



**NEWCOMER RESEARCH NETWORK**

# **Mobilizing Knowledge on Newcomers Symposium**

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

[ucalgary.ca/newcomerresearch/](http://ucalgary.ca/newcomerresearch/)

# Welcome

Welcome to the Mobilizing Knowledge on Newcomers Symposium, an event organized by the UCalgary Newcomer Research Network! We, the Symposium's co-organizers, are delighted with the breadth of knowledge and experiences that will be shared throughout the day. The event was designed to meet four main goals: a) giving key stakeholders an opportunity to share their insights and strategic objectives; b) informing researchers, graduate students, and service providers on the current state of the art of research on newcomers; c) providing a theoretical context for the practice of service providers; and d) establishing a research agenda for future reciprocal knowledge engagement activities and research partnerships.

Today's presentations will highlight community-engaged research on newcomers and showcase the work of service providers, graduate students and more established researchers. We hope that a shared lunch and evening reception will provide you with opportunities to connect and more deeply discuss current work and future collaborations.

We would like to thank our partners for their support of this event. They include the Calgary Local Immigration Partnership, Immigrant Services Calgary and the Alberta Association of Immigrant Serving Agencies. The Symposium was sponsored by the Newcomer Research Network at the University of Calgary and a generous grant from the Social Sciences and Humanities Research Council of Canada.

We'd also like to thank our project coordinator, Lori Wilson, for her diligence and dedication to the event. Without Lori this event would not have been possible. Finally, our thanks go to our graduate student assistants, Francis Apasu and Berenice Cancino, from the Languages, Literatures and Cultures graduate program in the School of Languages, Linguistics, Literatures and Cultures at the University of Calgary.

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# Schedule

## Friday, October 18

9:30 am	<b>Plenary presentations</b>	Evergreen Ballroom
11:10 am	<b>Break</b>	
11:30 am	<b>Parallel sessions</b>	Evergreen A-B + C-D
12:50 pm	<b>Lunch + poster session</b>	Lunch   Evergreen Ballroom Poster Session   Maple Leaf Room
2:20 pm	<b>Parallel sessions</b>	Evergreen A-B + C-D
4:20 pm	<b>Break</b>	
4:30 pm	<b>Roundtable</b>	Evergreen Ballroom
5:30 pm	<b>Wine + cheese reception</b>	Evergreen Ballroom

# Sessions

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

## Parallel Sessions

	Education Evergreen A-B	Grassroots Community Engagement Evergreen C-D
11:30 am	<i>Optimizing Parent-Teacher Collaboration in Refugee Children's Learning</i> - Zaidi, Strong, Oliver, King, Alwarraq and El-Chaar	<i>Civic Participation of Aging Immigrants in Edmonton: Perceived Sense of Control, Power, and Capacity</i> – Walsh, Tong, Lai and Li
11:50 am	<i>Experiencing Integration into High School in Canada: An Art-Based Ethnographic Study with Newcomer Youth</i> - Smith and Kassan	<i>Review of the Edmonton Police Service's Strategy for Engaging Emerging Communities</i> - Felix-Mah, Goudar and Sumaru-Jurf
12:10 pm	<i>English Learning Lived Experiences of Chinese Student Newcomers in a Canadian Postsecondary EAP: The Role of Gender</i> - Lin and Roy	<i>Collaborating with Ethno-Cultural and Newcomer Communities in Person-Centred Care Research</i> -Manalili, Lantion, Siad, Antonio, Barbosa and Santana
12:30 pm	<i>Evaluation of an English and Skills Training Program for Newcomers with Low Language and Complex Barriers</i> - Felix-Mah and Sillito	<i>Illustrating the Outcomes of Community-Based Research: A Case Study on Institutional Transformation to Support Marginalized Groups</i> - Cresswell, Leonard and Janzen
12:50-2:20 pm	<b>Lunch – Evergreen Ballroom   Poster Session – Maple Leaf Room</b>	

## Parallel Sessions

	Social Care Evergreen A-B	Health and Wellness Evergreen C-D
2:20 pm	<i>Settlement and Integration Needs of Skilled Immigrants in Calgary</i> - Kaushik	<i>Creating a Coordinated Inter-professional and Inter-sectoral Mental Health System for Refugee Youth in Calgary, Alberta: A Streamlined Approach</i> – Boby, Talavlikar, Hull, Bietz and Coakley
2:40 pm	<i>On the Lived Experience of the Syrian Diaspora in Canada</i> – Alatrash <b>CANCELLED</b>	<i>Changes in Clinic Utilization at a Specialized Refugee Health Clinic in Calgary, Canada: Before, During and After the Syrian Refugee Initiative</i> – Norrie, McBrien, Brown, Montesanti, Ronksley and Fabreau
3:00 pm	<i>Voices of Refugee Youth</i> – Trussler, Aldeeb, Altamky, Altamky, Al Aqal, Berhane, Wilondja and Galy	<i>Enhancing Clinician Creativity Through Local Functional Learning Experiences: A Mechanism for Improving Multicultural Competency Skills</i> – Matejko, Monton and van Frank-Adler
3:20 pm	<i>Lessons Learned from the Resettlement of Yazidi Refugees in Calgary: A Community-Based Assessment of the Second Year of Resettlement</i> - Banerjee, Narula and Javaher	<i>Syrian Patients' Perceptions of Care Among a Specialized Refugee Clinic and Community Clinics in Calgary, Canada</i> – Almasri, Fabreau, McBrien, Brown, Atchison, Montesanti, Sakeah, Talavlikar and Coakley
3:40 pm	<i>Exploring the Lived Experiences of Newcomers to Canada in Introductory Winter Sport Programs</i> - Barrick	<i>Immigrant and Refugee Access to Healthcare: Insights from Health Literacy Partnership Partnerships</i> – Garunia, Mattu and Akinkunmi

4:00 pm	<i>We're Not a Homogenous Group: An Institutional Ethnography Interrogating Refugees' Settlement Services and Re-Settlement Experiences</i> - Khan, El-Lahib, Parada and Kusari	<i>The Evolution of a Shared Care Model for Chronic Hepatitis B</i> – Talavlikar, Hull, Marlinga, Grewal, Congly and Lee
4:20-4:30 pm	<b>Break</b>	
4:30-5:30 pm	<b>Roundtable   Evergreen Ballroom</b> <i>Mobilizing Knowledge on Newcomers: Where to from Here?</i>	
5:30-6:45 pm	<b>Wine + Cheese Reception   Evergreen Ballroom</b>	

# Plenary Presentations

## Using Immigrant Health Data to Inform Community Action

9:30-9:50 AM | Evergreen Ballroom

**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 2016, 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. Samantha Burdett will then explain how CLIP's Council and working group members used the results to inform the process they developed to implement CLIP's action plan.

## Identifying and Prioritizing Barriers for Mitigation through Meaningful Community Engagement

9:50-10:10 AM | Evergreen Ballroom

**Presenters** | Kazi Ehsan, Mohammad Lasker and Tanvir Turin Chowdhury

**Abstract** | Canadian immigrant populations come from a number of ethno-geographical backgrounds. These populations exhibit differences in their culture and life practices related to disease and disease pre-disposition that influence how, when, and why individuals seek healthcare. A preliminary literature search found a paucity of research on the effect of culture on the use of healthcare and on effective intervention strategies for improving its use. It was especially noted that there was very little research where the perspective of the immigrant populations were taken into consideration. As identified in the Strategy for Patient-Oriented Research (SPOR) initiative, involvement of communities in health research is important for designing interventions that are successful.

