



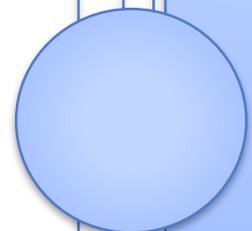
***ARAISA RAP PD for
Settlement Workers (Atlantic
Region) Dec 7, 8, 9, 2016
Final Report***

Funding provided through



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Welcome from the ARAISA President

The Professional Development Session designed for Resettlement Assistance Program (RAP) Workers from across the Atlantic Region was developed, coordinated and hosted by ARAISA in December 2016.

In total, 81 participants attended in this three-day event, held in Halifax, Nova Scotia on December 7, 8, and 9, 2016. Participants came from across the region – Newfoundland and Labrador, New Brunswick, Prince Edward Island, and Nova Scotia.

The workshops were developed to specifically meet the needs of RAP Settlement Workers. A total of 6 workshops were available to choose from, including a variety of topics: ***Helping cope with trauma and displacement while looking after yourself; Mental Health Panel – overview of Atlantic projects; Life Skills and Orientation for Youth; Engaging Our Youth; Mind Body Medicine; and Promising practices in promotion of Newcomer Health and Wellness.***

In addition, three group sessions were offered: ***What do you really believe?*** -Understanding Cultural Values; Immigration, Refugees, and Citizenship Canada ***Update on Resettlement program (RAP)*** and future directions; ***Keynote speaker – Dr. Michael Ungar – presentation on Youth, Resilience and Immigration***

The Professional Development event ended with a series of ***Regional Roundtables – topics included -*** Resettlement and Settlement program tools, Housing, Orientation and Working with low literacy clients, Community engagement and partnerships, Health/Mental health, Staff self-care, and Special needs and transportation. This knowledge exchange session allowed staff from across the region to come together discuss/share their own ideas and experiences - on their challenges and best practices for each area of their work.

All sessions were well received by conference participants. Participants really enjoyed the opportunity to come together from across the Atlantic region, to meet with their colleagues and to share ideas and resources. In the evaluation, over 66% indicated that they were very satisfied in the event, and another 34% indicated they were satisfied with the event. Even more importantly, over 90% of participants in every workshop indicated that this information will be useful to their work. The Roundtable sessions, where participants from across the region, worked together to identify best practices and challenges for 8 different aspects of their work, and then share their finding with the all participants – was very beneficial. Participants indicated they would like to come together on an annual basis for this sort of PD, and that ARAISA was best mechanism to organize these networking and learning opportunities.

On behalf of ARAISA, I would like to thank the PD Event planning/organizing Committee for their work in organizing the event; Immigration, Refugees, and Citizenship Canada for providing the funding; the instructors who contributed their time and valuable knowledge; and the participants who took the time from their busy schedules to attend and share their knowledge and expertise.

We look forward to continuing to meet the Professional Development needs of the many staff of the settlement services organizations across the Atlantic Region.

It has been our pleasure to provide this professional development opportunity.

Gerry Mills,
President, ARAISA

***ARAISA Professional Development for RAP Settlement Workers
December 7, 8, 9, 2016
Report***

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ARAISA Professional Development for RAP Settlement Workers (Atlantic Region) Overview:

Purpose/rationale:

During 2015-2016, Canada, as part of a special initiative, welcomed over 33,000* Syrian refugees, with over 3,200* arriving in the Atlantic region. The community, and especially the settlement agencies from across the region rose to meet the challenges of welcoming and resettling this large group of refugees - in such a short period of time. The Resettlement Assistance Program (RAP) program staff worked tirelessly to meet each and every challenge. The RAP Settlement workers through tremendous dedication ensured each and every arriving Syrian refugee was welcomed, supported, and received the resources, programming, and services they needed to settle into their new communities.

This professional Development event was especially designed to provide support and an opportunity for knowledge exchange for regional settlement workers. An opportunity for regional knowledge exchange of best practices; an opportunity to debrief on the past year's experiences; an opportunity to gain insight and share knowledge on how to best support high needs clients; how to engage and support youth; how to support clients who have experienced trauma, and to gain knowledge on resilience and self-care.

The networking and opportunity to share best practices between instructors from all 4 provinces will strengthen the delivery of the settlement program/services across the Atlantic region - 28 attended from across the region (NB, PE, NL), and 42 attended from the 3 NS associations.

What: In response to the PD need, a 3-day regional Professional Development event for RAP Settlement Workers from across the Atlantic region was developed and coordinated through ARAISA.

