panel

**Perspectives sur la diversité et la cohésion au sein des communautés francophones en situation minoritaire / Une ethnographie critique de la cohésion dans quatre communautés francophones en situation minoritaire : Vancouver, Winnipeg, Ottawa et Moncton**

📍 Salle Nova Scotia,  
4<sup>e</sup> étage

Nous présentons une ethnographie critique de la cohésion sociale au sein des communautés francophones en situation minoritaire dans quatre provinces :

🕒 11:00 am –  
12:15 pm

- 1) Les objectifs de recherche, le cadre théorique et la méthodologie seront décrits, dont les méthodes spécifiques utilisées ;
- 2) Les résultats d'une analyse de discours critique comportant 86 documents publiés par cinq parties prenantes nationales depuis 2010 seront partagés pour souligner les priorités et les silences discursifs ;
- 3) Les résultats préliminaires d'entrevues avec informateurs clés, ainsi que des entrevues et cartographies complétées avec des francophones permettront d'identifier les facteurs qui façonnent les dynamiques communautaires.

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Participants

**Suzanne Huot**, The University of British Columbia, *Une ethnographie critique de la cohésion dans quatre communautés francophones en situation minoritaire : Vancouver, Winnipeg, Ottawa et Moncton*

**Nathalie Piquemal**, University of Manitoba, *Une analyse des discours du gouvernement fédéral et des institutions francophones sur l'immigration de 2010-2022 : Une emphase économiciste et une ouverture à la diversité*

**Anne-Cécile Delaisse**, The University of British Columbia, *Une analyse des discours du gouvernement fédéral et des institutions francophones sur l'immigration de 2010-2022 : Une emphase économiciste et une ouverture à la diversité*

**Leyla Sall**, Université de Moncton, *Cartographier l'engagement d'une communauté diverse: Des perspectives sur la cohésion parmi les francophones immigrants et nés au Canada*

**Faïçal Zellama**, Université de Saint-Boniface, *Cartographier l'engagement d'une communauté diverse: Des perspectives sur la cohésion parmi les francophones immigrants et nés au Canada*

## Modérateur

**Luisa Veronis**, Université d'Ottawa, *Une ethnographie critique de la cohésion dans quatre communautés francophones en situation minoritaire : Vancouver, Winnipeg, Ottawa et Moncton*

## G15

### Roundtable

#### Inclusion and Care Considerations for Racialized Older Adults and their Caregivers in the Publicly Funded Continuing Care System

📍 Shaw Convention Center, room 206

🕒 11:00 am – 12:15 pm

An estimated 30% of the Canadian population over the age of 65 are born outside Canada. Immigrant older adults experience intersecting barriers to healthy aging. This session will begin with findings from three research projects with immigrant older adults on:

- 1) Promoting social connectedness;
- 2) Inclusion and care considerations in continuing care; and
- 3) Facilitators and barriers to community-based supports. A facilitated group discussion will identify key policy and practice gaps that must be addressed for equitable opportunities for healthy aging. Attendees will reflect together on avenues for collaboration and advocacy to address the ongoing needs of this population.

### Participants

**Stephanie Chamberlain**, University of Alberta

**Vivian Puplampu**, University of Regina

**Jordana Salma**, University of Alberta

#### Racialized Immigrants Experiences of Caregiving Across International Borders

Little research has explored how immigrants in Canada balance employment while supporting families in their native countries. Qualitative interviews with 21 racialized immigrants reveal the economic and emotional challenges related to transnational care. This study's insights can inform culturally responsive resettlement and work programs to foster the integration of immigrants.

### Participants

**Allison Williams**, McMaster University

**Bharati Sethi**, McMaster University

## G16

Room Governor  
General III,  
4th floor

11:00 am –  
12:15 pm

### Workshop – Panel Presentation

#### Pathways from College and University to Employment for International Students in Canada

As the third largest destination for international students, Canada emerged as a key player in the globalization of education. What is less well understood are the pathways international students take as they transition from school to work. The presentations in this session examine the school to work transitions of international students in Canada. This includes: the economic, socio-cultural, and familial barriers international students face as they navigate into the labour force post-graduation; the role of settlement services, friends, social media, or family connections in enabling their transition; and, recommendations for improvements in institutional support by formal immigration services and post-secondary institutions.

#### Reducing the gaps between opportunity and responsibility along the Study-Work-Stay Pathway: Ensuring Success for Urban and Rural International Students in BC

##### Participants

**Jenny Francis**, Project Director, Geography & Geology, Langara College

**Seline Hernandez**, Former International Student, College of New Caledonia

**Koyali Burman**, Community-Based Researcher, Vancouver Local Immigration Partnership

#### Settlement Challenges and Resilience of International Students in Small-Sized Canadian Urban Centers: A Case Study of Greater Sudbury, and North Bay, in Northern Ontario

##### Participants

**Saad El Hakmi**, PhD Candidate, Policy Studies, Toronto Metropolitan University

**Sutama Ghosh**, Associate Professor, Geography and Environmental Studies, Toronto Metropolitan University

**Sohail Shahidnia**, PhD Candidate, Policy Studies, Toronto Metropolitan University

#### The University to Work Transition for South Asian and Chinese International Students in Canada

##### Participants

**Jana Borrás**, PhD Candidate, Sociology, York University

**Janice Phonepraseuth**, PhD Candidate, Sociology, York University

**Nancy Mandell**, Professor, Sociology, York University

**Larry Lam**, Professor, Sociology, York University

## G17

### Roundtable

#### LINCing together and making it CLIC: A Collaborative Roundtable Discussion on Language Assessment and Instruction

Room  
Saskatchewan,  
3rd floor

11:00 am –  
12:15 pm

In this roundtable, Language Support Leads from Prairies and Northern Territories (PNT) umbrella associations – AAISA, SAISIA, and MANO – will provide a space for Language Assessment Centres (LARC), Language Providers, and other umbrellas to discuss priorities, perspectives, best practices, and common challenges faced in language training and language assessments. This collaborative roundtable session will include, among other areas of focus, the particular perspective of Language Assessment and Language Training in Small Centres and Urban Centres. During the roundtable, participants will gather information and best practices to bring forward to the Language sector and relevant stakeholders.

### Participants

**Gelrene Sanfuego**, SAISIA

**Valeria Castellanos**, MANO

**Daniel Green**, AAISA

**Luigi Tummilli**, WELARC

**Diana Agudelo**, ECSD LINC

## G18

### Workshop – Panel Presentation

#### Connecting Newcomer Youth to Employment: Community Agency and Employer Views

Shaw Convention  
Center, room 208

11:00 am –  
12:15 pm

This workshop will present results from a collaborative research project on newcomer youth employment in the Toronto region. The session will start with an overview of newcomer youth's employment-related assets and barriers. JVS Toronto will offer insights on considerations for the design and delivery of employment-related services and programs for newcomer youth, based on in-depth interviews. WoodGreen will discuss findings from an appreciative inquiry into agency programming, as well as service provider interviews on experiences with operationalizing best practices. Finally, TRIEC will share results from a survey of hiring managers on their perceptions of young newcomer workers and employers' support needs to hire and retain newcomer youth.

### Participants

**Neda Farahmandpour**, JVS Toronto, *Enhancing Employment-Related Services to Better Serve Job-Seeking Newcomer Youth: Lessons from the Sector*

**Farzana Propa**, **Alma Betancourth**, **Maryam Khan** and **Aidan Dorcas Nassuna**, WoodGreen Community Services, *Addressing Gaps in Employment Programs for Newcomer Youth*

**Sugi Vasavithasan**, Toronto Region Immigrant Employment Council, *Hiring Manager Perspectives on Young Newcomer Workers*


### Moderator

**Qazi Hasan**, WoodGreen Community Services



**G19**

 Room Oak,  
Executive  
Meeting Center

 11:00 am –  
12:15 pm

**Workshop – Panel Presentation****A Call for Alternative Pathways for Languishing Literacy Learners**

Dedicated LINC literacy classes have a short history in Canada and the current available learning framework is general by design. Yet, immigrants (particularly refugees) with 10 years or less of formal education benefit from services that are tailored to their unique academic and personal needs and life goals. Through videos, you will meet students who, although showing improvements, take three to four to five times longer than recommended to progress through the levels. A facilitated discussion will follow each video. Participants will be asked to brainstorm programming that would best meet the needs of these deserving students.

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**Participants**

**Jana Ciobanu**, TIES

**Kerry Howard**, TIES

**Donna Clarke**, TIES

**Jeremy Wilson**, TIES



# Continuing & Community Education at the Ottawa Catholic School Board

We provide learning opportunities for all ages in welcoming and supportive environments in the Ottawa area

Adult ESL (English  
As A Second  
Language)

Adult Learning  
& Skills  
Development

International  
& Indigenous  
Languages

LINC  
Program

Summer  
Camps &  
Programs

St. Nicholas Adult High School: Credit  
Classes, Credits@Work, Prior Learning  
Assessment & Recognition (PLAR)

## LINC

Language Instruction for  
Newcomers to Canada

Canada

The LINC program is funded by the Government of Canada through Immigration, Refugees and Citizenship Canada and it is for adults, 18 years and older who are permanent residents or convention refugees. The LINC program helps Newcomers to Canada participate in Canadian society by providing:

- English language training
- Settlement skills and basic pre-employment skills
- Useful information about life in Canada, including social and cultural issues
- Field trips, guest speakers, cultural events and digital activities for learners to connect with the community

### Home-Based Business for Women Entrepreneurs



CLB 5-8

English can support Newcomers to Canada in running their own small business. This in-person & online language course offers tips, ideas, business planning, customer service training and software skills; everything needed to open a home business.

**Currently registering!**

### Office & Accounting Careers For Newcomers



CLB 6-8

Newcomers to Canada can improve their English for working in an office environment and learn from several experienced professionals. This in-person & online course teaches the use of software, basic bookkeeping, operating office machines and more!

**Currently registering!**

### LINC with STEM Focus



CLB 6-7

This virtual Language Instruction for Newcomers to Canada (LINC) course can help improve key areas of English to work in the STEM Sector in Canada for those with related education or who have worked in a STEM area. STEM = Science, Technology, Engineering, Math.