To begin addressing the above-mentioned gaps, as a first step, we are conducting an engagement initiative with the following interconnected objectives: (I) To establish a continuum of collaboration that engages academic researchers, immigrant community members (patients and their families), policy makers, and health care providers (including clinician scientists). (II) To develop a program of research with the immigrant community as a partner where they will meaningfully contribute to produce and prioritize community-driven research questions. (III) As an end result of this collaboration grant, we will shape research questions chosen collectively based on the priority identified by the immigrant community for further pursuit where meaningful roles for all team members will be ensured, especially making sure about the active roles of the community. Our proposed activities are establishing an integrated research team where the capacity for meaningful immigrant community engagement will be ensured. This collaboration will allow stakeholders to effectively work together while aligning, connecting and coordinating diverse resources.

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

10:10-10:30 AM | Evergreen Ballroom

**Presenters** | Cesar Suva and Halley Silversides

**Abstract** | As the integration of newcomers remains a central process in Canadian society, its dimensions continue to be extended and redefined. While language, citizenship and employment have long been a focus of settlement agencies and government funders, new and changing realities in the experiences of immigrants and refugees have compelled the addressing of wellness from an emotional and mental health perspective. Funders, however, have been slower to respond to these realities, and community-based settlement practitioners have had to evolve their services in multiple ways to respond to these perceived needs in their individual contexts. Some have focused on the channeling of cases to more specialized services in the community, while others have invested in more robust, in-house counselling services. Still others have blended self-care activities into their curricula in the pursuit of a more preventative strategy.

The Refugee and Newcomers Emotional Wellness (ReNEW) Partnership for best practice is a three-year project between the University of Calgary and The Immigrant Education Society's (TIES) Research Department to survey emotional wellness services delivered in four cities in three Canadian prairie provinces. This Immigration, Refugees and Citizenship Canada (IRCC)-funded project culminates in the piloting of a series of best practices that emerge from the first two years of data gathering. For this presentation, ReNEW's Principal investigators from the University of Calgary and TIES will discuss the progress of the initiative so far, as well as some of the more interesting preliminary results of its analysis.



## AIMGA's Career Transition Program for IMGs

10:30-10:50 AM | Evergreen Ballroom

**Presenters** | Deidre Lake and Tanvir Turin Chowdhury

**Abstract** | Immigrant IMGs leave their home countries to come to Canada for various reasons. While there is often much uncertainty with immigrating to a new country, they come with the hopes to pursue licensure and re-enter their profession. Unfortunately, few achieve this goal. Many report economic barriers, suffer from a loss of professional identity, and have never considered an alternative career. The Career Transition Program was developed to assist IMGs to explore alternative careers in healthcare.

The goals of the Career Transition Program were to 1) increase IMGs overall knowledge and awareness of alternative career pathways where IMGs can utilize their skills, experience and education through a series of workshops; 2) provide IMGs with the tools necessary to manage their own career path; 3) provide IMGs an opportunity to meet with fellow IMGs in alternative careers, employment coaches, HR consultants, and mentors in the field of health care to discuss alternative options and obtain feedback; and 4) complete a 50-hour observership/mentorship placement in an area of interest based on their skills, experience, and desired alternative career pathway(s).

A total of 60 IMGs participated in the Career Transition Program in the past year. Mid-point surveys were conducted throughout the program and follow up conducted to assess IMG perceptions of alternative careers and their integration into alternative careers. Focus group discussions will take place with IMGs to understand their perspectives, supports, and barriers to finding alternative careers.

This study is ongoing, and we expect to gain knowledge into the perceptions of IMGs and their experiences integrating into alternative careers. We expect to raise awareness among IMGs with regards to alternative pathways into healthcare and to increase uptake into these pathways where they are making contributions to the system and communities at large. Focus group perspectives will help identify current perceptions, challenges IMGs face in obtaining positions of employment in alternative careers, and necessary next steps. This study will facilitate development of the Career Transition Program initiative and define next steps with regards to capacity building, raising awareness, and facilitating integration of IMGs into alternative careers where they are both benefitting and making a positive contribution.

## The Bow Valley Workplace Inclusion Charter

10:50-11:10 AM | Evergreen Ballroom

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

## Syrian Patients' Perceptions of Care Among a Specialized Refugee Clinic and Community Clinics in Calgary, Canada

**Authors** | Ibrahim Almasri, Gabriel Fabreau, Kerry McBrien, Garielle Brown, Kayla Atchison, Stephanie Montesanti, James Sakeah, Rachel Talavlikar and Annalee Coakley

**Abstract** | From November 2015 to January 2017, 40,481 Syrian refugees were rapidly resettled to Canada through the "Syrian Refugee Initiative", increasing demands on local primary healthcare clinics. We explored care perspectives among resettled Syrian refugee patients who received care at either a specialized refugee clinic or partner community clinics in Calgary, Canada.

We conducted an exploratory descriptive qualitative analysis among 19 adults Syrian refugees who arrived in Calgary, Canada during the Syrian Refugee Initiative and received care either at the refugee clinic or two partner primary care clinics. We conducted 11 semi-structured interviews with individual adults or spousal pairs, to explore perceived barriers and facilitators to receiving care, and perceived opportunities for healthcare delivery improvements.

All patients reported receiving high quality healthcare, facilitated communication, health navigation assistance and cultural competency as care facilitators, especially among primary care clinics. Participants also perceived integrated care between primary care providers and embedded multidisciplinary care teams within primary care clinics as a particularly important care facilitator. Major perceived care barriers, particularly among specialty care included: communication difficulties, long wait-times and inadequate health insurance coverage. Perceived opportunities for improvement included adequate insurance coverage for dental care and prescription medications, as well as improved health navigation and promotion services.

Recently resettled Syrian refugee patients identified integrated, team-based and culturally competent primary healthcare, with translation and health navigation services as optimal care factors. However, perceived challenges accessing and receiving specialty care and dental care as well as insufficient prescription medication insurance coverage.

## Lessons Learned from the Resettlement of Yazidi Refugees in Calgary: A Community- Based Assessment of the Second Year of Resettlement

**Authors** | Pallavi Banerjee, Bindu Narula and Negin Saheb Javaher

**Abstract** | It is nearly the end of two years since the first Yazidi refugees arrived in Calgary under the Survivors of Daesh Program in 2017. They were resettled by CCIS - the sole official resettlement agency responsible for the group in Calgary. This presentation is based on a collaborative research and assessment project between CCIS and University of Calgary sociologist and her research team.

The research tool developed collaboratively is a qualitative community-based assessment interview guide. The tool is designed to explore through in-depth interviews with all Yazidi families in Calgary (about 265 people; 51 families), the successes and the challenges associated with the various settlement

metrics in the second year of the resettlement process. This population-level assessment brings together the perspectives of the participants with those of the practitioners' and merges them with academic's analytical insights.

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 recommendations are offered which can be used in the future resettlement of the same or similar groups of refugees. The presentation will specifically look into the challenges and success of the main aspects of Yazidi resettlement program including language acquisition, physical and mental health, education for children, housing, finances, family reunification, and the host program.

