October 18, 2019
Ramada Plaza by Wyndham | Calgary, Alberta

Sessions

Time	Plenary Session Evergreen Ballroom
9:30 am	Using Immigrant Health Data to Inform Community Action - Lightman, Stroick and Burdett
9:50 am	Identifying and Prioritizing Barriers for Mitigation through Meaningful Community Engagement - Ehsan, Lasker and Chowdhury
10:10 am	Refugees and Newcomers Emotional Wellness (ReNEW): Partnership for Best Practice - Suva and Silversides
10:30 am	AIMGA's Career Transition Program for IMGs - Lake and Chowdhury
10:50 am	The Bow Valley Workplace Inclusion Charter - Reid
11:10-11:30 am	Break

	Parallel Sessions	
	Education Evergreen A-B	Grassroots Community Engagement Evergreen C-D
11:30 am	Optimizing Parent-Teacher Collaboration in - Zaidi, Strong, Oliver, King, Alwarraq and El-Chaar	Civic Participation of Aging Immigrants in Edmonton: Perceived Sense of Control, Power, and Capacity Walsh, Tong, Lai and Li
11:50 am	Experiencing Integration into High School in Canada: An Art-Based Ethnographic Study with Newcomer Youth - Smith and Kassan	R Engaging Emerging Communities - Felix-Mah, Goudar and Sumaru-Jurf

Plenary Presentations

Using Immigrant Health Data to Inform Community Action

Presenters | Naomi Lightman, Sharon Stroick and Samantha Burdett

Abstract | Local Immigration Partnerships (LIPs) provide a collaborative framework to facilitate the creation of sustainable solutions for the successful integration of newcomers in their community. The Calgary Local Immigration Partnership (CLIP) Council designed a three-year local settlement strategy that identified five strategies to help newcomers and immigrants in Calgary to thrive. An action plan for 2018-2020 was then developed, which was finalized in June 2018.

A collaboration between the UCalgary Newcomer Research Network and CLIP examined pooled data from the Canadian Community Health Survey (CCHS) for the Calgary Zone Community Health Region from 2013 to 2106, which includes data on important social determinants of health. Key findings showed significant differences between immigrants and the Canadian-born population in the Calgary Zone in rates of unmet health care needs, physical health status, mental health status, sense of belonging to the local community, and the number and presence of chronic conditions experienced. This may have implications for service provision and, ultimately, health outcomes.

In this presentation, Dr. Naomi Lightman will summarize the findings of this important research. Ms. Samant

Refugees and Newcomers Emotional Wellness (ReNEW): Partnership for Best Practice

Presenters | Cesar Suva and Halley Silversides

The Bow Valley Workplace Inclusion Charter

Presenter | Meagan Reid

Abstract | The communities of Banff, Canmore, Lake Louise and Kananaskis have long been a destination for job seekers from all over the world. In fact, nearly all recent immigrants in the region arrived with a job offer, a work permit, or both. Developed by a partnership of community agencies and employers, the Workplace Inclusion Charter streamlines the way that service providers and employers work together to support these new locals. Participating employers commit to implement 5-15 straightforward, locally identified commitments that will help their foreign-born colleagues thrive in the workplace and the community. In return, participants are provided with resources, implementation support, and public recognition for their efforts. First piloted in 2017-2018, the Workplace Inclusion Charter has been adapted for use in two other Alberta communities and for re-launch in the Bow Valley. This presentation will share lessons learned from the initial pilot from the perspective of service providers, the Bow Valley Immigration Partnership, and employers.

Parallel Sessions

metrics in the second year of the resettlement process. This population-level assessment brings

This proposed presentation is about what we will use from this research to inform settlement services for the future of the current cohorts of Yazidi refugees. An evaluation of the successes and the challenges in services that have been provided to the Yazidi community are highlighted and

drawing on Janzen et al. (2016) who discuss the hallmarks of CBR that we used to structure a case study with The Salvation Army (TSA). In this presentation, we are focusing on TSA as a religious institution and how CBR can support its adjustment to enhance is relationships with a community it finds itself serving: newcomers. We first outline the hallmarks of CBR and showing how they are expressed in our case study. Second, we extend Janzen et al. (2016) by focusing on the functions of CBR to further illustrate the powerful outcomes that can emerge from this sort of approach.