**Currently registering!**

### LINC Classes for the Deaf



We offer in-person English and American Sign Language classes for Deaf, Hard of Hearing and Deafened Adult Newcomers.

### LINC Language & Literacy Courses

We offer in-person courses from CLB Literacy to CLB 5+ Advanced English.

## Programme LINC

Cours de langue pour les  
nouveaux arrivants au Canada

Le programme LINC est financé par le gouvernement du Canada par l'entremise d'Immigration, Réfugiés et Citoyenneté Canada pour permettre aux nouveaux arrivants au Canada de prendre part à la vie sociale canadienne le plus rapidement possible. Les étudiants participant au programme LINC reçoivent une formation linguistique et développent des compétences d'établissement en anglais ainsi que des compétences de base préalables à l'emploi. Pour en savoir plus sur le programme LINC et les autres programmes offerts par le service de formation continue et communautaire du Ottawa Catholic School Board (OCSB), cliquez sur le lien suivant : [conted.ocsb.ca](http://conted.ocsb.ca) (le choix de la langue est proposé sur le site Web)

[conted.ocsb.ca](http://conted.ocsb.ca)

@ocsbconted

## H1

### Workshop – Panel Presentation

#### When Settlement Services are Scarce: Meeting the Needs of Immigrants in Non-Metropolitan Communities

📍 Room Les Saisons,  
3rd floor

🕒 1:45 pm –  
3:00 pm

Although the Canadian government actively encourages international migrants to settle in non-metropolitan communities, these communities are often less equipped than larger cities to provide settlement services. Addressing service gaps requires evidence-based solutions. This session showcases recent research on settlement service provision in non-metropolitan communities across Canada and puts forward concrete recommendations that can be used to improve immigrants' access to services.

#### Participants

**Kathryn Dennler**, Conference Board of Canada, *Making Rural Immigration Work: Settlement Services in Small and Rural Communities*

**Melissa Kelly**, Toronto Metropolitan University, *Providing Settlement Services on the Prairies: Old Challenges and Emerging Opportunities*

**Stein Monteiro**, Toronto Metropolitan University, *Reaching Immigrants Beyond the Metropolis: What Role Can Online Settlement Services Play?*

## H2

### Workshop – Panel Presentation

#### From Knowledge to Action: Understanding Newcomer Digital Spaces During the COVID-19 Pandemic

📍 Room  
Saskatchewan,  
3rd floor

🕒 1:45 pm –  
3:00 pm

Many newcomers rely on digital messaging groups on platforms such as WhatsApp, Telegram and Facebook for their information needs, and settlement providers are increasingly experimenting with using these groups to reach clients. Yet these spaces are also frequently vectors for the spread of misinformation. This workshop shares current research, lived experience, and learning from community engagement to shed light on newcomer information-sharing experiences on digital platforms during the COVID-19 pandemic. It proposes evidence-based strategies for effectively reaching newcomers online with trusted resources to support positive settlement, building capacity for promoting information equity and digital literacy, and reducing misinformation.

#### Participants

**Nadia Caidi**, University of Toronto, *Mapping the Flow of (Mis)Information Among Newcomers Online: Lessons from The COVID-19 Pandemic*

**Ghadah Alrasheed**, Refugee 613, *Strategically Building Information-Resilient Communities with Newcomer Digital Connectors*

**Nargis Ehsan**, Refugee 613, *Newcomer Perspectives and Lives Experiences in Digital Spaces*

#### Moderator

**Louisa Taylor**, Refugee 613, *From Knowledge to Action: Understanding Newcomer Digital Spaces during the COVID-19 Pandemic*

## H3

📍 Room Quebec,  
4th floor

🕒 1:45 pm –  
3:00 pm

### Workshop – Panel Presentation

#### Immigrant Entrepreneurship as a Pathway to Socio-economic Integration: Challenges and Support Systems

Entrepreneurship is a key driver of economic growth in Canada and an important pathway to socio-economic integration for immigrants. This workshop examines a Halifax, NS case study about how recent immigrants have embarked on an inspiring, yet challenging journey into entrepreneurship and how two immigrant entrepreneurship support programs currently operating in Calgary and Halifax are assisting immigrant entrepreneurs. We will also discuss the existing gap between real challenges faced by immigrants, the current support systems, possible improvements to those systems, and possible directions for future research.

#### Participants

**Gabriel Nimoh**, Saint Mary's University, *Becoming your Own Boss: Motivation Factors, Challenges and Coping Strategies of Immigrant Entrepreneurs In Halifax, NS*

**Bibiana Cala**, Calgary Catholic Immigration Society, *Building Social Capital through Entrepreneurship*

**Christine Alvarez**, Immigrant Services Association of Nova Scotia, *Pathways to Entrepreneurship in Nova Scotia*

#### Moderator

**Min-Jung Kwak**, Saint Mary's University, *Immigrant Entrepreneurship as a Pathway to Socio-Economic Integration: Challenges and Support Systems*

## H4

📍 Room Governor  
General I,  
4th floor

🕒 1:45 pm –  
3:00 pm

### Workshop – Panel Presentation

#### Measuring and Mapping Racism

There is increasing Canada-wide attention to the usefulness of data collection around racism. This workshop highlights several different efforts of Local Immigration Partnerships that have begun to gather and analyze such data through various measures. The workshop will highlight the challenges/ complexities of data collection, ensuring that equity-deserving voices remain at its center and target communities benefit from their participation in these projects, and the importance of mapping community supports and centering communities' needs in developing and delivering responses. We will share how we have used community surveys, mapping tools, media campaigns, and anti-oppression capacity building as part of our strategies.

#### Participants

**Lenya Wilks**, DIVERSEcity – Surrey Local Immigration Partnership

**Florentien Verhage**, Inter-cultural Association of Greater Victoria

**Ana Maria Bustamante**, Burnaby Intercultural Planning Table / Burnaby Local Immigration Partnership





**Building Equitable Economies for Immigrants and Refugees in Peel**

The Peel Family Pathways Project is a current study to develop an evidenced-based Family Needs Framework for immigrant and refugee in the Region of Peel. The project takes the family as the unit of analysis, recognizing that the client's life is deeply embedded within the family ecology, and thus, the experience of migration, integration, and support cannot be viewed without considering the entirety of familial unit. To develop the Family Needs Framework, both quantitative and qualitative methodologies are being utilized to collect archival data and first-hand data from clients. Preliminary findings show that literature on existing pathways to services for newcomer families is scarce.

**Participants**

**Monica Riutort**, Family Services of Peel

**Soo Min Toh**, University of Toronto

**Workshop – Panel Presentation****Building Capacity for Disability-Sensitive Programming in Alberta's Settlement and Integration Sector**

The Supporting Newcomers with Disabilities Project aims to improve access to supports and resources for newcomers with complex needs, focusing on the Registered Disability Savings Program (RDSP) and the Disability Tax Credit (DTC). Access to these programs is hindered by multiple obstacles, including a lack of information, complex systems, and cultural stigmas. In response, the project has administered three key deliverables: a survey for settlement organizations to better understand the needs of clients with disabilities, a resource guide to help settlement workers introduce clients to the RDSP and DTC, and a professional development course with disability-sensitive training for settlement workers.

**Participants**

**Christian Ladores**, Alberta Association of Immigrant Serving Agencies

**Nada Starcevic**, Alberta Association of Immigrant Serving Agencies

**Workshop – Panel Presentation****Post-Secondary International Students With or Without Families: Barriers to Access Mental Health Services On/Off-Campus**

Post-secondary Canadian institutions attract international students (IS) since they are crucial to the universities' revenue. Universities are skilled in feeding IS hopes for an excellent education, professional opportunities, and a better life. IS come with enthusiasm, sometimes not knowing the challenges they might face as newcomers. They must manage not only their transitions to different academic and cultural contexts but also the adjustment of their spouses and children. One of the challenges is accessing on and off-campus mental health services and culturally appropriate care. Participants will engage in a dialogue and call for action for universities and immigrant service providers to improve policies that address this issue.

**Participant**

**Monica Sesma Vazquez**, University of Calgary

**Moderator**

**Shamsa Mistry**, University of Calgary

**H5**

Room  
Newfoundland,  
4th floor

1:45 pm –  
3:00 pm

**H6**

Room British  
Columbia,  
2nd floor

1:45 pm –  
3:00 pm



## H7

Room Governor  
General II,  
4th floor

1:45 pm –  
3:00 pm

### Workshop – Panel Presentation

#### Innovative Approaches to Building a Sustainable System of Transitional Housing

The Refugee Centre's newest pilot project is based on utilizing innovative approaches to solving the housing crisis in Montreal – which disproportionately affects refugees and newcomers. Broadly, the project involves securing housing units through relationships and agreements with landlords, which is supported by our community housing fund. The housing fund allows us to use upfront cash incentives to obtain discounts on 12 month leases, therefore securing rental units to use as transitional housing for refugees who have just arrived to Montreal. The ultimate goal is to be the holder of leases to remove systemic barriers of entry to the housing market due to lack of documentation and credit history, while maintaining prices.

#### Participants

**Natasha Guerriero**, The Refugee Centre

**Abdulla Daoud**, The Refugee Centre

#### Operation Welcome Home: Innovative Housing Strategies for Displaced New Arrivals

S.U.C.C.E.S.S. will share strategies and lessons learned through an innovative housing pilot program, Operation Welcome Home to address the housing needs of displaced new arrivals. Operation Welcome Home is a transitional housing program aimed at providing wrap-around settlement and employment services along with housing to those in need of emergency housing and support due to unexpected upheaval. The project brings multiple stakeholders to collaborate on the critical need for housing for new arrivals.

#### Participants

**Queenie Choo**, S.U.C.C.E.S.S., *Operation Welcome Home: Housing Displaced New Arrivals*

**Ryan Drew** and **Corinne Prince**, S.U.C.C.E.S.S., *Operation Welcome Home: Innovative Collaborations & Lessons Learned*

## H8

Room Governor  
General III,  
4th floor

1:45 pm –  
3:00 pm

### Roundtable

#### Exploring How Corporate Canada Can Partner with the Settlement and Integration Ecosystem

Increasing immigration levels add pressure on settlement and resettlement organizations to maintain service levels and meet the needs of an increasingly diverse newcomer population. Corporate Canada has a role to play—not only in more effectively serving and employing this population—but also as part of the broader settlement, resettlement, and integration ecosystem. This workshop will use examples and lessons to discuss how Corporate Canada can partner with the ecosystem to improve newcomer outcomes.