### Exploring the Lived Experiences of Newcomers to Canada in Introductory Winter Sport Programs

**Author** | Simon Barrick

**Abstract** | Sport participation is widely considered a method to help newcomers to Canada settle in their new homes (Institute for Canadian Citizenship, 2014). To date, the relevant research has primarily focused on the participation of newcomers in soccer (Rich, Misener, & Dubeau, 2015). The place of winter sports in the lives of newcomers is the focus of this study as many newcomers report struggling with adjusting to the cold winter weather in Canada, which differs greatly from the climate in many source countries (Immigration, Refugees, & Citizenship Canada, 2018; Stack & Iwasaki, 2009).

The researcher worked within an intersectoral collaboration involving WinSport, Centre for Newcomers, and the Calgary Immigrant Women's Association to introduce 200 newcomers to introductory winter sport programming (skating, skiing, and snowboarding) from January to April 2018. Using a qualitative case study methodology, the researcher interviewed 13 program participants and four parents of program participants to uncover the meaning of winter sport participation in the lives of newcomers.

Following a thematic analysis of the interview transcripts and my field notes, the researcher will share five themes in this presentation: (1) valuing winter sport participation and integration; (2) learning winter sports contributing to family cohesion; (3) navigating barriers to winter sport participation; (4) appreciating opportunities to engage with Canadian culture; and (5) spurring interest in future winter sport participation. He will also outline recommendations for academics, practitioners, and policy makers working in settlement and sport contexts surrounding the value of offering welcoming grassroots sport opportunities to help promote integration and social inclusion among newcomers to Canada.

## Creating a Coordinated Inter-Professional and Inter-Sectoral Mental Health System for Refugee Youth in Calgary, Alberta: A Streamlined Approach

**Authors** | Jacqueline Bobyn, Rachel Talavlikar, Andrea Hull, Julia Bietz and Annalee Coakley

**Abstract** | Traditionally, Canada hosts between 20,000-35,000 refugees each year. Many of these individuals have faced traumatic pre-migration experiences and continue to struggle post migration, their stress compounded by the challenges of resettlement. Youth (age <24) are particularly at risk. A coordinated inter-professional and inter-sectoral approach is critical to effectively address these mental health needs. This quality improvement (QI) project aimed to streamline efforts and minimize duplication of services addressing mental health concerns in refugee youth.

Community partners from health care, the education system, police services and refugee resettlement support, were surveyed and definitions in regard to role clarification and service provision were determined. Programs were assessed for a) inclusion/exclusion criteria b) professional's training backgrounds c) the nature, setting, duration of services, and d) time to next available appointment.

A streamlined approach to navigating refugee youth mental health services in Calgary was developed. The algorithm identifies a sequenced approach to accessing mental health supports, highlights the nature of each service, and the timing of when community stakeholders become involved. The community stakeholder best positioned to coordinate and communicate the outcomes of these services was identified.

As a result of this algorithm, knowledge translation of the refugee youth mental health services in Calgary has occurred. Duplication of efforts has been reduced. As a result of this streamlined approach, coordinated case conferences, and communication with stakeholders involved has routinely occurred. Service providers' efforts have been united in addressing the mental health challenges that refugee youth face.

## Illustrating the Outcomes of Community-Based Research: A Case Study on Institutional Transformation to Support Marginalized Groups

**Authors** | James Cresswell, Katherine Leonard and Rich Janzen

**Abstract** | Despite the noted importance of faith-based support to immigrants, incoming immigrants to places like Canada tend to be religious and thereby have sympathies counter to prevailing secularizing trends. It is therefore important to engage in the difficult discussion about the role of religious institutions. The challenge is about how one should study this sort of phenomena. Social science can bypass the ability to offer efficacious functional support to a community outside of itself when conducted in a 'top-down' manner.

This presentation illustrates a case study of Community-Based Research (CBR) as a way to do research that starts from the community to be studied. We illustrate how CBR can be an effective tool for engaging community stakeholders in community problem solving. This agenda is accomplished by

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 its 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.

### Review of the Edmonton Police Service's Strategy for Engaging Emerging Communities

**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,

program approach and learning content have meaningful impacts for program participants with respect to their: 1) enabling outcomes (access to community supports; access to social supports; understanding of their competencies; and self-efficacy); 2) learning outcomes (English and communication in the workplace; job search skills; concrete job skills specific to the workplace industry; and an understanding of the workplace context) and 3) medium term outcomes of employment and the development of goals in their education and/or employment.

Employers also report outcomes: development of intercultural competency in staff; access to a new workforce; and an opportunity to add positivity and team building to their own staff. Results also indicated what participants benefited most from this type of program and what components of the program were instrumental in achieving these outcomes.

### Immigrant and Refugee Access to Healthcare: Insights from Health Literacy Partnerships

**Authors** | Alda Garunia, Gagan Mattu and Celestina Akinkunmi

**Abstract** | The connections between literacy and health are well-documented – lower literacy levels are associated with poorer health outcomes and greater health inequalities among marginalized populations such as recent immigrants and refugees and those with lower levels of language and schooling (Mitic & Rootman, 2012; Council of Ministers of Education, 2017; Rudd, 2015). To improve health literacy, experts suggest improving the knowledge and skills of people who receive health information, programs and services and reducing barriers created by the providers and systems that offer such programs and services. (Canadian Public Health Association, 2014; Rudd, 2015; Shohet, 2018)

Health literacy partnerships bring health and education professionals together to engage in these tasks and improve communication between healthcare providers and the at-risk communities they serve. These partnerships show promise for improving the health literacy of hard-to-reach populations (McKinney, 2008; Santos & Landry, 2008).

Analysis of survey and focus group data from the Health Literacy Partnership, a two-year federally funded project between Calgary Immigrant Women’s Association and the Mosaic Refugee Health Clinic. Findings represent the views of participants and their experiences in accessing care and navigating Calgary’s complex health system. Data is being used to create ‘health literacy’ tools and videos.

Partnerships between different organizations in health care and social services prove to better understand the gaps in addressing health inequality in immigrants and refugees, and are key to creating better resources for immigrants and refugees with lower levels of education and schooling.

## 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 the worst recession in a generation, caused by the steepest and most prolonged oil price shock in Canadian history. Settlement and integration of skilled immigrants warrant explicit attention at this critical time-point. Calgary is one of the most sought-after destination for immigrants in Canada. With an increasing number of immigrants arriving in Calgary to work and live, there is a need to better understand how immigrant services in this city support skilled immigrants in their settlement and integration.

This paper draws on a mixed-methods study that examines the settlement and integration needs of skilled immigrants in Calgary. The study employed a convergent parallel mixed-methods design in which qualitative data provides on an in-depth exploration of the settlement and integration needs of skilled immigrants as understood by immigrant serving agencies in the city, and quantitative data focuses on gaining an understanding about the areas of settlement and integration needs as experienced by the skilled immigrants. Findings enhance our understanding of challenges faced by skilled immigrants in Calgary, highlight the availability and effectiveness of existing immigrant services, and inform the development and implementation of effective immigrant services and programs in Calgary.