Authors | Roxanne Felix-Mah, Natasha Goudar and Ashima Sumaru-Jurf

Abstract | This oral presentation will report on the findings of a review of the Edmonton Police Service's (EPS) Framework for Building Police Legitimacy in Edmonton's Emerging Communities. This framework outlined EPS strategies, as part of community and pro-active policing, to build legitimacy with emerging communities. Emerging communities are defined as newcomer communities to Edmonton that are newly arrived, small in number with all or a combination of the following characteristics: significant increase in numbers; lacking established support or community structures; vulnerable because of a refugee pre-migration experience; have community members with low levels of education or English or are unfamiliar with mainstream services. The Framework encompassed a number of activities both externally with community members (i.e. partnerships with settlement agencies, consultation with community leaders, presentations), and internally (i.e. leadership messaging, training etc.)

EPS contracted Multicultural Family Resource Society to conduct this review, which sought to answer 1) To what extent the EPS Emerging Communities Framework has been implemented, and what factors support implementation? 2) To what extent has this framework contributed to the establishment of legitimacy, trust and relationships with Edmonton's emerging communities? The review process used document review, grey and academic literature review, key informant interviews and focus group interview methods. Findings provided insight on the consistency of understanding of legitimacy and the need for such a framework among both EPS and emerging community members, what strategies worked well or had limited effectiveness with emerging community members, and future recommendations to further EPS work with emerging communities.

Evaluation of an English and Skills Training Program for Newcomers with Low Language and Complex Barriers

Authors | Roxanne Felix-Mah and Judy Sillito

Abstract | This oral presentation will provide the findings of a community-based evaluation of the First Steps to Employment (First Steps) program operated by the Multicultural Health Brokers Co-operative (MCHB) in partnership with local employers in the hospitality industry. First Steps provides language supports, cultural supports and skills training for newcomers with low language skills and complex barriers for work readiness.

This evaluation sought to: a) identify short-term and medium-term impacts of this program for participants and employer-partners and b) articulate the components of the program that contribute to positive outcomes. Methods included: document review; key informant interviews, focus group interviews, and one survey tool (for one cohort). Findings demonstrate that the program components,

Settlement and Integration Needs of Skilled Immigrants in Calgary

Author | Vibha Kaushik

Abstract | Skilled immigrants are economically motivated, professionally trained and vocationally oriented; therefore, their settlement experiences are distinct from other classes of immigrants. Migrating as permanent residents, they carry high expectations about their settlement in Canada, which includes a professionally successful life. However, many skilled immigrants face significant challenges in their social and economic integration. Most economic indicators suggest that Alberta had experienced

knowledge mobilization products. Through this study, we ensured ongoing partnership with ActionDignity and together built research capacity among the Connectors, in the aim of continuing sustained and meaningful engagement with newcomer communities.

Partnering with a community-based organization and exploring various approaches to engaging ethno-cultural communities allowed us to obtain diverse perspectives needed for our POC research and explore meaningful and effective methods of engagement.

regression to estimate the association of changes in clinic utilization (average total appointments/month and appointment rate changes/month), in three periods: January 2012   October 2015; November 2015   January 2017 and; February   December 2017.

We included 7179 unique patients attending 60,785 appointments during the study period. The median age was 25.6 years [IQR; 9.3-30.1 years] at intake and 48% were female. The average monthly appointments were 605, 1214 and 1342 before, during and after the Syrian Initiative respectively. Segmented linear regression revealed the average appointments/month (+380.9; p<0.01), and slope (+15.6 appointments/month; p=0.03) increased significantly during the Syrian Initiative; whereas, compared to the Syrian Initiative, the average appointments/month increased by 260.6 (p<0.01), but the slope was unchanged after the Syrian Initiative.

Compared to prior, monthly clinic appointments increased significantly during and after the Syrian Refugee Initiative, likely resulting in important increased clinical demands within a specialized refugee health clinic.