#### Participants

**John Popoli**, Deloitte

**Agnes Thomas**, Executive Director, Catholic Crosscultural Services

**Samina Sami**, Chief Executive Officer, COSTI

#### Moderator

**Shannon Kot**, Deloitte

## H9

Room Nova  
Scotia, 4th floor

1:45 pm –  
3:00 pm

### Workshop – Panel Presentation

#### Supporting Settlement and International Students through Digital Technologies

COSTI, in partnership with Toronto Metropolitan University and Peace Geek, would like to submit an application on how enhanced service delivery and gaps in settlement services can be addressed for International Students through digital platforms which cater to different learning styles of these students wherever they are. The proposed model is a hybrid one, with a "people first" approach to access information prior to arrival as well as from within Canada

#### Participants

**Rupa Banerjee**, Toronto Metropolitan University, *Supporting Settlement and International Students Through Digital Technologies*

**Jennifer Freeman**, Peace Geeks, *Supporting Settlement and International Students Through Digital Technologies and Digital Solution for Settlement Services*

**Samina Sami**, COSTI Immigrant Services, *Facilitating Settlement Needs of International Students*

**Dominik Formanowicz**, Toronto Metropolitan University, *Student to Immigrant: The Migration and Integration Barriers of International students in Canada*

**Rahila Mushtaq**, COSTI Immigrant Services, *Facilitating Settlement Needs of International Students*

## H10

Shaw Convention  
Center, room 205

1:45 pm –  
3:00 pm

### Workshop – Panel Presentation

#### Impact Evaluation Framework Pilot: Capturing Newcomer Experience in Impact Measurement

AMSSA received SDI funding to develop and test out an Impact Evaluation Framework Pilot with a purpose of creating a newcomer-centered impact evaluation framework, with newcomers determining the definition of successful integration. The data collected is representative of the diverse groups of people and their differing experiences. This pilot aims to guide service provider organizations to develop their own strategy to capture qualitative feedback that is newcomer centred and often overlooked by conventional quantitative data collection and improve understanding of newcomer needs. This workshop will look at the processes taken as part of this pilot including the newcomer focus groups and benefits of this approach.

#### Participants

**Sara Sehic**, AMSSA

Representative from AMSSA

Representative from the Newcomer Group providing input into the project

Representative from Settlement Organization part of the Pilot Project

Impact Evaluation Consultant supporting this project

## H11

📍 Salle Alberta,  
4<sup>e</sup> étage

🕒 1:45 pm –  
3:00 pm

## Atelier – Présentation en panel

## L'immigration temporaire, une porte ouverte pour l'exploitation

La Canada favorise depuis plusieurs années les voies d'immigration temporaires au détriment des permanentes. Ce choix contribue à l'augmentation de la précarité migratoire, qui est un déterminant économique et sociale clé de santé. Cela a des effets néfastes sur la sécurité, la santé et le bien-être des personnes qui immigreront au Canada mais aussi sur la société dans son ensemble. Un changement de paradigme est nécessaire afin que le Canada garantisse des voies d'immigration permanentes, sécuritaires et simplifiées. Cette table ronde discutera des conséquences des politiques publiques actuelles et des celles qui devraient être considérées afin de répondre à cet enjeu.

## Participants

**Wayra Pasquis**, Médecins du Monde Canada, *Les conséquences des politiques migratoires temporaires en matière de santé*

**Mireille Paquet**, Université Concordia, *Leçon apprise du programme des anges gardiens – une analyse sous l'angle des fardeaux administratifs*

**Loreto Morales**, membre du Comité de femmes de l'Association de travailleurs-euses temporaires d'agences de placement (ATTAP) et coordonnatrice de l'Alliance pour la justice de genre dans la migration, *L'immigration temporaire, une porte ouverte pour l'exploitation*

Représentant, Réseau pour les droits des personnes migrantes, *La régularisation des statuts migratoires au Canada, une action nécessaire*

## H12

📍 Room Ontario,  
3rd floor

🕒 1:45 pm –  
3:00 pm

## Roundtable

## The Accessibility of Programs and Services for Temporary Foreign Workers in Canada

The roundtable discussion will focus on the challenges that temporary foreign workers face in accessing services and programs in Canada. The discussion will bring together experts and practitioners from various fields, including health, immigration, and social services, to identify the barriers that temporary foreign workers face and to discuss potential solutions, including improving access to services and programs for those with Open Work Permits and facilitating the transition to permanent residency. The aim of the discussion is to shed light on systemic issues and to generate ideas for improving access to services and programs for temporary foreign workers in Canada.

## Participants



**Daniel Quesada-Rebolledo**, Program Coordinator at TNO

**Gabriel Allahdua**, Lead Outreach and Market at TNO

**Jennifer Rajasekar**, Program Manager at TNO

**Camille Knight-Roberts**, Support Counselor

## H13

 Maple, Executive Meeting Center 1:45 pm – 3:00 pm

## Workshop – Panel Presentation



## Connecting and Collaborating with Small Centres across the Prairies and Territories

As Afghans and Ukrainians arrive in the Prairie region in record numbers, the region is experiencing a surge of newcomers. Newcomers are increasingly bypassing urban area settlement in favour of smaller cities due to provincial immigration strategies and rising costs of living in major urban centres (Census, 2022). This trend is also common in the Northwest Territories region, as many newcomers are re-settling for employment opportunities. Our discussions involve strategies adopted by Umbrella Organizations to connect Small Centre Service Provider Organizations to share best practices and resources to ensure newcomers settling in small and rural communities have access to essential services.

## Participants

**Don Boddy**, MANSO**Janvi Tuteja**, SAISIA**Audréane Bertrand-Danjou**, NWT Intercultural Centre**Laura Fryer**, AAISA

## H14

 Room oak, Executive Meeting center 1:45 pm – 3:00 pm

## Workshop – Panel Presentation

## Innovating on International Student Employment: Educational Institutions Investing in Settlement Tools

International students often gain significant Canadian education and work experience that make them ideal candidates for the Canadian workforce. However, they occupy a unique position in the Canadian immigrant landscape; many are outside of the eligibility criteria for IRCC-funded employment supports and may lack access to contextualized programming within their educational institutions. This can lead to significant barriers in finding commensurate employment and meaningfully integrating post-graduation. This session will share how two educational institutions are investing in innovative tools developed to support the immigrant-serving sector to support their international students and maximize their successful integration into Canada.

## Participants

**Chris Anderson**, IECBC**Devon Franklin**, IECBC**Sherry Wang**, Northeastern University, Vancouver**Bob Campbell**, New Brunswick Community College

## H15

### Workshop – Panel Presentation

#### Implication of Uncertain Economic Times on the Labour Market Integration of Newcomer Professionals in Canada

📍 Room Birch,  
Executive  
Meeting Center

🕒 1:45 pm –  
3:00 pm

Labour market integration enhances the contribution on immigrants in their country of destination. Multiculturalism has a neo-liberal ideological perspective that has leaned more to diversity than integration. What does labour market look like in a normal and uncertain economic time? How has this been exacerbated during the pandemic? This presentation will highlight newcomers issues and challenges while drawing on data to compare barriers to integration during both periods. Highlights will include results of newcomers surveyed to deduce their lived experiences during economic and uncertain times. This would be delivered in partnership with Action Dignity, Calgary offering perspectives on systemic racism and how it influences integration.

#### Participants

**Ayotunde Kayode**, Centre for Newcomers Society of Calgary, *Implication of Uncertain Economic Times on the Labour Market Integration of Newcomer Professionals in Canada*

**Francis Boakye**, Action Dignity, *Labour Market integration in Uncertain Economic Times*

## H16

### Workshop – Panel Presentation

#### Non-Linear models of Newcomer Employment: An Innovative Multi-Stakeholder and Client-Driven Approach *This session is divided into 2 components.*

📍 Room New  
Brunswick,  
4h floor

🕒 1:45 pm –  
3:00 pm

#### The Impact of Early Employment Intervention on Refugees' Economic Independence

This session will highlight the impact on refugees' economic independence when offered employment services in parallel to other settlement services in their first year in Canada. The audience will learn about two successful models that offered early employment interventions to two different refugee groups. Model one will cover MOSAIC's employment program for Syrian refugees in 2016–2018. Model two will cover YWCA Metro Vancouver's employment program for self-identified Afghan women in 2022–2023. This session will support dismantling the myth of refugees needing time or not being ready for employment in their first year of landing.

#### Participants

**Etab Saad**, YWCA Metro Vancouver

**Najah Hage**, YWCA Metro Vancouver

**Larry Chan**, MOSAIC





### Fostering Newcomer Employability and Access to Health Services in Ontario

Existing newcomer programs do not typically provide employment support concurrent with English language training, nor do they provide opportunities for newcomers to learn about how to access health services before they need them. This workshop will provide pilot test results of two programs:


- 1) The Queen's Career Gateway Program, which aims to create employment pathways and learning opportunities at Queen's University for equity-deserving persons within the Kingston community with integrated paid language training;
- 2) An online program aimed at providing information for newcomers on how to access and navigate the Ontarian health services. Both these programs show promising results.


#### Participants

**Setareh Ghahari**, Queen's University

**Ishana Gopaul**, Queen's University

## H17

 Shaw Convention Center, room 206

 1:45 pm – 3:00 pm

### Workshop – Panel Presentation

#### Programming for the Healing, Leadership and Empowerment of Newcomer Women and Youth

Women and youth are known to be disproportionately affected in global migration. This forced migration often causes complex experiences of grief and loss including loss of home, traditions, community and loved ones. Settlement and integration experiences do not always establish adequate space for women and youth to express these losses and the many emotions they navigate as a result of their experiences. This session will discuss innovative programming that creates space to address loss while engaging in dynamic programming that supports healing through physical, intellectual and expressive community-based programming that embraces sport, art and social media as tools for learning, healing and wellness.