Dates: December 7, 8, 9, 2016

Venue: Chocolate Lake Best Western Hotel, Halifax, NS

No. of participants: 81 total participants (70 RAP settlement workers 11 presenters/guests)

Atlantic agencies attending:

- Nova Scotia
 - Immigrant Services Association of Nova Scotia (ISANS) (NS)
 - Halifax Regional School Board (HRSB) Adult EAL (NS)
 - YMCA Immigrant Services (NS)
- Prince Edward Island
 - Association for Newcomers to Canada (ANC) (PE)
- New Brunswick
 - Multicultural Association of the Greater Moncton Area (MAGMA) (Moncton, NB)
 - Multicultural Association of Fredericton (MCAF) (Fredericton, NB),
 - Saint John YMCA - Newcomer Connections, (Saint John, NB)
 - Centre de ressources pour nouveaux arrivants au Nord-Ouest inc. (CRNA-NO)
- Newfoundland/Labrador
 - Association for New Canadians (ANC) (St. John's, NL)

PD - Group sessions

- ***What do you really believe?*** -Understanding Cultural Values
- Immigration, Refugees, and Citizenship Canada ***Update on Resettlement program (RAP)*** and future directions
- ***Keynote speaker – Dr. Michael Ungar - Youth, Resilience and Immigration***

Workshop Sessions

- ***Helping cope with trauma and displacement while looking after yourself***
- ***Mental Health Panel – overview of Atlantic projects***
- ***Life Skills and Orientation for Youth***
- ***Engaging Our Youth***
- ***Mind Body Medicine***
- ***Promising practices in promotion of Newcomer Health and Wellness***

Regional Roundtables – Working Groups

- Resettlement and Settlement program tools
- Housing
- Orientation and working with low literacy clients
- Community engagement and partnerships
- Health/Mental health
- Staff self-care
- Special needs
- Transportation

Planning/Organizing Committee:

Wenche Gausdal, ISANS (NS); Tina Power, ANC (NL); Joanne Owuor Larocque, MCAF (NB); Melissa Coffin, ANC (PE) and special thanks to Vesna Miroslavjevic, ISANS (NS) and to the volunteers who made this event so successful.

*Source – Government of Canada – open Data portal - The number of Syrian refugees arriving in Canada as part of the Government of Canada's Syrian refugee resettlement program. http://open.canada.ca/data/en/dataset/ca243c40-a6d3-4a46-a578-b4fad4369df0?_ga=1.12484476.953091499.1484243950 - *The number of Syrian refugees arriving in Canada by Immigration Category and Family Composition. Data includes persons processed under Canada's Syrian refugee resettlement commitment between November 4th, 2015 and July 31st, 2016.*

List of PD Event Presentations - with Descriptions

What do you really believe?

Come and explore a model for understanding cultural values. Learn a little bit about yourself, your colleagues and clients. We will make our way through The Cultural Continuum Exercise and explore how values can be similar and different across cultures.

IRCC Resettlement Assistance Program - Update

Immigration, Refugees, and Citizenship Canada Update on Resettlement program (RAP) and future directions, followed by Q and A

Helping cope with trauma and displacement while looking after yourself

Workshop helps front line staff build on their experiences and strengths and develop further skills in working with people coping with trauma and displacement while understanding and developing responses to the impact of that work in their own lives

Mental Health Panel

A comprehensive overview of new mental health projects and initiatives throughout the Atlantic Provinces

Panelists from across the Atlantic Region

Keynote Speaker - Dr. Michael Ungar - Youth, Resilience and Immigration

Dr. Michael Ungar is among the best known writers and researchers on the topic of resilience in the world. As the Director of the Resilience Research Centre, the Canada Research Chair in Child, Family and Community Resilience and Professor of Social Work at Dalhousie University, as well as a family therapist, **Michael Ungar, Ph.D.** brings both qualitative research and resilience theory expertise to numerous international research projects.

The International Resilience Project (IRP) aims to develop a more culturally sensitive understanding of how youth around the world effectively cope with the adversities that they face.

Life Skills and Orientation for Youth

This workshop will explore Life Skills programs focusing on youth -- ISANS Life Skills program - type of orientation services offered, who are the Youth Life Skills Workers and the positive benefits noted by GAR youth so far, and on a Life Skills program designed to help youth in secondary education.

Engaging Our Youth

Presentation will discuss how our programming has fostered youth independence and community involvement by engaging newcomer youth in program development and delivery while connecting them to community resources

Mind Body Medicine

Dr. Bill Cook will be presenting on the work the Iris Centre has done with newcomers in Fredericton around Mind Body Medicine. MindBody Medicine views each person as a unique individual with all the inner resources or tools

needed for healing, for connecting to a sense of well-being, and for living well and suffering less regardless of what your life circumstances may be. There will be an experiential component to this workshop.

Promising practices in promotion of Newcomer Health and Wellness

This session will offer promising practices and strategies aimed at promoting overall health and wellbeing immigrants and refugee's youth and newcomers with disabilities and chronic conditions.