## We're Not a Homogenous Group: An Institutional Ethnography Interrogating Refugees' Settlement Services and Re-Settlement Experiences

Authors | Maimuna Khan, Yahya El-Lahib, Henry Parada and Kaltrina Kusari

**Abstract** | In this presentation, we report on some preliminary findings from an institutional ethnography study informed by critical transnationalism to examine experiences of displacement, border crossing, and settlement; guided by critical feminism to challenge the assumed homogeneity of refugees' experiences.

The study offers a unique perspective on the ways refugees from war-torn countries have been constructed, interpreted and engaged with as service recipients within the settlement sector. Specifically, preliminary findings from interviews and focus groups with refugee individuals and families, as well as services providers within the settlement sector indicate the ways refugees seem to be institutionally constructed in a homogenous way that shape their access to settlement services based on the "one size fits all" principle, which contributes to placing them into one extreme category, either as heroes or as broken, traumatized victims in need of saving. Such constructions render "ordinary" refugees stuck between these two homogenizing discourses, subjecting them to practices that typecast their experiences as victims in need of saving, which contributes to valorizing the host country as the savior. These practices continue to assume and impose a universality of "effective" services within these two extremes, further homogenizing the refugee body and experience.



As we further deepen our analysis, we aim to interrogate the ways that social work and other helping professions involved in settlement practices have been implicated in the production and operation of these institutional practices and systems.

## English Learning Lived Experiences of Chinese Student Newcomers in a Canadian Postsecondary EAP: The Role of Gender

**Authors** | Chuanmei Lin and Sylvie Roy

**Abstract** | Gender roles are still strictly defined in some countries around the world while others are becoming more and more fluid (McKeen & Bu, 2005). In this presentation, we examine Chinese student newcomers' English learning lived experiences in a postsecondary English for Academic Purposes (EAP) program and how different gender roles in a traditional sense help or hinder their integration trajectories into Canadian multicultural society.

In this study, women language learners who seem to follow a more traditional feminine position experience more intercultural transformations of their identities than their male counterparts with worldviews perceived as more masculine. Therefore, different gender roles serve as an impacting factor of second language learning processes for Chinese women and men. We conclude that gender equality pedagogy and gender-sensitive awareness needs to be promoted in the language teaching and learning field in order to foster a more inclusive educational environment for students from diverse background who might still have traditional behaviors when it concerns gender roles.

## Collaborating with Ethno-Cultural and Newcomer Communities in Person-Centred Care Research

**Authors** | Kimberly Manalili, Vic Lantion, Fartoon Siad, Marichu Antonio, Tiffany Barbosa and Maria Jose Santana

**Abstract** | Person-Centred Care (PCC) seeks to incorporate patient voices to inform research and healthcare policy and practice. However, effective engagement of ethno-cultural and newcomer communities is often a challenge due to various barriers that hinder participation. Our research explored approaches to effectively engage ethno-cultural and newcomer communities in PCC research.

We partnered with ActionDignity, a community-based organization employing a 'connector/broker model,' to recruit key individuals who are trusted and active members in the community. "Community Connectors" effectively engage patients and caregivers and act as a liaison with service providers/institutions. Drawing from participatory action research methods, six Community Connectors from Chinese, South Asian, Filipino, Latino-Hispanic, East-African, and Syrian communities received training in qualitative research methods for this study over six months to better understand what matters most to people in their healthcare.

Through our engagement we obtained diverse perspectives needed from patients and caregivers. Six focus groups with 46 ethno-cultural participants were conducted. Connectors employed various and flexible approaches to successfully engage each specific community. Focus groups participants and community members were engaged in validating research findings and guiding the development of

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 PCC research and explore meaningful and effective methods of engagement.

### Enhancing Clinician Creativity Through Local Functional Learning Experiences: A Mechanism for Improving Multicultural Competency Skills

**Authors** | Emily Matejko, Katrina Monton and Sasha van Frank-Adler

**Abstract** | Multicultural experiences enhance creativity in problem solving tasks (Maddux, Adam, & Galinsky, 2010; Lu, Hafenbrack, Eastwick, Wang, Maddux, & Galinsky, 2017; Chua, 2018). Functional learning (learning the reasons why one is doing something in a new culture) is critical for creativity enhancement (Maddux & Galinsky, 2009; Maddux et al., 2010). Rigid thinking is associated with inflexibility and less creativity (Gaither, Remedios, Sanchez, & Sommers, 2015). However, previous literature has not applied this research to mental health clinicians.

Our project proposes to examine the effects of priming positive and neutral local functional learning experiences (LFLE) on creativity and success in problem solving tasks. Creativity is examined in terms of functional fixedness and idea fluency (Ritter et al., 2012; Steffens et al. 2016). Our study aims to fill the gaps in creativity research by examining how LFLE may enhance creativity in problem solving and the development of novel ideas. Importantly, it examines whether enhancement in creativity will increase clinicians' multicultural counselling competencies (MCC) with newcomer clients. In order for clinicians to be adaptable and meet the needs of culturally diverse clients, they should avoid rigid stereotypic thinking and be creative in their use of integrating cross-cultural research into practice (Stuart, 2004). These findings could have implications in aiding the transition of newcomers by ensuring clinicians are being adaptive in their approach. An increase of MCC levels will empower clinicians and foster the development of critical skills to best help their clients from diverse cultural backgrounds.

### Changes in Clinic Utilization at a Specialized Refugee Health Clinic in Calgary, Canada: Before, During and After the Syrian Refugee Initiative

**Authors** | Eric Norrie, Kerry McBrien, Garielle Brown, Stephanie Montesanti, Paul Ronksley and Gabriel Fabreau

**Abstract** | In addition to other refugees, Canada resettled 40,081 Syrian refugees between November 2015 and January 31, 2017 through the "Syrian Refugee Initiative", increasing demands on refugee health clinics like the Mosaic Refugee Health Clinic (MRHC) in Calgary. The MRHC increased its clinical capacity; however, the association of clinic utilization and the Syrian Refugee Initiative has not been quantified.

We performed a retrospective cohort study among refugees and asylum claimants cared for at the MRHC, between 2012 and 2017 investigating average clinic appointments and appointment rate changes per-month before, during, and after the Syrian Refugee Initiative. We used segmented linear

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 the individual voices of newcomer youth and create a more nuanced account of their experiences. As such, a social justice framework is used to unearth the inequalities that newcomer youth face with the goal of creating equal engagement of all groups within society (Stewart, 2014).

This study used an arts-based ethnographic research design (Goopy & Kassam in press), in which four newcomer students were given a set of cultural probes (e.g. camera, journal, map) and asked to document their experience of integration into a high school in Canada. Data collected from these probes was used to inform individual interviews and focus groups, which were then analyzed using Wolcott's ethnographic procedures (Wolcott, 1994). This analysis revealed four overlapping structures. These structures included: 1) challenges associated with school integration, 2) responses and resiliencies in the face of challenges, 3) understanding of identity during integration, and 4) newcomer students expressed needs. These structures and their implications will be discussed.

### The Evolution of a Shared Care Model for Chronic Hepatitis B

**Authors** | Rachel Talavlikar, Andrea Hull, Jazmin Marlinga, Rabina Grewal, Stephen Congly and Samuel Lee

**Abstract** | Greater than 70% of new arrivals to Canada come from Hepatitis B endemic areas. Due to a lack of screening and access to follow up, these patients subsequently face an 8.4-fold higher mortality rate from this disease than the Canadian population. Additionally, the provision of healthcare to newly

arrived refugees is challenging, given the complexity of their physical and psychological health needs and resettlement challenges. In 2011 the Mosaic Refugee Health Clinic began a shared-care model for monitoring Hepatitis B patients. In 2016, the system evolved to include the creation of an EMR care flowsheet and the incorporation of non-clinical team members. Since September 2016 close to 200 cases have been followed.