#### Participants

**Debbie Froese**, Aurora Family Therapy Centre, *Thriving through Community-Centred Group Programming*

**Shakila Atayee**, Aurora Family Therapy Centre, *Responding to Grief and Loss Experienced by Newcomer Women and Youth*

**Damhat Zagros**, Aurora Family Therapy Centre, *Youth Leadership through Expressive Arts*


**Laila Khoudeeda**, Aurora Family Therapy Centre, *Innovative Programming Supporting Afghan and Yazidi Women*


**Rose Kimani-Anderson**, Community Leader, Therapist, *Programming for the Healing, Leadership and Empowerment of Newcomer Women and Youth*

## H18

### Workshop – Panel Presentation

#### Harmonizing Best Practices for Newcomer Women's Economic Integration

 Shaw Convention Center, room 207

 1:45 pm – 3:00 pm

One of the core assets of the Canadian workforce is its diversity, as individuals from around the globe contribute a wealth of knowledge and perspectives. Newcomers, however, face a variety of unique challenges when integrating into the work force and if the challenges are not addressed, their settlement journeys are negatively impacted. Bridging this gap and ensuring provision of successful labor market integration strategies is essential.

This session will explore various models/ strategies for successful employment pathways for immigrant women. Discover the progress and impact thus far, as well as key opportunities and potential challenges that lie ahead.

#### Participants

**Kemi Awodein**, Calgary Immigrant Women's Association, *Customized Self-Employment Pathways*


**Punam Dalal**, Calgary Immigrant Women's Association, *Targeted Approaches to Employment Bridging*


**Celestina Akinkunmi**, Calgary Immigrant Women's Association, *Harmonizing Best Practices for Newcomer Women's Economic Integration*

## H19

### Roundtable

#### An Inclusive Stakeholder Engagement Strategy

 Shaw Convention Center, room 208

 1:45 pm – 3:00 pm

The Vancouver Local Immigration Partnership (VLIP) is strategically collaborating, across sectors, to influence systemic change and results for the impactful integration and well-being of immigrants, refugees, and those new to Canada. An Inclusive and value-laden stakeholder engagement strategy presentation endeavors to provide an overview of good practice in stakeholder engagement and identifying priority sectors to discover local knowledge and uncover possible innovative solutions. The presentation will also provide you an understanding of, and practical tips for a cross sectoral meaningful engagement and collaboration.

#### Participants

**Koyali Burman**, Vancouver Local Immigration Partnership

**Farah Kotadia**, Vancouver Local Immigration Partnership

**Diane Wilmann**, Little Mountain Neighbourhood House

#### Transforming the Field Education Landscape: Lessons in Alberta and in Quebec

This presentation will share lessons learned in preparing students for practice through field education, or practicum, in the Transforming the Field Education Landscape (TFEL) partnership project. The goal of this project, funded by a SSHRC Partnership Grant, is to integrate research and practice in the preparation of the next generation of social workers by developing partnered research training initiatives, both within academia and across the public and not-for-profit sectors, that enhance student and trainee research practice knowledge and applied skill development. Implications for training and mentoring the future generation of settlement workers will be shared drawing from lessons learned in Alberta and Quebec.

#### Participants

**Julie Drolet**, University of Calgary

**Jill Hanley**, McGill University



# Forum on International Students

## Exploring Opportunities and Challenges - Building Accountability

A discussion series hosted by World Education Services (WES)

**International student numbers in Canada have increased dramatically in recent years.**

These students bring tremendous value to Canada and the communities where they study and settle. Canada has a responsibility to ensure that we have strong frameworks for accountability in place across the international student ecosystem. Join WES along with international students, researchers, and institutional stakeholders for a series of workshops and discussions on how Canada can best accommodate and support our growing international student population.

## MARCH 16 Workshops

### What the Research Tells Us: Settlement and Integration Experiences of International Students in Canada

Discuss recent research findings on international students' experiences, including:

- Inequities in settlement service delivery at the provincial and municipal levels
- The unique experiences of Francophone international students
- The school-to-work transition of postgraduate work permit holders

### What Students Think: The Living Experience of International Students

Hear from international students speaking candidly about:

- The experience of recruitment and support services
- Their immigration status, finances, and work opportunities
- Suggestions for improving current policies and practices

### Building a Robust International Student System: Cooperation Across Institutional Stakeholders

Join this session with our partner the Conference Board of Canada to discuss:

- How post-secondary institutions, municipalities, provincial governments, and the federal government can cooperate to ensure a coherent and robust international student system

## MARCH 17 Roundtable

### Strengthening Frameworks for Accountability Across the International Student Ecosystem

Join Shamira Madhany, WES' Deputy Executive Director and Managing Director for Canada, for a roundtable forum to explore how we can strengthen the frameworks and tools we need to ensure that Canada seizes the opportunity international students represent while addressing the very real challenges that are arising.



Our Expertise. Your Success.

### I1

📍 Salle Nova Scotia,  
4<sup>e</sup> étage

🕒 3:30 pm –  
4:45 pm

#### Workshop – Panel Presentation / Atelier – Présentation en panel

#### Masculinités changeantes, la vie de famille des hommes immigrants africains au Canada / Shifting Masculinities, the Family Life of African Men in Canada

Comment les hommes d'ascendance africaine vivent-ils le tiraillement entre les normes culturelles conflictuelles? Comment négocient-ils de nouvelles formes de masculinité? Comment les conceptions courantes sur la féminité et la masculinité sont-elles remises en question à la lumière de l'expérience de ces hommes? Comment en tenir compte dans le processus d'établissement et d'inclusion de ces hommes et de leurs familles? Cet atelier qui se veut bilingue, étudie les hommes en tant que membres interactifs de leur famille et analyse leurs attitudes en conséquence, la famille étant le lieu principal où les normes canadiennes sont négociées, contestées et adaptées de manière créative

#### Participants

**Ngena Ebenga**, FRAP

**Alphonse Ndem Ahola**, FRAP

#### Moderator

**Yic Camara**, FRAP

#### Immigration francophone au Canada atlantique : Portrait statistique, éléments d'employabilité, impacts COVID-19

Cet atelier présentera différentes informations complémentaires pertinentes pour la planification et la programmation d'activités destinées au renforcement des services d'établissement aux nouveaux arrivants / réfugiés francophones au Canada atlantique. Un portrait statistique récent (2021) sur les nouveaux arrivants / réfugiés francophones sera présenté, avec quelques projections pour les prochaines années. Le portrait sera accompagné des meilleures pratiques en matière de service à l'emploi aux nouveaux arrivants / réfugiés francophones au Canada atlantique vues sous deux angles : à partir d'une récession des écrits et des suggestions recueillies auprès des fournisseurs de services à l'établissement et à la réinstallation des réfugiés.

#### Participants

**Flora Kengue**, SNA-CAIF

**Michel Denis Richard**, Société Nationale de l'Acadie - CAIF

#### Modératrice

**Isabelle Akaffou**, SNA-CAIF

## I2

📍 Room Alberta,  
4th floor

🕒 3:30 pm –  
4:45 pm

**Workshop – Panel Presentation****Promoting Culturally Relevant Care and Anti-Racist Practices in Mental Health Services for Young Adult Newcomers**

This workshop will engage participants in a critical and dialogic experience. Presenters will share their qualitative study and situational analysis research outcomes which examine the main actors and persons in power's influence and capacity to transform racism, exclusion, and marginalization practices in mental health services. Presenters will address some questions, such as: What are the systems and organizations that could positively impact newcomers' experiences navigating mental health services? How policymakers and mental health providers could make the difference that makes a difference in newcomers' mental health?

**Participants**

**Victoria Ige**, University of Calgary

**Nana Boakye**, University of Calgary

**Monica Sesma-Vazquez**, University of Calgary

**Moderator**

**Shamsa Mistry**, University of Calgary

## I3

📍 Salle Quebec,  
4<sup>e</sup> étage

🕒 3:30 pm –  
4:45 pm

**Roundtable****Teaching Digital Skills: Strategies for Success and a NEW Framework to Assign Levels**

Canada is a digitally literate society and newcomers need digital skills to integrate successfully & access services. Having quality resources for teaching digital skills is critical—and yet not enough. Over the course of four federally or provincially funded digital literacy projects since 2019, the development team at ISSofBC researched and launched a training course on the best practices and most successful approach to teaching digital skills. This presentation helps teachers, settlement workers and others understand the characteristics of clients with low digital skills and the barriers they may bring to learning, as well as a proven approach to teaching that raises digital ability over the long term. Service providers gain access to best practices documents and example teaching videos as well as tips on how to keep learners engaged and moving forward as they build digital literacy. The presentation concludes with introducing a new framework of digital skills levels, developed in consultation with UBC Learning Exchange, that contains descriptors of abilities for each level to more precisely indicate digital abilities and gaps. Potential uses of the framework for teachers and programs are discussed.

**Participants**

**Lisa Herrera**, ISSofBC

**Ewa Karczewska**, ISSofBC



## I4

Room Ontario,  
3rd floor

3:30 pm –  
4:45 pm

**Workshop – Panel Presentation****Beyond Integration? Measuring and Indexing Inclusion**

What does inclusion mean? How can it be measured considering the differences between individuals and groups? What metrics should be used? How can we index inclusion? In this session, panelists will discuss what indicators would be best suited to measure inclusion in Canada and the associated challenges. An example of the Canadian Index for Measuring Integration and Inclusion (CIMII) indicators will be used to showcase how inclusion can be indexed to analyze the inclusion of immigrants in Canada.

**Participants**

**Paul Holley**, ACS and the Metropolis Institute

**Jack Jedwab**, ACS and the Metropolis Institute

**Ravindra Shrestha**, ACS and the Metropolis Institute

**Jane Badets**, Chair of the Board of Directors for ACS & Metropolis Institute and former Assistant Chief Statistician at Stats CAN

## I5

Shaw Convention  
Center, room 205

3:30 pm –  
4:45 pm

**Roundtable****Cross-Sector Training for New Resettlement Staff, Community Partners, and Clients**

Peel region is an immigrant-majority region and home to diverse communities which attract immigrants and refugees flowing through Canada's largest airport. Since the arrival of Syrian refugees in 2015, community organizations developed supportive networks and tailored staff training to better serve specific population groups, including children and the 2SLGBTQ+ community. Sustaining the cross-sector rapport helped ensure nimble responses. Cross-sector training has been important for staff, partners, and families from Afghanistan and Ukraine, among other countries. As well, organization-focused training on equity-focused fundamentals has been expanded to consider region-wide approaches for consistent service excellence for all new arrivals.