Regional Roundtables

Participants from across the region pre-selected the roundtable they want to participate in. At the tables participants will share best practices, challenges, ask questions and connect with others with same interests and work areas. Each roundtable will answer the following three questions and present back to the group:

1. Best practices you want to share
2. Challenges or concerns you have faced
3. Issues or concerns to bring forward

ARISA PD for RAP Settlement Workers - Roundtable Findings

Roundtables	Successes	Challenges	Issues
Community Engagement	<ul style="list-style-type: none"> ➤ Lunch + learns to help inform volunteers and establish clear expectations ➤ Partnering with other community groups to provide extra services to clients and get them more involved in the community ➤ Working closely with school districts ➤ Multicultural festivals and social groups for newcomers ➤ Getting newcomers involved in in volunteer work with different organization events ➤ Having volunteers with experience help guide the other volunteers ➤ Health and medical partnerships ➤ Informing community partners and helping them adapt, supporting them so they can better serve newcomers long-term ➤ Cultural competency training for volunteers and other agencies ➤ Partnering with local police force 	<ul style="list-style-type: none"> ➤ Misinformed volunteers ➤ Volunteers difficult to manage at times – taking on too much responsibility/control ➤ Community support is more focused on some groups of newcomers – compared to others ➤ Lack of interpreters 	<ul style="list-style-type: none"> ➤ What is the possibility of collaboration between the federal and provincial governments in regards to social assistance? ➤ How can we better support out growing volunteer base? Standard training toolkit
Health and Mental Health	<ul style="list-style-type: none"> ➤ Collaborating (with co-workers, other agencies, across provinces and Canada ➤ Wellness Groups 	<ul style="list-style-type: none"> ➤ Unfair treatment of newcomers on the basis of where they are from (i.e Syrian and non-Syrian (in schools and community specifically) ➤ Unidentified health concerns – going unaddressed 	<ul style="list-style-type: none"> ➤ Funding – mental health, specific interpreters for 1st year ➤ Supports for non-traditional health concerns (invisible)
Resettlement and Settlement	<ul style="list-style-type: none"> ➤ Strength based case management approach • 1 person responsible for each family- team based approach • Coordination of referrals= access to services (internal + external) • Building on clients' (past) experience, knowledge, resources – problem solving • Goal setting (short and long-term) client driven, structured reassessments/review timelines • Advocacy + encouraging clients to self-advocate ➤ Tailored, client-specific orientation/Information • In partnership with Community organizations, • federal, provincial, public health, school board. • Joint preparation with service providers • Sharing culturally sensitive information • Interpreters • Planning-practical 	<ul style="list-style-type: none"> ➤ CRA <ul style="list-style-type: none"> • Communication • CTB reviews • GST • Security Process • School confirmation of attendance-work to rule contract ➤ IRCC <ul style="list-style-type: none"> • PR cards • 18 yrs old – no income • Communication • Loans – Syrian/non-Syrian • Process of family reunification + 1-year window • Declaring spouses/children overseas – fear of consequences • Miscommunication overseas 	<ul style="list-style-type: none"> ➤ Family Reunification <ul style="list-style-type: none"> • Spouses, dependents, extending family • Consistent, accurate information overseas • Clear, transparent process for declared and undeclared family members • Reduced waiting time <u>Rationale</u> <ul style="list-style-type: none"> -successful settlement experience - Increased well-being & support - Reduced stress on other services - Childcare and immediate support for families -Increased retention rate

Orientation and Working with Low Literacy Clients	<ul style="list-style-type: none"> ➤ Assessment • Use of CLBLA • Use of questions/screener ➤ Hired interpreters - familiar with program ➤ Use of images/pictures – how-to's • Problems in housing/banking ➤ Experience (hands-on) • different style of teaching – fun and visual ➤ Relationship building 	<ul style="list-style-type: none"> ➤ Standardizing Literacy Assessment and placements in classes (LINC) and Screening + placement + orientation stream for P-12 schools • Not enough resources (childcare, Human, material) and students falling through cracks ➤ Interpretation • volunteer interpreters are not ideal (schools, orientation programs) 	<ul style="list-style-type: none"> ➤ Placement and support of literacy learners <u>at all ages and levels</u>, including • professional interpreters • increased resources/funding • training in literacy needs for staff/teachers • orientation + standardized pathway for youth/high school
Housing		<ul style="list-style-type: none"> ➤ Public Housing > access and wait times • Present to Assoc of landlords ➤ Size of Family unit > Large families or single • Boarding House (month to month) ➤ Unwillingness to rent to newcomers • Action groups on homelessness ➤ Landlord-Tenant communications and Client respect for tenancy act • Rules/Tenancy <u>explanation</u> (NB) Public Housing ➤ Hotel stay- max 12 days ➤ AFFORDABILITY 	<ul style="list-style-type: none"> ➤ Political- inequality- access GARS ➤ IRCC I.A. ➤ Advocacy • IRCC • Local • Landlords ➤ Federal program subsidy to address affordability
Self-Care	<ul style="list-style-type: none"> ➤ Standardize/improve Procedure flow ➤ Improve communications ➤ Prioritizing ➤ Managing your time 	<ul style="list-style-type: none"> ➤ Improve tech to help not burden ➤ Avoiding burnout ➤ So many distractions ➤ ICARE 	<ul style="list-style-type: none"> ➤ Lack of communication opportunities within organizations and provinces
Settlement	<ul style="list-style-type: none"> ➤ Case management with families • each family is assigned a worker ➤ Case conferences with community partners, gov't. depts., etc • Information sharing, advocacy, consultation ➤ RAP Worker and volunteer coordinator developed ➤ Welcome Teams" for each family ➤ Welcome room at hotel divided by age-activities + language lessons ➤ Standing offer with local furniture store ➤ Donation Centre ➤ Primary health assessment in hotel 	<ul style="list-style-type: none"> ➤ Family Reunification ➤ Two-tiered refugee system ➤ High expectations form clients (starts before they arrive) ➤ Understanding nature of family life in Canada ➤ Finding Affordable housing ➤ Community expectations around interpreting services ➤ Time required to book interpreters for medical appointments ➤ Language class waitlists 	<ul style="list-style-type: none"> ➤ Private clinics need interpreters • All of our challenges are concerns Federal program subsidy