Experiencing Integration into High School in Canada: An Art-Based Ethnographic Study with Newcomer Youth

Authors | Danielle Smith and Anusha Kassan

Abstract | Due to a dramatic increase in immigration in Canada in recent years, the fabric of our country is shifting, and newcomer youth are now a vital part of our communities (Government of Canada, 2017). While there has been a lot of research completed with newcomer youth (Sinacore, Kassan & Lerner, 2015), much of this research has been quantitative in nature and has focused on a narrow set of factors (Berry, Phinney, Sam & Vedder, 2006). The following research hopes to highlight

results discussed the ways in which communication channels may be modified to be more accessible to families, increasing awareness on the nuance of dialect and language with Arabic learners, increasing informal opportunities for parent participation, as well as increasing administrative engagement with refugee families to better understand their needs and circumstance. This research not only explores challenges, but offers valuable insight on how the relationship may be realistically optimized.

supporting Peer Mentors with skills development. The Mentorship Program

The product of the partnership between youth champions, students, and community partners were twelve summer sessions consisting of a combination of lectures from community experts, and activities designed by team leads that incorporated skill development in areas such as leadership, communication, and critical thinking. A summer long research assignment was added to encourage participants to reflect

mining will be conducted through crowd-sourcing. Crowd-sourcing is an emerging information obtaining method that has the potential to gather opinions using online/social media platforms. An online survey

First and second generation immigrant/refugee youth (grades 10-12, n=9) are enrolled in a summer learning program covering various facets of health and wellness. Pre- and post-session surveys are being conducted to assess knowledge uptake, awareness of health promotion, and leadership confidence.

understand their perspectives on roles youth can play in community health improvement.

This study is ongoing, and we expect significant knowledge uptake following the summer program. We also expect youth to feel empowered and prepared to take action in their communities. Focus group perspectives will help identify current perceptions and challenges to increasing newcomer health literacy. This study will facilitate development of health and wellness initiatives targeting youth, encouraging leadership and advocacy, and capacity building amongst immigrant/refugee communities.

What Does Person-Centred Care Mean to Ethno-Cultural and Newcomer Communities? Development of Culturally Sensitive Person-Centred Quality Indicators

Presenters | Kimberly Manalili, Sadia Ahmed, Tiffany Barbosa, Paul Fairie, Vic Lantion, Marichu Antonio and Maria J. Santana

Abstract | To improve Person-Centred Care (PCC), we developed a set of Person-Centred Quality Indicators (PC-QIs) to measure healthcare quality. The PC-

effects of recreational marijuana use, along with the details of the current recreational marijuana legislation. When assessing levels of unawareness, it was found that 23% of males and 35.71% of females were unaware of either the legalization of recreational marijuana or the details within the legislation. It was also found that lower levels of education correlated positively with lower levels of awareness in respect to recreational marijuana legalization, with 36.36% of individuals without a high school certification indicating that they were unaware of the legalization of recreational marijuana and/or the details within the legislation, the highest of any group.

Levels of unawareness in regards to either the legalization of recreational marijuana and the details within the legislation were found to be alarmingly high in the South Asian community. Moreover, females and individuals without high-school and post-secondary education were more likely than males and individuals with either bachelor or professional degrees to report unawareness. It was also found that little to no efforts have been taken by community organizations to promote knowledge dissemination and mobilization within the South Asian immigrant population.

Engagement with Immigrant Community for Youth Empowerment: Developing a Multifaceted Communication Strategy

Authors | Omar Razavi, Sara Zulyniak, Didem Erman and Tanvir Turin Chowdhury

Abstract | In the journey towards community empowerment, ensuring buy-in from the community, the most important stakeholder, takes time and effort. A communication strategy is integral in the pursuit of meaningful engagement with community and other appropriate stakeholders.

We have been developing the communication approaches for our youth summer learning program: RISE (Refugee and Immigrant Self Empowerment) for Health & Wellness. We developed advertisement materials, outreach activities and stakeholder specific approach documents differing in tones, visuals, and contents. These materials also differed according to the mode of dissemination; such as through online channels (including social media), physical channels (form of posters and brochures), and electronic channels (such as email invite). Since the study was aimed towards immigrant communities, efforts and care were taken to ensure that the message reached our target audience through socio-culturally diverse channels. This added a layer of complexity to our communication strategy, as simply passing on the message was not enough. The strategy strived to foster continuous engagement with participants that would serve to not only reinforce our message, yet to also lead them to carry it into their respective communities.

In increasing our outreach through relevant topic-focused posts and social media interactions, we were able to draw in greater engagement. Interestingly, a personal level outreach and engagement with the community influences were the most effective way of impactful communication. As the preliminary phase of the project nears its end, the focus now shifts to relaying the results of the study to the public and providing a greater means to continue this dialogue.

walk-in appointments to clients living at the resettlement home as well as to clients living in the community.

The HL helps to bridge services between Mosaic Refugee Health Clinic and external services providers to ensure c