**Participants**

**Jessica Kwik**, Peel Newcomer Strategy Group, *Cross-Sector Training for New Resettlement Staff, Community Partners, and Clients*

**Marwan Ismail**, Polycultural Immigrant & Community Services, *Cross-Sector Training for New Resettlement Staff, Community Partners, and Clients*

**Jagdeep Kailey**, Manager Settlement Services, Peel Multicultural Council

**Liz Okai**, Peel CAS' CWICE, *Cross-Sector Training for New Resettlement Staff, Community Partners, and Clients*

**Danielle Ungara**, Peel CAS' CWICE, *Cross-Sector Training for New Resettlement Staff, Community Partners, and Clients*

**Moderator**

**Prasad Nair**, Peel CAS' CWICE

## I6

## Workshop – Panel Presentation

## Findings of Mental Health Issues Facing Racialized Newcomer Youth in Regina Saskatchewan

📍 Shaw Convention Center, room 208

🕒 3:30 pm – 4:45 pm

The immigration process predisposes newcomer youth to various determinants of mental health such as changes in family dynamics, bullying and discrimination. A community engagement event reported that there is an increase in mental illnesses among racialized newcomer youth in Regina, Saskatchewan.

This project aims to assess the mental health knowledge and self-care practices of racialized immigrant youth in Regina, Saskatchewan using a descriptive cross-sectional survey.

98 newcomer youth completed the survey, and 35.7% reported experiencing mental illnesses. 82% of these were diagnosed after immigrating to Canada.

## Participants

**Geoffrey Maina**, University of Saskatchewan, *Findings of Mental Health Issues Facing Racialized Newcomer Youth in Regina Saskatchewan*

**Jordan Sherstobitoff**, University of Saskatchewan, *Exploring the Mental Health Knowledge and Self-Care Practices for Racialized Immigrant Youth in Regina, Saskatchewan*

## Moderator

**Francia Malonga**, Saskatchewan Health Authority, *Findings of Mental Health Issues facing Racialized Newcomer Youth in Regina Saskatchewan*

## I7

## Workshop – Panel Presentation

## Multi-Sectoral Approaches to Improving Migrant Worker Health and Psychosocial Well-Being in Canada

📍 Room Les Saisons, 3rd floor

🕒 3:30 pm – 4:45 pm

Migrant workers in Canada are vulnerable to various health issues that are linked to the intersecting social determinants of health faced by this population, including precarious employment and immigration status, and social isolation. This workshop presents research on migrant worker health in Canada, with a focus on mental health and psychosocial risk factors. Presentations from service provider organizations in Ontario and Québec discuss emerging issues, promising practices, and ongoing challenges. The goal of this workshop is to present innovative multi-sectoral strategies that empower migrant workers to protect their health and rights.

## Participants

**Stephanie Mayell**, University of Toronto, *Health and Psychosocial Well-Being of Migrant Agricultural Workers in Canada: Challenges, Barriers, and Opportunities for Support*

**Jennifer Rajasekar**, TNO- The Neighbourhood Organization, *TNO's Worker Support Services (WSS) for Temporary Foreign Workers in Ontario*

**Martin Montes**, Immigrant Québec, *Support to Migrant Workers in Quebec*

## I8

Room Oak,  
Executive  
Meeting Center

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## Entrepreneurship as Economic Integration: A Case Study of Recently Arrived Ukrainians

Since early 2022, over 120,000 Ukrainians have arrived in Canada. Among those, there exists significant demand for information about self-employment, linked to the strong culture of entrepreneurship in Ukraine and the high proportion of women with children among recent arrivals, for whom flexible self-employment options are suitable. Adapting their award-winning Entrepreneurship Connections program, ACCES Employment developed a tailored program model, to increase capacity to make informed decisions about self-employment, living in Canada, and, ultimately, contribute to the creation of viable economic integration opportunities. Session will outline the program design process and model, and present preliminary learnings from implementation.

## Participants

**Audrey Santana**, Coordinator, Administration & Executive Support

**Laura Dowding**, Director, Entrepreneurship and Program Development

**Kateryna Matsyk**, Employment Consultant, Connecting Ukrainians to Good Jobs Program

Ukrainian Newcomer Entrepreneur, Program Alumni

**Irene Sihvonen**, Senior Vice President, Service Excellence & Entrepreneurship

## I9

Room  
Newfoundland,  
4th floor

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## Hybrid and Remote Education for Adult Literacy Learners: Benefits and Challenges of the Digital Transformation in Literacy Classrooms

For adult literacy learners (ALL) the digital transformation—especially the shift to remote or hybrid learning—poses a particular set of challenges. On the one hand, exposure to remote learning and digital literacy training is a growing imperative in a digital age. On the other, hybrid and remote learning encourages pedagogy at odds with established best practices for adult literacy instruction, which emphasize personal connections, strong routines, and hands-on learning. Panelists will present on different aspects of our three-year, IRCC-funded project to explore best practices and unique challenges of hybrid teaching in the adult literacy classroom.

## Participants

**Erika Sigurdson**, PhD, The Immigrant Education Society, *Hybrid Education for Literacy Learners Optimization (HELLO): A Community-Based Research Project*

**Anusha Kassin**, PhD, The University of British Columbia

**Geneca Henry**, The Immigrant Education Society, *'Internet very bad today': The intersection of technical, personal, and interpersonal factors in the hybrid literacy classroom*

**Katerina Palova**, The Immigrant Education Society, *Hybrid and Remote Education for Adult Literacy Learners: Benefits and Challenges of the Digital Transformation in Literacy Classrooms*

## I10

Room  
Saskatchewan,  
3rd floor

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## Youth Settlement in Action—How Sectors Can Build their Capacity to Support Newcomer Youth

WRAPCAP is a Youth Settlement project that have heard from newcomer youth on their experiences with settlement, non- settlement, industry, government, health, and justice on how these systems need to respond to support their successful integration into Canadian society. The goal has been to increase the capacity of these sectors by showing them how to utilize wraparound as an intervention tool that will help meet youth needs. What we have learned, however, is that these sectors require wraparound as a support for themselves. Today we will see examples of cross-sectoral capacity-building and how it is the future of youth settlement.

## Participants

**Kate McDougall**, CFN

**Carolee Israel Turner**, CFN

**Jatin Shory**, Shory Law

**Kabir Hossein**, Sports for Life

## I11

Room Maple,  
Executive  
Meeting Center

3:30 pm –  
4:45 pm

## Workshop – Panel Presentation

## The Role of Diasporas in Migration

The gender role in decision-making is a social construct – a deep-rooted ideology that the husband should be the primary provider, whereas the wife has the role of co-provider and is considered as subordinated. Using the theoretical underpinnings of feminist standpoint theory and employing a mixed-methods (survey: n=44; interview: n=6) approach, this study investigates racialized immigrant women's experiences of gender autonomy in decision-making power and challenges that contribute to their limited socio-economic and civic opportunities in Canada. The findings will be significant for community organizations to develop gender-sensitive policies and programs appropriate for immigrant women of racialized groups.

## Participants

**Ashley Sharma, Jacey Giesbrecht, Karun K. Karki, Lisa Moy, and Yujia Jiang**, University of the Fraser Valley, *Do as I say, Not as I Do: Gender Roles and Decision-Making Power Among Racialized Immigrant Women in Canada*

**Karun Karki, Lisa Moy, Adrienne Chan and Yujia Jiang**, University of the Fraser Valley, *The Role of Diasporas in Migration*

## I12

Room British Columbia, 2nd floor

3:30 pm – 4:45 pm

## Roundtable

## Towards Equity, Diversity, and Inclusion: Building the Capacities of the Settlement Sector

Sector Settlement services are designed to facilitate the integration of immigrants and refugees. Not only does the sector need to understand the needs of a shifting demographic in a changing economy, but it is also compelled to innovate and integrate priorities pertaining to issues of equity, diversity, and inclusion (EDI). This roundtable addresses how the sector may build organizational capacities in such a context. Specifically, it focuses on how the sector may benefit from the asset-based approach to community development, sustain the educational participation of older immigrants post-COVID-19, support immigrants working in the platform economy, and facilitate organizational learning towards EDI.

## Participants

**Suzanne Huot**, University of British Columbia, *Supporting Immigrants Working in the Platform Economy*

**Calisto Mudzingwa**, University of British Columbia, *Asset-Based Approach to Community Development*

**Hongxia Shan**, University of British Columbia, *EDI as Organizational Learning*

## I13

Room Governor General I, 4th floor

3:30 pm – 4:45 pm

## Workshop – Panel Presentation

## Compassion Fatigue in English Language Teaching

Compassion fatigue, vicarious trauma, secondary stress and burnout are all terms used to describe the mental health effects upon those in helping professions who support trauma survivors e.g. social workers, psychotherapists and health clinicians (Iliffe & Steed, 2000). As front-line workers in a helping profession, language teachers can be exposed to disclosures (planned or spontaneous) of trauma experienced by their migrant students, including refugees. In this workshop, a team of four researchers from three provinces will discuss their ongoing research into teacher well-being and teacher preparedness, focused on the impact of trauma disclosures by students.

## Participants

**Allyson Eamer**, Ontario Tech University

**Amea Wilbur**, University of Fraser Valley

**Katie Crossman**, Bow Valley College

**Jennifer Allore**, Mohawk College

**Chris Campbell**, University of Fraser Valley



## I14

## Roundtable

**Permanent Resident Right to Vote: A Cross-Canada Perspective on Citizenship and Municipal Voting Rights**

📍 Room Governor  
General III,  
4th floor

🕒 3:30 pm –  
4:45 pm

According to the most recent Census, immigrants and individuals without citizenship make up 25.5% of Canada's population. In Winnipeg and across Canada, PRs do not have the right to vote in municipal elections, although they pay city taxes and use city services. Providing PRs the right to vote creates a unique experience for integration and allows newcomers to become more involved and aware of the systems that affect their daily lives. This panel will take a cross-Canada perspective and discuss the different efforts of communities, cities and provinces on how the right to vote can encourage earlier participation in the civic process, as well as the successes and challenges related to legislation and policy changes.