Family physicians identify and monitor chronically infected patients, reviewing cases with Hepatology based on complexity and acuteness. A database and processes for monitoring patients were developed within the EMR. The system includes automated recalls and staff who track and ensure patients attend appointments, emphasizing patient education.

Evaluation and assessment of this initiative is ongoing and will review prevalence rates of hepatitis B infection in adult seen at the MRHC between 2011-2018. Additionally, rates of complications and adherence to routine surveillance will be investigated. Current adherence suggests that 98% of active patients have had the appropriate initial work up and monitoring.

This unique model serves as an example of improving care through integrating specialty support and empowering a primary health care multidisciplinary team. Physician collaboration, staff involvement and EMR utilization have likely been keys to success.

### Voices of Refugee Youth

**Authors** | Patti Trussler, Ayah Aldeeb, Hanen Altamky, Ranim Altamky, Sarah Al Aqal, Layma Berhane, Edmond Mupica Wilondja and Jacque Galy

**Abstract** | The focus of this research project is the settlement experiences of refugee youth who have exited their local Calgary high school. These newcomer youth have encountered profound academic and social stresses as they attempt to create a new identity and sense of belonging in their new home. By engaging the notion of place as a framework, I seek to better understand what it means for refugee youth to recuperate a place of belonging. Gruenewald (2003) suggests that understanding our relationship to place can be profoundly pedagogical. By having a place-based awareness, we strengthen our connections to others and to the places in which we live (Gruenewald, 2008). I engaged photovoice as a methodology, to provide the youth with an opportunity to reflect on their own personal circumstances as well as give them an opportunity to create a digital product that opened a space for their voices to be heard.

The primary research question for this study is: How do refugee youth perceive their educational and settlement process in Calgary? In addition, the following sub-question is addressed: How have the youth gained a sense of place and belonging in their community? A secondary aim of the study is to investigate a pedagogical perspective through two further questions: How can refugee youth be given a sense of agency and voice to interpret and incorporate their learning such that they can actively participate and guide their settlement? How can the voices of refugee youth be represented and shared in the broader society? This presentation includes some of the refugee youth participants and the digital PowerPoint audio product that they produced during the project.

## Civic Participation of Aging Immigrants in Edmonton: Perceived Sense of Control, Power, and Capacity

**Authors** | Christine Walsh, Hongmei Tong, Daniel Lai and Lun Li

**Abstract** | Aging immigrants are often perceived as vulnerable or powerless due to their status as both immigrants and older persons. From a strengths-based perspective, participating in the community and having their voices heard is crucial to changing their vulnerable status, yet research on immigrant older adults' perceptions of their own civic participation capacity is lacking.

This qualitative research aimed to explore older immigrants' understanding and experience in civic participation, perceived sense of control, power, and capacity with respect to civic participation, focusing on aging immigrants in Edmonton as a case example. Semi-structured in-depth individual qualitative interviews were conducted with older adults from the top three Asian immigrant groups: China, India, and Philippines. These groups were targeted due to their representation in Canada's immigrant population, diversity in language, and different civic participation infrastructure in their countries of origins.

This presentation presents preliminary results from interviews with Chinese (n=10), Philippine (n=7) and six Indian immigrants (n=6) aged 55 and older. Respondents indicated that while social and cultural differences exist in civic participation among the three groups, most participants wished to participate in Canadian civic life. Opportunities for and level of civic participation were, however, limited. Most participants described a lack of power and control in civic participation, as well, cultural bias, language barriers, transportation, and lack of support services curtailed engagement and civic participation capacity. Preliminary results reflect the need to develop strategies to support immigrant older adults' civic engagement and to enable their voices to be better heard in identifying pathways to enhance participation.

## Optimizing Parent-Teacher Collaboration in Refugee Children's Learning

**Authors** | Rahat Zaidi, Tom Strong, Christine Oliver, Regine King, Hanan Alwarraq and Dania El-Chaar

**Abstract** | Conflicts in the Middle East have long been displacing thousands of desperate families seeking refuge, with more than half of the refugee population often comprising of school-aged children. Following the Syrian war, Canadian classrooms welcomed an unprecedented influx of Arabic-speaking learners with interrupted/ limited prior education (40,000 resettled from 2015-2016). Research about the experiences of Arabic-speaking refugees is not only essential, but necessary for establishing the educational infrastructure and support systems needed to promote integration and learning.

This study examines the ways in which we can further develop refugee student learning (who arrive with unique challenges i.e. trauma, illiteracy) by optimizing parent-teacher collaboration. We conducted six focus groups with the key stakeholders in LEAD schools, a unique school system part of a larger Canadian Board supporting refugee learners exclusively: two with the LEAD parents (segregated as a culturally responsive measure), three with the LEAD teachers, and three with the Diversity and Learning Support Advisors and In-School Settlement Practitioners who are the bilingual liaisons between the schools and families. All interactions with the parents were held in Arabic, led by Arabic researchers. The

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.

# Poster Session

## How to Measure Cultural Competence When Evaluating Patient-Centred Care: A Scoping Review

**Authors** | Sadia Ahmed, Fartoon Siad, Kimberly Manalili, Diane Lorenzetti, Tiffany Barbosa, Vic Lantion, Mingshan Lu, Hude Quan and Maria-Jose Santana

**Abstract** | It is recognised that patient-centred care (PCC) can help improve health outcomes and is a key dimension of high-quality care. PCC that is culturally competent is necessary to meet the healthcare needs of diverse populations. To monitor and evaluate whether the provision of care is truly patient centred and culturally competent, there is a need for development of quality indicators.

We conducted a scoping review with two community partners from Action Dignity to identify existing patient-centred quality indicators (PC-QI) and measures for measuring cultural competence in healthcare. We searched academic databases (MEDLINE, EMBASE, PsycINFO, CINAHL, etc.) and grey literature to identify relevant studies. PC-QIs were identified as a unit of measurement of the performance of the healthcare system, which reflects what matters to patients and families, and to any individual that is in contact with healthcare services.

The search yielded a total of 786 abstracts and sources, of which 16 were included in the review. Twelve of those sources reported 10 measures for cultural competence. Identified domains from the measures included: physical environment, staff awareness of attitudes and values, diversity training and communication. Two out of 16 sources reported indicators for cultural competence (92 structure and process indicators, 48 outcome indicators). There was greater representation of structure and process indicators and measures for cultural competence, compared with outcome indicators. There are no current standardized measures and indicators, however the identified measures found in this review provide the potential foundation for the development of indicators to assess cultural competence in PCC.

## Challenges Faced by Health Care Providers Providing Services to Rohingya Refugees in a Mass Gathering Setting in Bangladesh

**Authors** | Saad Alvi, Mahzabin Ferdous and Tanvir Turin Chowdhury and

**Abstract** | Starting from mid-2017, Bangladesh received a surge of ethnic Rohingya fleeing persecution in neighboring Myanmar, with an influx of 690,000 adding on to the 200,000 whom had already fled beforehand, most of whom are now residing in tent cities along the border.

