



Niagara Folk Arts Multicultural Centre

85 Church Street, St. Catharines, Ontario, L2R 3C7
Phone: 905-685-6589 | Fax: 905-685-8376 | www.folk-arts.ca

Healthcare Navigator Training Program for Internationally Educated Healthcare Professionals (IEHPs)

Presents:

A Social Enterprise Plan for Newcomers to Niagara “Belonging, Reciprocity & Competency”

March 30th, 2023 at 7pm

@ Robertson Hall, Niagara Folk Arts Multicultural Centre

Release Date: Immediate Release

On March 30th at 7pm, the Niagara community is invited to attend an evening addressing how IEHP Healthcare Navigators will serve the community. The program graduates will lead an informative presentation on A Social Enterprise Plan for Newcomers in Niagara focused upon the principles of “Belonging, Reciprocity and Competency”.

In the past year, as an enhancement to settlement services, the Niagara Folk Arts Multicultural Centre (NFAMC) embarked on a pilot project to train Internationally Educated Healthcare Professionals (IEHPs) in Healthcare Navigation to better address the social determinants of health. Supported by Ontario’s Ministry of Labour, Immigration, Training and Skills Development, this project was developed using a health navigator model to allow IEHPs to address the underserved newcomer populations who are more likely to experience barriers to timely, culturally appropriate and quality care. Over the last year the program has successfully trained 54 IEHP navigators.

This 7-month program, conceived and designed by NFAMC seeks to support 3 sectors:

- (1) Newcomers: in navigating Ontario’s complex healthcare system;
- (2) Employers: in delivering newcomer specific healthcare and in understanding IEHP utilization pathways ;
- (3) Internationally Educated Healthcare Professionals: in entering the healthcare workforce in cost effective and accelerated ways

“A Social Enterprise Plan for Newcomers to Niagara” was developed as part of the training program which included 12 weeks of in-class and hybrid sessions in: Ethics, Communication, Mental Health and Systems Navigation. Two months of practical community placements experiences were completed in over 20 organizations in the region. This program is being evaluated for future opportunities by Brock University’s Professional and Continuing Studies Unit.

The plan will be reviewed by an expert panel that includes: Emily Kovacs (Executive Director, NFAMC), John Armstrong (President, Armstrong Strategy Group), Barry Wright (Dean, Goodman School of Business), Lorraine Hulley (Executive Director, Rose Cottage), Ed Unrau (Decision Architect, 3DM6) and Rachel Crane (Workforce Collective). The panel will provide organizational and strategic guidance and support to this forming social enterprise as part of the evening's



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features .

The program has further successfully trained 24 First Aid/CPR instructors together with Heather Lindey, a Canadian Red Cross Training Partner. Organizations and businesses will have an opportunity to continue to develop the IEHP Instructors by committing to support this important service offered by the budding social enterprise.

The evening will conclude with a celebration acknowledging the hard work, dedication and success of the graduates and the supporting team.

QR Code for RSVP



<https://calendly.com/iehpsupport/a-social-enterprise-plan-for-newcomers-to-niagara>

Supporting Organizations Include:

3DM6, Beyond the Bench Events, Brock University Professional and Continuing Studies, Buck Marketing, Chez Marie Refugee Centre, Goodman School of Business, HMC Healthcare Connect, Home Instead Senior Care, IEHP Advisory Committee, Innovate Niagara, Loonie AK, Niagara Fall Community Health Centre, Niagara Health Systems, Niagara Medical Group Family Health Team, Niagara Region, Ottawa Newcomers Healthcare Centre, Pharmasave, Pharmastar, Positive Living Niagara, Quest Community Health Centre, Canadian Red Cross Training Partner: Heather Lindey, Rose Cottage Visiting Volunteers, St. Catharines Enterprise Centre, Somerset West Community Health Centre, Venture Niagara, Wellspring Niagara, WES, Workforce Collective, Hourglass HR, Niagara African Caribbean Culture Organization

QUOTES:

“ The Health Navigator Program for Internationally Educated Health Professionals (IEHPs) is a win-win-win pilot model to simultaneously ease overreliance on the health care system by newcomers, help IEHPs to gain faster access to their chosen fields of profession by understanding and navigating the healthcare system themselves and other immigrants, and help employers faster integrate IEHPs to the healthcare ecosystem either as navigators as well as healthcare professionals in their chosen fields of expertise.” **Emily Kovacs, Executive Director, Niagara Folk Arts Multicultural Centre**

There is a critical shortage of healthcare workers in Ontario, as more and more workers retire and leave the system. At the same time, the population is aging and will require more and more healthcare services. The Health Navigator Training Program for Internationally Educated



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Healthcare Professionals can help train IEHPs on how Ontario's healthcare system works, as many prepare for entry into that system to fill the health human resource shortage, and provide much needed support to Niagara's newcomer community to help them access the health services they need." **John Armstrong, President, Armstrong Strategy Group**

"This Social Development Initiative addresses some of Niagara's immediate needs with potential to build a stronger society. I appreciate the opportunity to contribute."

Ed Unrau, Decision Architect, 3DM6

"The IEHP Healthcare Navigation Program creatively leverages the knowledge and skill set of IEHPs to assist newcomers in their health journey. The support of a Healthcare Navigator benefits the health system through improved health literacy, and increased uptake in screening and prevention initiatives, which is a win-win for everyone."

Lorraine Hulley, Executive Director, Rose Cottage Visiting Volunteers

"Innovative approaches are needed to address changing and challenging times, and this is a wonderfully innovative program."

Barry Wright, Dean of Goodman School of Business, Brock University

"An opportunity came up for me to work with some fabulous people, and I am always open to new experiences and help within my community!"

Heather Lindey, Canadian Red Cross Training Partner

"This is a brilliant and innovative model that utilizes and builds upon the vast array of skills and knowledge the IHEPs bring to our communities! Positive Living Niagara is honored to contribute to the success of the program." **Jackie Barrett-Greene Director Of Education, and Volunteer Services, Positive Living.**

"Loonie AK is proud to have played a vital role in delivering the IEHP Healthcare Navigators program to the Niagara community. By emphasizing the principles of belonging, reciprocity, and competency, we are creating a more inclusive and equitable healthcare system for newcomers and the Niagara community. Together with the Niagara Folk Arts Multicultural Centre, we are building a stronger, more connected community."

Luiz Almeida, President, Loonie AK

"Working with Healthcare Institutions and providers across the province, I encounter Human Resources and Recruitment Directors every day who are searching for creative solutions to their staffing challenges. At the same time, they experience an ever-growing need to deliver newcomer-specific healthcare services. I believe that the skill set that these newly trained health navigators could bring to them is a game-changer. Hourglass HR is interested in exploring ways that we could add health navigators to our standard healthcare staffing offerings to our clients."

Randy Hendriks, Director Of Business Development, Hourglass HR

"A single bracelet does not jingle"

Olayinka Animashaun, Founding Executive Director, NIAGARA AFRICAN CARIBBEAN CULTURE ORGANIZATION (NACCO)



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The event will be on March 30th, 2023, 7 pm to 9 pm at Robertson Hall, 85 Church Street, St. Catharines, ON. Parking Available on-site

Please email iehpsupport@folk-arts.ca to RSVP and for event details.

About Niagara Folk Arts Multicultural Centre

The Niagara Folk Arts Multicultural Centre is a charitable not-for-profit organization incorporated as the Folk Arts Council of St. Catharines in 1970, having the mandate to support and assist the ethno-cultural and newcomer community in Niagara through a broad range of programs and services.

Our Mission

We celebrate and promote cultural, social and economic inclusion and well being of all immigrants and newcomers.

Our Vision

We are a gateway to equitable, respectful and welcoming communities for immigrants and newcomers in Niagara.



This Employment Ontario Program is funded in part by the Government of Canada and the Government of Ontario