**Participants**

**Damhat Zagros**, Kurdish Syrian Refugee, Aurora Family Therapy Center

**Jennifer Watts**, CEO, Immigrant Services Association of Nova Scotia

**Piper Larsen**, University of Manitoba

**Erika Frey**, project Manager Immigration Partnership Winnipeg

**Paul Bishop**, Coordinator, Journeys to Active Citizenship Project

## I15

## Workshop – Panel Presentation

**Leveraging Employer Engagement for a Successful Labour Market Integration of Newcomers**

📍 Room Governor  
General II,  
4th floor

🕒 3:30 pm –  
4:45 pm

Hear innovative ways in which employers have engaged as active participants in the labour market integration of newcomers in recent years. You will learn how employer engagement through a wage subsidy was used to facilitate racialized refugee women entry into the labour market. You will also find out about how, through an incentive bond, an innovative program mitigates the perceived risks and uncertainties employers may feel when hiring newcomers. Research findings related to engaging employers in the labour market integration process of newcomers will also be presented.

**Participants**

**Julie Rodier**, Social Research and Demonstration Corporation (SRDC), *What We've Learned about Employer Engagement from Pilot Projects*

**Etab Saad**, YWCA Metro Vancouver, *Aspire: Supporting Refugee Newcomer Women to Find Employment through a Wage Subsidy Program*

**Samantha Iyere**, Achev, *Mitigating Perceived Risks for Employers through an Incentive Bond Program*

**Moderator**

**Taylor Shek-wai Hui**, Social Research and Demonstration Corporation (SRDC), *Leveraging Employer Engagement for a Successful Labour Market Integration of Newcomers*



National  
Capital Region

Région de la  
capitale nationale



# Wired: Evaluating Settlement Online (WESO)

## Évaluation en ligne des services d'aide à l'installation

Wired: Evaluating Settlement Online (WESO) is a Canada-wide research study tasked with developing tools and resources for service provider organizations who aim to meet the virtual needs of newcomers to Canada.

L'évaluation en ligne des services d'aide à l'installation est une étude menée à l'échelle du Canada, dont la mission est de développer des outils et des ressources pour les organismes qui fournissent des services visant à répondre aux besoins virtuels des nouveaux et nouvelles arrivant.e.s au Canada.

To learn more and  
participate, please contact:

Pour en savoir plus et  
participer, veuillez contacter :

**weso@ymcaottawa.ca**  
**613-291-8504**

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and Citizenship Canada

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et Citoyenneté Canada




**ymcaottawa.ca**

## Poster presentations

## Présentations d'affiches

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**P1**

 4th floor

### **No Place Like Home: Exploring Social Belonging For Older Immigrant Muslim Women**

Without a secure sense of social belonging, older adults can experience loneliness, isolation, and feel ostracized in the communities they live in (De Jong Gierveld et al., 2015). Immigrant Muslim older (IMO) women's experiences of belongingness have not been explored or identified in the literature. Their belongingness is by ageism, and by gender, race, and religious discrimination (Salma & Salami, 2020).


This qualitative descriptive study aimed to explore how immigrant Muslim older (IMO) women in Edmonton, Alberta cultivated social belonging. The findings showcased the complexity of transnational connections, the impact of memories through the lifetime, and the importance of connectedness to who they identify as family.

---

#### **Participant**

**Alesia Au**, University of Alberta

**P2**

 4th floor

### **EthniCity Catering and Café—A Social Enterprise Best Practice Model**

For more than 20 years, EthniCity Catering and Café, which is a social enterprise operated by the Centre for Newcomers in Calgary, has nurtured and assisted vulnerable newcomers and refugees. Our training program is meant for those with low education, low English skills, little or no employment experience in the Canadian labour market and helps with integration into the community at large. We provide our clients 12 weeks of combined in-class and on-the-job training in which they benefit from paid employment in a commercial kitchen and market café environment, training in workplace essentials and life skills as well as settlement support through peers, program and agency staff. The revenue generated from our social enterprise also contributes to the financial stability of the Centre for Newcomers. Join us to find out more about our longstanding social enterprise!

---

#### **Participant**

**Anca Roman**, Center for Newcomers, Calgary

**P3**

 4th floor

### **A Veritable Cornucopia: Brainstorming the Outcomes of Settlement Programs**

What are the most common and most powerful outcomes of settlement programming? Eupraxia Training has been brainstorming with settlement SPOs for three years as part of its online training program about outcomes-based evaluation (Looking for the Ripple Effect). This poster presentation will show you what settlement staff in over 60 brainstorming sessions have said. Come marvel at the diversity of individual, family, community, and systemic outcomes that SPOs have witnessed or experienced!

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#### **Participant**

**Margerit Roger**, Eupraxia Training

## Poster presentations Présentations d'affiches

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P4

 4th floor

### **A Coordinated Approach in Streamlining Pre-Arrival Client's Access to Services, and How a Shared Client Information Database Aids to Inform Program Service Delivery and Collaboration Within the Sector**

The Client Registration and Referral Portal (CRRP) project is focused on leveraging technology to strategically enhance program designs in order to improve service delivery and access to services within the pre-arrival sector. The portal aims to facilitate the registration process for both clients and service providers by ensuring clients access services that best meet their needs, and removing duplications in the intake process. Through an evaluation of a centralized portal and data collection the project's evidence-based outcomes help inform future settlement programming and promote collaboration within the sector.


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#### **Participants**

**Stephanie Santos**, Pre-Arrival Client Registration and Referral Portal Project Coordinator, YMCA of Greater Toronto

**Sahar Dolatshahi**, Pre-Arrival Client Registration and Referral Portal Team Lead, YMCA of Greater Toronto

P5

 4th floor

### **Impact Analysis of National Newcomer Navigation Network (N4) and Saint Paul University Online Program in Newcomer Navigation**

The National Newcomer Navigation Network (N4) provides professionals working with newcomers platforms to improve the Canadian newcomer experience. N4 collaborated with Saint Paul University (SPU) to create the Certificate in Ethics and Contemporary Social Issues: Immigration and Integration. The program provides professionals lessons on immigration and newcomer experiences. To review the program, N4 and SPU conducted questionnaires and focus groups from the first two cohorts of students, their organization mentors, and professors. The results showed positive impacts on the students' roles and their organizations. Initial findings indicate students strengthened their professions and their organizations, in turn improving newcomer navigation.

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#### **Participants**


**Sahar Zohni**, National Newcomer Navigation Network

**Andrew Tomayer**, National Newcomer Navigation Network

**Lorraine Ste-Marie**, Saint Paul University

**Matthew McLennan**, Saint Paul University

P6

 4th floor

### **Equity, Diversity and Inclusion in Addressing Digital Competence in Canadian Older adults.**

The digital divide-lack of access to benefits of technology-impacts quality of life in older age. Digital technologies enhance social connectivity, opportunities for continuous learning, and access to information. We share the results of a pilot study to explore digital competence of Urdu and Arabic-speaking immigrant older adults. A total of 18 digital learning sessions were implemented at two sites in Edmonton, Alberta in 2022. The scope of technology use and learning needs varied based on literacy levels and English language proficiency. We explore implications of the digital divide and the need to attend to digital competence in immigrant older adults.

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#### **Participant**

**Jordana Salma**, University of Alberta

## Poster presentations Présentations d'affiches

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**P7**

 4th floor

### **Mobilizing Innovative Models in Early Childhood Education and Care for Newcomer Families and Children**

For newcomer families, Early Learning Child Care (ELCC) programs can be positioned to support family settlement and address newcomer children's needs. The goal of this research was to identify innovative approaches to ELCC to meet the unique needs of newcomer families. This research employed an environmental scan with key informant interviews/surveys. Among 192 programs across Canada, 20% (n=38) provided complete information. This research identified factors like trauma-informed care, gross motor space, and various partnerships as some of the models that some programs offer to support newcomer children. The findings of this research will inform the programs and policy-makers that design ELCC services for newcomer families.

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#### **Participants**

**Nahal Fakhra**, Mount Saint Vincent University

**Milena Pimentel**, MSVU

**Jessie-Lee McIsaac**, MSVU

**P8**

 4th floor

### **Developing Intersectoral Toolkits to Support Afghan and Ukrainian Integration**


This poster reports on the development of two intersectoral toolkits, aimed at professionals serving newcomers to Canada. Created using an innovative working group model, the toolkits focus on the unique cultural, social, health and settlement needs of Afghan and Ukrainian arrivals to Canada. We present links to the toolkits, and outline a roadmap to designing, populating, and evaluating these tools which may be useful to others working on the complex intersectoral issues facing newcomers. This model could also inform the rapid development of other toolkits to meet the specific needs of emergent waves of migration to Canada.

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#### **Participant**

**Cat Goodfellow**, National Newcomer Navigation Network

**P9**

 4th floor

### **Surveying Alberta's Settlement Sector: Findings in 2022 and Five Years of Longitudinal Trends**

AAISA has conducted the annual Alberta Settlement and Integration Sector Survey of settlement sector organizations for the last five years. The survey aimed to examine and understand the priorities, systems-level issues and areas of improvement in settlement and integration, identify any current systems-level issues that are affecting service provider organizations (SPOs), and highlight areas of improvement for the next fiscal year. This presentation will review survey results from 2018 to 2022, analyzing preliminary longitudinal trends such as changes in organizational demographics and key priorities for newcomers and newcomer-serving agencies.

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#### **Participant**


**Meghan Cunningham**, AAISA



## Poster presentations Présentations d'affiches

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### P10

 4th floor

#### **The Coordination of Mental Health Supports in the COVID-19: Promoting Connection, Referral and Capacity Building to Support Newcomer Populations**


A partnership between AAISA, Canadian Mental Health Association – Edmonton Region, Distress Centre Calgary, and 211 Alberta has been created to identify the unique vulnerabilities of newcomers in addressing mental health needs, and highlight gaps in services of support organizations. This project seeks to promote effective interventions and prevent mental illness in the context of the COVID-19 pandemic and post-pandemic recovery. The project will result in: 1. Newcomer specific mental health related training courses / 2. A living tool outlining mental health resources to assist in on-going referrals and coordination of service delivery

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##### **Participant**

**Celine Truong**, AAISA

### P11

 4th floor

#### **Reimagining Mental Health in Pandemics: A Meta-Synthesis of Findings Among Refugees and Forcibly Displaced Persons**


COVID-19 and associated restrictions made healthcare more difficult to access for refugees and displaced persons who already struggle due to low income and lack of legal status. A meta-synthesis was conducted to summarize the literature on mental health and psychosocial wellbeing of refugees and displaced persons during COVID-19. According to the findings, refugees lost their livelihoods, experienced food insecurity, experienced death anxiety, and were prevented from seeking treatment for COVID-19 symptoms due to lockdowns. Health service issues in future pandemics require intersectional policy approaches that consider migration status, income status, gender roles that predispose to social isolation, social belonging, and racial inequality.