Providing healthcare to refugees in camps comes with its own unique challenges due to political hurdles. Chronic malnutrition among children remains near WHO critical levels, and threats of diarrhea, dengue, and malaria outbreaks due to poor sanitation were a constant concern. Combined with a restricting political climate, these conditions have made a difficult environment for health care workers.

The objective of this study was to assess barriers and limitations faced by volunteer medical workers, either independent or from smaller scale or local organizations. Qualitative and quantitative data were

taken from health care workers in the refugee camps at Cox Bazaar in order to identify needs, challenges, and potential solutions.

Challenges were categorized into (1) inefficient management/organization in the health sector often resulting in inefficient resource/workload distribution, (2) lack of specialists and lab/specialist facilities, (3) infrastructure barriers, (4) challenges when dealing with refugees and addressing their concerns, and (5) various political considerations that occasionally resulted in issues. Possible solutions raised involved greater coordination between NGOs and local government.

## Integration into the Canadian Society: Immigration, Language, and Sense of Belonging

**Author** | Hortensia Barrios

**Abstract** | Canada's significant immigrant population (21.9% according to Statistics Canada) has made the country multicultural and diverse, but it has also created unique challenges. For immigrants, becoming part of the Canadian society implies the negotiation of their place in the world, their identities and sense of belonging while struggling to breach the limitations imposed by a new language, culture and ways of thinking (Block 2014). Giving the significant population of immigrants living in Canada and in Calgary (36% foreign born residents), there is a need to study the barriers encountered by newcomers and the extent to which they obstruct intercultural practices and newcomers' integration into their new home.

My research focuses on learning (1) how languages influence the establishment of immigrants' relations of belonging to the Canadian society, (2) how immigrants' feelings of belonging or no-belonging are affected by different contexts – mental models that control how discourse is processed guaranteeing its appropriateness in a given situation, (3) the extent to which immigrants' feelings of belonging or no-belonging are influenced by the lack of understanding of the frames that allow communication and (4) how contexts issues can be overcome to allow the construction of immigrants' sense of belonging.

In order to answer these questions, I will be conducting interviews, focus groups and digital storytelling workshops. This investigation will create a space to discuss the immigrant experience, promote diversity awareness and inform policy and practice in different fields to facilitate newcomers' integration to the city of Calgary.

## A Participatory Approach to Research and Evaluation: Newcomer Youth Peer-to-Peer Mentoring

**Authors** | Emilie Bassi and Dixie Taylor

**Abstract** | The Calgary Bridge Foundation for Youth's Mentorship Program focuses on settlement and integration of newcomer youth in junior high and high school. A unique component of the program consists of Peer Mentors who were once newcomers themselves, receive training, and become equipped to provide friendship and support to their recently arrived peers.

Our poster explores the Mentorship Program's internal research and evaluation process that embraces a youth-led approach. This approach follows a simple practice of 'meeting youth where they are at and consistently strives to remain youth-centric. Using findings from this approach, we outline the impact of the peer-to-peer relationship that simultaneously addresses settlement needs for newcomers while



supporting Peer Mentors with skills development. The Mentorship Program strives to continually lead an evolving program design and evaluation impact framework for the youth settlement sector.

## Second Language Socialization in Social and Academic Contexts

**Authors** | Umit Boz, Lena Barrantes, Douglas Sewell and Gregory Tweedie

**Abstract** | Despite proliferation of various delivery models of academic language support, at present little is known about how international and newcomer students engage with the complexities of social interaction in social and academic contexts by relying on their developing sociolinguistic awareness. Drawing upon Duff's notion of second language (L2) socialization (Duff, 2007; Duff, 2011), this qualitative inquiry explores the individual and contextual factors underlying the L2 socialization practices of international and newcomer students attending a postsecondary language support program. In particular, we attempt to capture a) the nature of sociolinguistic engagement among post-secondary international and newcomer students; b) the ways in which learners relate to the changing social world; and c) how they negotiate and establish membership with different social spaces and networks within and outside the university community.

Data was gathered through a series of semi-structured interviews with 22 participants. Data analysis revealed an array of overarching themes in relation to participants' perceptions of their sociolinguistic engagement in English, including culture, non-native speaker identity, and sense of community and belongingness. Findings indicate that the university environment, particularly the student residence, provided a key source of networking and increased opportunities for L2 socialization. Findings also suggest the need for deepened coordination among the many stakeholders providing institutional support systems for international and newcomer students.

## Cervical Cancer Screening Among Immigrant Women in Canada: Framing the Barriers through Solution Oriented Lens

**Authors** | Tanvir Turin Chowdhury and Mahzabin Ferdous

**Abstract** | We have summarized the research regarding barriers to cervical cancer screening among immigrant women in Canada. We conducted a comprehensive search of published and grey literature to capture barriers through the perspectives of immigrant populations, healthcare providers, and stakeholders. Our initial search yielded 687 articles and, after applying the inclusion criteria, we identified 28 studies for final synthesis. We used a thematic analysis approach to categorize the barriers identified across the studies. Six major thematic categories emerged: (a) economic barriers; (b) healthcare system-related barriers; (c) cultural barriers; (d) language barriers; (e) knowledge-related barriers; and (f) individual-level barriers.

Within these thematic categories, patients', healthcare providers', and stakeholders' perspectives were presented to provide an outline on which future engagement toward solutions could be planned. Using a thematic analysis of the barriers helps organize the material, but grounding the themes and the identified barriers within a theoretical framework is helpful when considering possible solutions. Anchoring our identified barriers within the theoretical framework of Social Ecological Model (SEM)

offers a holistic overview of the multilevel barriers faced by immigrant women in accessing cervical cancer screening and helps explain these findings in a solution-oriented way. This grounding of barriers within the SEM framework will aid in developing interventions directed at mitigating barriers.

### Navigating the ‘Hustle’ of Integration: Perspectives of Nigerian Immigrant Women in Calgary

**Author** | Kehinde Ekpudu

**Abstract** | This qualitative narrative inquiry study explores and identifies some of the challenges that Black immigrant women from Nigeria face in their integration process in Calgary. Utilizing critical race feminist theory and informed by the lens of intersectionality, the study sought to better understand how these women negotiate social and cross-cultural differences during their integration and acculturation process.

Findings suggest that integration is not a fluid process that immigrants may experience tensions between the process ‘integration and the need for adaptation’ to navigate the systemic barriers Black Nigerian immigrant women consistently face in their hustle to be accepted by Calgarian society. These tensions include the internal struggles of being perceived through negative stereotypes; trying to be themselves as Black women without suppressing elements of their identities and personalities to be accommodated by a Western society. These findings indicate the need for research on adaptation and integration that considers identity and cultural nuances beyond the social markers as understood by mainstream academia and broader society.

The invitation to immigrate to Canada is a two-way street that should benefit both Canada and the highly-skilled immigrants especially Black women, while juggling multiple roles during their settlement and integration. This includes identifying systemic and societal barriers that create challenges to fully integrate into society such as the devaluing of life and work experiences.

### RISE for Health and Wellness: Engaging Immigrant Youth as Community Champions to Develop a Summer Program Curriculum Towards Community Capacity

**Authors** | Whitney Ereyi-Osas, Xingyu Chen, Suzie Lee, Sakib Rahman, Didem Erman and Tanvir Turin Chowdhury

**Abstract** | Community-capacity building is important for improving the health of minority communities (Labonte, 2002). Youth engagement programs focused on health-wellness and skill development have been shown to increase immigrant youth interests in improving the health of their communities (Larson and Angus, 2019; McLean et al., 2018). However, to our knowledge the communities themselves are seldomly involved in developing these programs.

As such, a summer program about health was co-created with immigrant youth acting as “community champions”, to ensure the program was developed to fit youth needs. Youth community champions were engaged from previous program sessions and were involved in all steps of curriculum development. In cooperation with a team of undergraduate and medical students from the University of Calgary, activities related to three areas of health and wellness were developed: (a) physical health, (b) mental health, and (c) social wellbeing. After determining topics, experts in topic fields were contacted to assist with facilitating program sessions.

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 on what they've experienced within their communities. The involvement of immigrant youth in the development of the sessions is expected to lead to greater youth engagement within immigrant communities, so that they may improve the capacities of their communities.

### Understanding Newcomer Experiences of Inclusion (UNEI)

**Authors** | Rose-Eva Forgues-Jenkins and Myriam Gerber

**Abstract** | Still in the pre-implementation phase, this two-year study uses a community-based, ecological approach to examine newcomers' experiences of settlement, integration, and inclusion and how they impact well-being.

To date, there has been little effort to directly measure newcomer well-being in Alberta. There are analyses of well-being-type measures contained within the national Longitudinal Survey of Immigrants to Canada (LSIC), and studies that infer well-being through the perspective of service providers, but a brief literature review does not reveal any recent well-being surveys that have directly engaged newcomers in Alberta. Another challenge is the use of one-dimensional social-and-economic indicators of well-being (e.g. GDP), that do not fully capture newcomers' experiences of well-being.

This project fills this gap in literature by using a mixed methods approach to engage newcomers and develop a measurement system that analyzes a wide range of variables that impact their subjective well-being (including inclusion and civic participation). Findings will contribute to the creation of new knowledge to support integration, increase inclusion, and inform the effective distribution of services across Alberta by identifying successes and gaps in service provision.

### Undergraduate Students' Awareness of University of Calgary Community Engagement Initiatives

**Authors** | Sarika Haque, Joan Chu, Tammy Wong, Taylor Krawec and Tanvir Turin Chowdhury

**Abstract** | Community engagement is a term that is frequently used when discussing social initiatives, however, it can be hard to define as there is no widely agreed-upon definition for the term. In general, community engagement is a broad term that encompasses various activities and has different definitions depending on the context of its use. Previous studies have found that students who participate in regular community engagement often experience benefits in different areas of their lives as a result. The University of Calgary has implemented a program called Eyes High, which focuses on improving several aspects of campus life including community engagement.

The purpose of this study is to obtain perspectives on community engagement from University of Calgary undergraduate students, and to analyze and compare to the university's own priorities. Opinion

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 has been created through Qualtrics, to assess undergraduate students' knowledge of University of Calgary community engagement initiatives and their perception of and attitudes towards community engagement on campus. We intend to recruit participants through social media pages for UCalgary undergraduates. Furthermore, posters with the QR code for the survey will be put up in various locations around the campus. Participants could scan the QR code to access the survey instantly, or take a picture of the QR code to complete the survey on their own time. Faculty members will be requested to further disseminate the survey invitation through their channels.

While this study is a work in progress, we anticipate that results of this survey will allow us to gauge undergraduate students' awareness of University of Calgary community engagement initiatives, as well as assess the disparity between the students' and the university's understanding of community engagement.

With further understanding of the students' knowledge of UCalgary's community engagement initiatives, we anticipate that this research will serve as a gateway to explore communicative methods to better convey the university's priorities to the students. The results will derive student identified priorities which will be instrumental in building a campus-wide community engagement initiative which is student-informed. We intend for this study to supplement additional research in the area of community engagement.

## Using Language Brokering as a Tool to Mitigate Intergenerational Discrepancies in Acculturation Within Immigrant Families in Canada

**Author** | Geneca Henry

**Abstract** | Child language brokering (CLB) is the practice of immigrant children acting as intermediaries to translate and interpret between their heritage language and English for another party (e.g., a parent and teacher). Prior research suggested that CLB frequently occurs among (nearly all) immigrant families to mediate acculturative challenges family members with limited English proficiency may face. Current literature is inconsistent with some findings being positive and others showing negative consequences that follow from brokering activities.

Constructs researchers commonly focus on consider psychosocial developmental factors, academic achievement and interpersonal relations in various contexts where CLB takes place. These inconsistent findings may stem from the differing theoretical orientations and methodologies taken in studying the constructs. However, if we focus on the mechanisms underlying the relationship between family dynamics and CLB impacts, we can provide a clearer understanding of the different experiences that arise from language brokering. When the intergenerational gap in acculturation between parents and children is wide, the space becomes filled with conflicts over cultural values and attitudes, which may override the positive impacts of CLB with negative outcomes. Nevertheless, CLB can be strategically used to mitigate the intergenerational conflicts caused by acculturative gaps. If CLB is utilized as a tool for learning, rather than just for translation, there is an opportunity for families to have high-quality

communication for collaborative problem-solving and open emotional expression, while increasing linguistic abilities and competency. Consequently, this paper proposes promising areas where an intervention can be developed.

## Utilizing the Skills and Knowledge of International Medical Graduates in Alberta's Communities to Strengthen the System

**Authors** | Deidre Lake, Tanvir Turin Chowdhury, Mark Ekpekurede and Arit Archibong-Akban

**Abstract** | International Medical Graduates (IMGs) are highly skilled medical professionals trained outside Canada, in diverse specialties, whose skills, knowledge and experience could be harnessed by the Alberta healthcare for societal benefit. However, these skills go unrecognized, under-utilized and soon forgotten as a result of a myriad of factors ranging from navigating the system, accessibility of information pertaining to success rates of IMGs, cost of licensure, limited residency seats and training opportunities, lack of societal awareness, employer perceptions, IMGs seeking alternative careers, networking, etc.

The Alberta International Medical Graduate Association (AIMGA), which is an umbrella under which many IMGs network, has over 700 active members, of which only a fraction are in a residency program or practicing medicine. This has led to “disuse atrophy” as many IMGs are either not utilizing their specialized skills or knowledge and outrightly opting for alternate career pathways. With the shortage of specialized skilled medical personnel in rural communities and the health literacy research on migrant and refugee communities, AIMGA is seeking ways to put the vast pool of medical resources among IMGs to use which could see an evident increase in strength through diversity, knowledge sharing, and medical presence amongst underserved populations.

This poster will provide a background of IMGs in Alberta, illustrate lessons learned, and innovative ways AIMGA is seeking to utilize the skills and knowledge of IMGs in community and strengthen the health care system.

## Youth Summer Learning Program Towards Mini Community Health Champions: Perception of Immigrant Youth and Their Parents on Community Engaged Health Literacy

**Presenters** | Sheharzad Mahmood, Harleen Ghuttora, Merna Adly, Amira Kalifa, Raveen Virk, Sonya Soh, Didem Erman and Tanvir Turin Chowdhury

**Abstract** | Immigrant and refugee populations face unique barriers to achieving health and wellness in Canada (1) Lack of health and wellbeing literacy is a barrier that deters awareness and access to resources (2) Approximately 34% of newcomers to Canada are under the age of 24 (3) therefore, youth can play a crucial role as leaders for health promotion in their communities.