---

##### **Participant**

**Oluwakemi Amodu**, University of Alberta

### P12

 4th floor

#### **Multiple Migration Drivers of the Senegal-France Corridor: A Literature Review**

The present poster reviews the literature on the migration drivers of the Senegal-France Corridor. Based on relevant studies, various migration drivers will be presented. The situation of migration between Senegal and France is a historical challenge that reflects on the routes of migrants today. Many factors may cause Senegalese people to migrate to France. Some of them relate to the overall context of the country (national, political, environmental issues), while others relate to individual socio-economic reasons (educational, economic, social issues). Overall, this study reflects on the variety of drivers that lead Senegalese migrants to choose France as their country of arrival. The relevance of this literature review provides an overview of the migratory challenges on the Senegal-France corridor.

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##### **Participants**

**Pauline Sarrazin**, Université du Québec en Outaouais (UQO)


**Anyck Dauphin**, Université du Québec en Outaouais (UQO)

## Poster presentations

### Présentations d'affiches

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# P13

 4th floor

### Real Me Program


The Real Me program is an identity-based wraparound intervention initiative for first- and second-generation newcomer youth, aged 12-24 years old, and at high-risk for criminal or gang involvement. The program utilizes six key services to support newcomer youth to reach their highest potential through monthly goal-setting, building a team of natural supports, and promoting principles of restorative justice. These services include academic support through one-on-one tutoring, culturally appropriate and trauma-informed counselling, peer mentorship with positive adult role models, prosocial support to access recreational and artistic activities, employment and life skills training, and family support.

---

#### Participant

**Noel Bahlily**, Youth Programs

# P14

 4th floor

### The Experience of Working With Children and Youth with Disabilities and Underlying Health Conditions

The presentation will focus on Early Support and Interventions for newcomer children with disabilities and their families: The Enhanced Settlement Workers in Schools supports newcomer children, youth, and families who are considered vulnerable, at risk, or at high risk due to poverty, social isolation, disability, mental health issues, or family stressors that impact their integration and academic goals. There are fewer services in the newcomer-serving sector targeted to support families with children who have disabilities beyond mainstream disability services providers. We are seeing many struggling families through the Enhanced Settlement Workers in Schools (ESWIS) program which's a new initiative funded by IRCC.

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#### Participants

**Abdullah Ahmed**, Complex Cases Coordinator-Children and Youth

**Sarah Milliken**, Complex Cases Worker-Children and Youth

**Carmelia Ma**, Complex Cases Worker-Children and Youth

# P15

 4e étage

### Le PAIS, un projet socialement innovant d'accueil et d'intégration de travailleurs immigrants en agriculture

Face aux échecs des politiques de régionalisation alors que sévit le vieillissement de la population, certaines municipalités du Québec prennent en main la structuration de leur processus de revitalisation, et se dotent de moyens pour ralentir la pénurie de main-d'œuvre. Et même si certaines de ces MRC ne remplissent pas toutes les conditions favorables à l'attraction de personnes immigrantes, elles mettent en œuvre des alternatives socialement innovantes en vue de se positionner comme communauté accueillante. Tel est le cas du Projet d'Accueil et d'Intégration solidaire (PAIS) dans la MRC de Bécancour qui enregistre des résultats positifs.

De façon concrète, notre affiche portera sur le caractère innovant du PAIS en faisant ressortir ses facteurs de réussite et la façon dont le projet permet de positionner la MRC de Bécancour en tant que communauté accueillante.

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#### Participant


**Anyck Dauphin**, Université du Québec en Outaouais

**Diibe Bakolimda**, Université du Québec en Outaouais

## Poster presentations Présentations d'affiches

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### P16

 4th floor

#### **Capacity Building through the COVID-19 Lens: Transformation of Service Delivery within Language, Employment, and Community Reception & Integration Programming**

The Capacity Building Through the COVID-19 Lens Project captured, engaged with, and promotes innovative practices and service delivery approaches that were developed and implemented by the newcomer-serving sector during the COVID-19 pandemic. With a particular interest in language, employment and community reception and integration, this project builds capacity, mobilizes best practices, and strengthens the network of service providers. AAISA is eager to promote the professional development tools developed as a result of this research and to share the best practices and innovations discovered through focus groups.

---

##### **Participant**

**Celine Truong**, AAISA

### P17

 4th floor

#### **An Investigation into Internationally Educated Nurse (IEN) Candidates' Strengths and Weaknesses Based on Equivalency and Language Exam Performances**

Internationally Educated Nurses (IENs) are critical in addressing Human Health Resources within Canada. To integrate into the health workforce, IENs must register with provincial regulatory bodies, who verify whether applicants' knowledge, skills and attitudes meet entry-to-practice requirements. IENs must complete the Internationally Educated Nurse Competency Assessment Program (IENCAP) to show clinical competency equivalence, and may choose to use the Canadian English Language Benchmarks Assessment for Nurses (CELBAN) to demonstrate language proficiency. Using the Many-Facets Rasch Model to compare assessments shows parallel strengths and weaknesses, highlighting a need to address how newcomers understand exam requirements, exam preparation, and result utilization.

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##### **Participants**

**Luxshi Amirthalingam**, Touchstone Institute

**Karen Coetzee**, Touchstone Institute

**Andrea Strachan**, Touchstone Institute

### P18

 4th floor

#### **COVID-19 Vaccine Promotion & Provision Across Canada: Promising Practices from Community Health Centres**

The COVID-19 pandemic exacerbated significant social and health inequities across Canada, and data shows that marginalized populations have been hardest hit by the pandemic. Promising practices identified from tailored COVID-19 vaccine strategies and outreach programs by Community Health Centres in Canada have demonstrated an increase in confidence in, access to, and uptake of COVID-19 vaccines among these populations. These promising practices can be utilized and adapted to address other areas of health and social services to improve the overall health and wellbeing of equity-deserving communities across Canada.

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##### **Participants**

**Ayesha Khan**, Canadian Association of Community Health Centres


**Hillary LeBlanc**, Canadian Association of Community Health Centres

## Poster presentations

## Présentations d'affiches

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### P19

 4th floor

#### **Threads: A Fresh Approach to EDI Through Community Education**

Now in its third year, Threads is an annual two-day online platform for cultural education and personal development through building on shared experiences, listening to one another, and rethinking assumptions. Speakers from all walks of life share their stories in online knowledge talks, accompanied by performances, poetry, art, philosophy, and more. Participants experience the world's diversity through the eyes of one another. At this Poster Presentation, we respond to questions focused around the aims of the Threads platform, how Threads may positively influence attendees and participants in everyday life interactions, and to what extent Threads might cultivate EDI in the community and beyond.


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#### **Participants**

**Anita Ogurlu**, Cultural Bridging Facilitator, Saskatoon Open Door Society

**Michael Afenfia**, Executive Director SAISIA

### P20

 4th floor

#### **Narratives of displacement and resettlement: Young Syrian refugee children 's experiences in the GTA**


Due to the hierarchical social positioning adults often speak for young children which scholars argue marginalizes these young individuals. Even within the social group "children" there exists a hierarchy. Young refugee children resettling in our communities due to their legal and socio-economic status and other identity intersections often do not have the power to reflect on and expound on their lived realities of displacement and resettlement. Thinking with Black feminist thought and childhood studies, I present the often-silenced narratives of young Syrian refugee children (ages 7–12) as they present stories of their experiences of home, school and community during resettlement in the Greater Toronto Area.

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#### **Participant**

**Nidhi Menon**, University of Toronto

### P21

 4th floor

#### **Gender and Environmentally-Induced Migration: Addressing the Unique Needs of Women-Identified Climate Refugees Resettling in Canada**

Resettlement policies/practices that address the unique health and service needs of women-identified climate refugees is critical provided the unequal effects of climate change on women and the risks it poses to their overall wellbeing. The purpose of this paper is to provide an overview of the current literature:

- 1) To gain an understanding of the existing research on the topic of gender, environmentally-induced displacement and resettlement in Canada;
- 2) To establish if this topic has received appropriate attention in the academic literature and public policy;
- 3) To create a discourse to inform future academic research, public policies, and community services.

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#### **Participant**


**Jill Hoselton**, University of Calgary

## Poster presentations

## Présentations d'affiches

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### P22

 4th floor

#### Empowering Newcomers to Succeed Through Different Service Delivery Modalities


This poster presents findings from an IRCC funded SDI project that is focused on developing a better understanding of how to support newcomers through different service delivery modalities. Research was gathered to understand how varying service delivery modalities (online, hybrid, and in-person) can support students based on their needs, goals and circumstances. Based on this research, a series of online assessment tools have been developed to support newcomers and settlement service providers to make the best decision when it comes to choosing a modality. This poster showcases these tools and presents early findings from our pilot.

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#### Participant

**Zeina Sleiman-Long**, NorQuest College

### P23

 4th floor

#### Lessons Learned in Supporting School Entry in a Post-COVID-19 Era

This presentation will highlight key finding from a roundtable discussion of stakeholders from Manitoba schools and settlement agencies. The poster presentation will emphasize the role that SWIS workers provide in addressing the needs of newcomer children and youth in the initial phase of school registration and entry. Many school systems have faced challenges addressing the high number of newcomer registrations (e.g., recent Ukrainian and Afghan newcomers) while simultaneously reorienting to a post-COVID-19 environment. The critical role that SWIS programs can play in this context will be highlighted.

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#### Participants

**Tim MacKay**, Director of Research and Development, NEEDS Inc. Winnipeg, Manitoba

**Kirby Borgardt**, Director of Operations and SWIS, NEEDS Inc, Winnipeg, Manitoba



### P24

 4th floor

#### Queer Visible Minority Refugees: Their Housing and Integration Experiences in Toronto

Since 2015, Canada has been accepting growing numbers of refugees, but finding affordable, adequate housing for them has become increasingly challenging. In particular, the federal government is prioritizing LGBTQ refugees; despite efforts to safeguard this vulnerable group, little is known about the specific needs of sexual-racial minority refugees and how to meet them (Karimi, 2020). Informed by intersectionality theory, this study aims to investigate the housing experiences of visible minority refugees with queer identity in Toronto, including the challenges they face, the social supports they can access, as well as the implications of these for their integration process. Through an exploratory qualitative methodology, we aim to give voice to four participating Queer refugees who tell their own stories using in-depth personal narratives. The findings indicate that queerness contributes to increased housing precarity and insecurity for these refugees. Specifically, trans-identifying people were more susceptible to experience significant challenges when searching for housing compared to gender non-binary individuals. Participants developed various coping strategies—e.g., socio-behavioural changes, acting straight—that enable them to overcome challenges associated with their LGBTQ identity. But the ability to adopt and successfully perform heteronormative behaviours to reduce LGBTQ recognizability is highly dependent on their physical appearance, feminine/masculine voice, socio-economic status, age, and other attributes. We conclude that limited social capital and a lack of social supports can hinder their integration process, especially in the case of trans-women refugees.


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#### Participants

**Luisa Veronis**, University of Ottawa

**Negar Valizadeh**, University of Ottawa

### P25

 4th floor

#### Creating a Welcoming Food System Environment for Newcomers—Lessons from Metro Vancouver

A large number of immigrant population are experiencing a prevalence of low income and are often food insecure. Several systematic barriers to healthy food access include income and employment opportunity, language, social network, geographical knowledge of the new food environment, and limited availability of culturally appropriate food. This study investigates existing policy environment and services available to newcomers in Metro Vancouver to alleviate food insecurity among marginalized immigrants and refugees. The results highlight key characteristics of programming success and challenges in creating a welcoming local food system environment for newcomers.

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#### Participants

**Emily Burkholder**, Kwantlen Polytechnic University.

**Elizabeth Clark**, Kwantlen Polytechnic University


**Anastasia Gaisenok**, Pacific Immigrant Resources Society

## Poster presentations

## Présentations d'affiches

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**P26**

 4th floor

### **Picturing a New Life: The Lived Experiences of Tibetan Women who Resettled in Ottawa**


This descriptive, qualitative, arts-based dissertation study explored the lived experiences of Tibetan women who resettled in Ottawa. By using post-colonial research methods, with an arts-based methodology, greater equity and agency for the Tibetan women was created. Visual ethnography was accompanied by a modified photovoice activity, based on Wang and Burris (1994, 1997). Four major themes emerged, including the influence of their culture and relationship to His Holiness the Dalai Lama, which provided resilience throughout their resettlement. The study added to the sparse literature on Tibetan women in the diaspora and has provided insightful recommendations for future research and policy implications.

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#### **Participant**

**Eliza von Baeyer**, Fielding Graduate University

**P27**

 4th floor

### **Examining the Health, Well-Being, and Working Conditions of Immigrant Workers in Canada's Long-Term Care Sector during the Pandemic**


The COVID-19 pandemic has highlighted several issues among Canada's long-term care (LTC) workforce, including labour shortages, staff retention difficulties, and precarious working conditions for immigrant workers. There is currently a lack of information collected about health care workers in LTC homes, contributing to the limitations in dealing with the labour and caregiving issues in the sector. This research analyses data collected from the Survey of Healthcare Workers Experiences During the Pandemic (2021) and will contribute to our understanding of the long-term care workforce, examining differences between immigrant and non-immigrant workers' health, well-being, and working conditions during the pandemic.

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#### **Participant**

**Valentina Antonipillai**, McMaster University & Statistics Canada

**P28**

 4th floor

### **Correlation of Newcomer Student's Sense of Belonging and Success in School**

Discussions on the newcomer student school integration and sense of belonging are nuanced and critical; they carry the weight of success for the current and coming generations of Canadians and require us to be wholistic in our approach to education and social inclusion. Statistics show that positive schooling experiences are correlated with improved educational outcomes; higher rates of post-secondary attainment; positive mental and physical health and wellbeing; decreased rates of involvement in criminal activity; increased political and community involvement; and better employment and job opportunities.

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#### **Participant**

**Maryam Karimi**, Saskatchewan Association of Immigrant Settlement and Integration Agencies

## Poster presentations Présentations d'affiches

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**P29**

 4th floor

### **Guaranteeing Essential Care in Sexual and Reproductive Health to All Women in Québec Regardless of Their Immigration Status**


In Québec an estimated 25 000 women are left without a health insurance plan on the basis of their immigration status, and cannot have access to essential services for sexual and reproductive health. Family planning, safe abortion, pregnancy care and safe delivery, are all essential services they have to live without, unless putting themselves into enormous debts. This policy puts their safety, health and wellbeing at risk and is also detrimental for our entire society. It is a grave and preventable barrier to gender equality and good public health. This poster will document the efforts and lessons learned of Médecins du Monde and its partners in addressing this issue and influence the adoption of relevant and efficient public policy.

---

#### **Participant**

**Wayra Pasquis**, Médecins du Monde Canada

**P30**

 4th floor

### **The Importance of Financial and Social Factors in Settlement Intentions: Lessons Learned from a Survey on Ukrainian Temporary Resident Applicants**

As part of a survey conducted by Immigration, Refugees, and Citizenship Canada (IRCC) on applicants for the Canada Ukraine Authorization for Emergency Travel (CUAET) program, respondents were asked to report on the key drivers of their settlement intentions, including the decision to come to Canada and prospective arrival timelines. Results indicate that beyond the situation in Ukraine, financial and social factors emerged as key drivers of settlement intentions. Results are discussed within the context of leveraging client research to better understand how to respond to future crises, with particular consideration to the role of language and settlement supports.

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#### **Participants**

**Joana Katter**, Immigration, Refugees and Citizenship Canada, Government of Canada

**Tony Bongiorno**, Immigration, Refugees and Citizenship Canada, Government of Canada

**Sherman Kwok**, Immigration, Refugees and Citizenship Canada, Government of Canada

**Andrew Abela**, Immigration, Refugees and Citizenship Canada, Government of Canada



OUR COMMUNITY. OUR FUTURE.



## WHO WE ARE

With a team of over 450+ staff & 1,800 volunteers, speaking over 60 languages, we assist newcomers in their resettlement and integration process by offering over 95 programs & services out of 14 locations throughout Calgary & Southern Alberta.

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Calgary Catholic  
Immigration Society



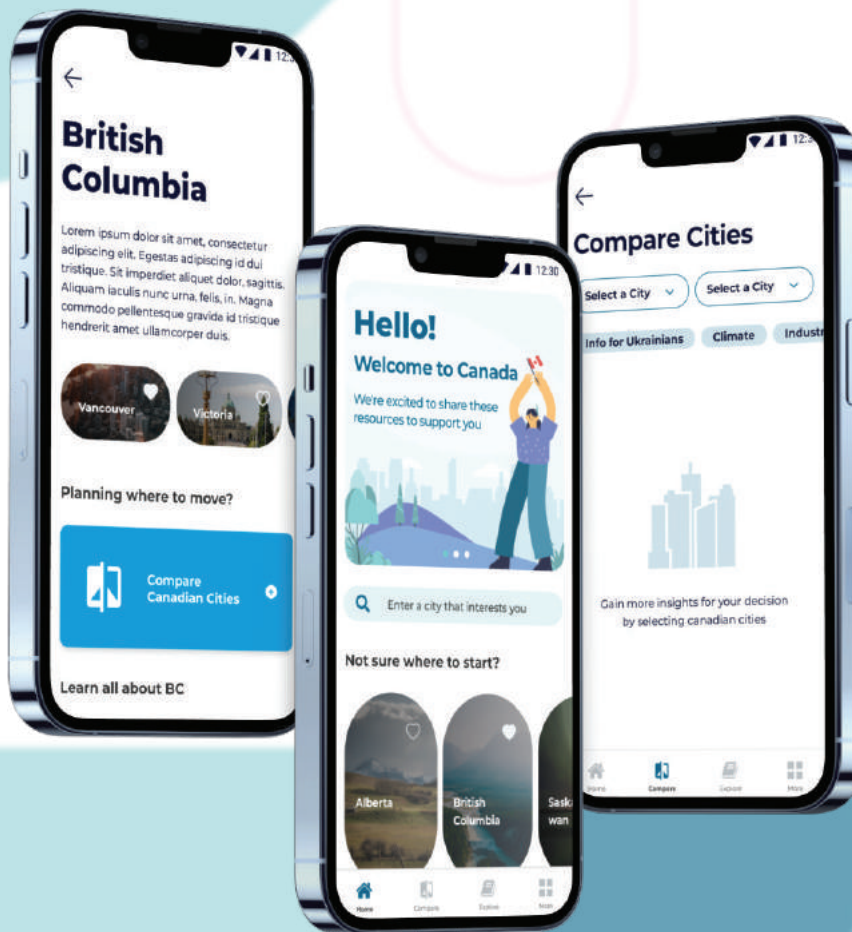
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Arrival Advisor is transforming into

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a national app for all newcomers



Personalized support and resources to make newcomer journeys easier. Stop by PeaceGeek's exhibitor booth for a demo and to chat with our team.

To explore partnerships or getting your info in the app, email [info@peacegeeks.org](mailto:info@peacegeeks.org).





# Helping your clients achieve career success in Canada

Windmill Microlending is Canada's only national charity offering affordable loans up to \$15,000 to skilled immigrants and refugees.

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## A microloan from Windmill can help your clients pay for:

- Education and training programs of two years or less • Fees for licensing and qualifying exams
- Living allowance during period of study
- Courses to help your clients further their careers
- Relocation costs for employment
- Travel expenses to take courses/exams not locally available
- Books, supplies and course materials
- Professional association fees

## PROPEL

Career Supports

- Client Success Coaching
- Personalized Loan Management • Financial Literacy Training
- Mentorship Program
- Job Postings
- Online Career Resource Centre

Until June 30, 2023 we offer all new loans at a **fixed-interest rate of 5.95%** for the entire loan duration.

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