Objectives: 1) To equip immigrant/refugee youth with health education and leadership skills 2) To engage with students and their parents to understand their perception of the role of youth in improving community level health and wellness literacy.

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. Focus group discussion with the students (n=9) and their parents (n≈18) will be conducted to 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-QIs were developed with a lens of cultural sensitivity, to ensure improvements in healthcare quality consider issues of equity and incorporate the perspectives of ethno-cultural and newcomer communities.

The PC-QIs were developed in partnership with ActionDignity, a community-based organization in Calgary. Through this collaboration, members of Calgary's ethno-cultural and newcomer communities were involved in two phases of research. Phase 1 involved the identification and development of culturally sensitive PC-QIs through a scoping review of the literature, and participatory action research with patients and caregivers from the East African, Latino-Hispanic, Syrian, Filipino, Chinese, and South Asian communities. In Phase 2, ActionDignity staff and ethno-cultural community leaders participated in a multi-disciplinary consensus-building process to refine the PC-QIs developed in Phase 1. PC-QIs were classified based on the Donabedian framework to assess the quality of healthcare structures, processes, and outcomes.

Twenty-six PC-QIs were refined from the consensus process. Culturally sensitive 'structure' PC-QIs included policy on person-centred care (anti-discriminatory care as a component), culturally competent care, and providing an accommodating a supportive PCC environment. 'Process' PC-QIs included compassionate care (that respects individual beliefs, culture, etc.), equitable treatment, and accessing interpreter services. Cost of care was identified as an important 'outcome' indicator by newcomer patients and caregivers.

Meaningful engagement of ethno-cultural and newcomer communities throughout the development of PC-QIs ensures that healthcare quality improvement truly reflects what matters most to ethno-cultural communities.

## Identity and Resiliency: Preliminary Results of an Arts-Based Engagement Ethnographic Case Study

**Authors** | Rabab Mukred, Anusha Kassan, Suzanne Goopy and Nancy Arthur

**Abstract** | In line with the Government of Alberta's policy, Inspiring Education, this study placed a newcomer youth (i.e., immigrant, refugee, and/or asylum seeker) as an expert in their own experience in order to inform our understanding and creation of a more socially and culturally sensitive provincial educational system. This case study focused on the research question: How do experiences in school influence a newcomer youth's understanding around identity and resiliency?

The participant was a newcomer youth in her first year at the University of Calgary. Using an arts-based engagement ethnography, the participant utilized cultural probes (e.g., camera, diary, map) followed by an individual semi-structured interview. Ethnographic research aims to understand the experiences of individuals from a specific group through understanding the diverse social and cultural meaning of a phenomenon.

Preliminary results focused on two main orienting themes: identity and resiliency. Identity was divided into growing self-identity (bridging multicultural identity, sense of agency, and seeking cultural experiences) and relational identity (empathizing the struggles of others). For resiliency, subthemes were identified as positive outlook and rising from victimization.

This will serve as a pilot project for a larger study where the research may help to increase our understanding about how we can appropriately address and nurture newcomer youth's well-being and sense of belonging in Canada.

## Recreational Marijuana Legalization Related Concerns and Perception in South Asian Immigrant Communities

**Authors** | Tanmoy Newaz, Nashit Chowdhury, Rudra Dahal, Kunal Dalal, Simran Chahal, Shabit Hassan, Mahzabin Ferdous and Tanvir Turin Chowdhury

**Abstract** | South Asian immigrants comprise approximately 25% of Canada's immigrant population, however, due to minimal efforts taken to initiate consultation on the preparedness and concerns regarding marijuana legalization within the South Asian community, the current knowledge gap has facilitated the acquisition and spread of misinformation in respect to marijuana use.

Levels of unawareness were investigated through the use of a 25 question structured survey with two optional written response sections, and a total of 300 surveys were distributed in the first phase of the research investigation. Participant eligibility was assessed on the basis of (1) being over the age of 18, and (2) first generation immigrant and of South Asian ethnicity. 57% of respondents were males, and 43% were female. 31.5% of participants were between the ages of 36-45, constituting the most common age group for this study.

Our survey results indicated that lack of awareness pertaining to the legalization of marijuana was influenced heavily by gender, level of education, and ethnicity. 88.2% of respondents stated that they were unaware of any community led initiatives set in place to educate either youth or adults on the



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.



## Making a Knowledge Translation Platform Through the Leadership of a Student Organization to Enhance Immigrant Community Engagement with the University

**Authors** | Saif Sikdar, Nabangshu Das, Md Mohosin Rana, Md Mamunur Rashid, Muhammad Younus, Selina Lira and Tanvir Turin Chowdhury

**Abstract** | An effective knowledge mobilization platform is important to facilitate optimal usage of the research evidence in society. While public lectures organized by the universities play an important role in engaging the community with the academic research, a more accessible platform is still required to engage the immigrant community as they face language barriers, unfamiliar environments and general reluctance.

To address this, the Bangladeshi Scholars' Association (BSA) has initiated a program whereby graduate students will translate their research work once a year to immigrant communities in Calgary. In our pilot program, we are collaborating with the Bangladesh-Canada Association of Calgary (BCAOC) and the Immigrant and Refugee Health Interest Group in the Department of Family Medicine at the University of Calgary to ensure participation of both general Bangladeshi immigrants and their community-based professional associations. We aim to send approximately 20 students from the University of Calgary to present their research projects in the format of three-minute elevator pitches to the Bangladeshi immigrant community. These presentations will be tailored for a lay audience and will take place at the Bangladesh Center in Calgary to ensure easy accessibility. Because we aim to continuously improve this knowledge translation platform, we will conduct a post-event survey to gather feedback and suggestions from the audience.

Overall, we anticipate that this platform will generate enhanced enthusiasm among the Bangladeshi immigrant community about current research activities at the University of Calgary. The success of this event will also form a strong rationale to scale-up this platform for engaging other immigrant communities in future.

## The Health Liaison Nurse: What Role Do They Play in Refugee Migration?

**Authors** | Melanie Casuga Yee, Mia Baluyut and Cheryl San Juan

**Abstract** | The Health Liaison (HL) role was implemented in March 2016 amid the Syrian refugee influx in Calgary, Alberta. There was an identified need to provide initial and ongoing triage support to address acute healthcare concerns of refugees. Based full-time out of the resettlement center, this unique nursing role supports refugees at different stages of their settlement.

Implementation of this role required a strong collaboration between the health and settlement sectors. To meet the needs of the increasing volume and complexity of the refugee population in Calgary, a second HL role was created in 2018, also based full-time at the resettlement center. For evaluation purposes, the HL records all patient interactions including demographics, issues, interventions and referrals.

The HL is a key position in the education of new refugees to understand the appropriate utilization of the Canadian healthcare system. The HL serves as an advocate and provides individualized care based on client need. This includes reducing barriers related to care coordination, interpretation, transportation and health system navigation. Since implementation, the HL has provided scheduled and

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 continuity of care for refugees. By providing health and social system education, the HL nurse supports refugees to integrate successfully into Canadian society.