Health	<ul style="list-style-type: none"> ➤ Emphasis on Orientation + Education of service providers and clients ➤ Orientation to educate clients regarding confidentiality ➤ Patient rights and responsibilities ➤ Including clients in orientation/meetings/appointments with service providers and politicians ➤ Reach out to service providers/medical services/hospitals/associations ➤ Life skills work/orientations – less formal sessions ➤ Availability to communicate with counsellors 	<ul style="list-style-type: none"> ➤ Long time waiting for diagnosis/services ➤ Cultural competency-services providers ➤ Awareness ➤ Language barriers/confidentiality ➤ Availability + accessibility of services – esp mental health/dental and persons with disabilities ➤ Stigma of using medications ➤ IFHP Coverage/additional costs ➤ Culturally support/counselling support for family ➤ Misassumption of coverage ➤ Inconsistency/transparency in coverage/medical services ➤ Volunteer interventions in health care services ➤ Dental crisis 	<ul style="list-style-type: none"> ➤ Different needs which are not visible ➤ Mental health services/program ➤ Programs for cultural competency/training – specifically focus on refugee mental health ➤ Deeper commitment to better support/provide services ➤ Clarification of federal/provincial areas of responsibility
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ARISA PD for RAP Settlement Workers - Evaluation Results

Number of RAP Settlement workers attending	70
Number of Presenters/guests attending	11
Total number of Participants	81
Number of completed Evaluation forms	45
Rate of Return	65%
Results are based on the 45 completed Evaluation forms	
<i>*note when results do not equal 100% - it indicates that some parts of the questions were left blank/not answered</i>	
Overall PD Event evaluation	Dissatisfied Satisfied Very Satisfied
# completed evaluations for this question	38
How satisfied were you with the PD Day overall?	0% 34% 66%
How satisfied were you with the facilities?	0% 34% 66%
How satisfied were you with the organization of the PD Day?	0% 30% 70%
How satisfied were you with the PD Day schedule?	0% 34% 66%
How satisfied were you with the content areas?	0% 42% 55%
Did not complete this section of questions	7 participants did not complete these questions

Participants evaluated the workshops/presentations they attended

What do you really believe	Yes	No	N/A
# completed evaluations for this workshop	24		
The presentation was relevant and useful	100%		
The information was clearly presented	96%		
The presenter was knowledgeable	96%		
This information will be useful to my work	96%		
IRCC RAP program update	Yes	No	N/A
# completed evaluations for this workshop	41		
The presentation was relevant and useful	98%	2%	
The information was clearly presented	98%		
This information will be useful to my work	93%	5%	1%
Helping cope with trauma and displacement while looking after yourself	Yes	No	N/A
# completed evaluations for this workshop	20		
The presentation was relevant and useful	100%		
The information was clearly presented	100%		
The presenters were knowledgeable	100%		
This information will be useful to my work	100%		
Mental Health Panel	Yes	No	N/A
# completed evaluations for this workshop	21		
The presentation was relevant and useful	100%		
The information was clearly presented	100%		
The presenters were knowledgeable	100%		
This information will be useful to my work	100%		
Keynote: Dr. Michael Ungar	Yes	No	N/A
# completed evaluations for this workshop	41		
The presentation was relevant and useful	93%	2%	5%
The information was clearly presented	93%		5%
This information will be useful to my work	93%	2%	5%
Life Skills and Orientation for Youth	Yes	No	N/A
# completed evaluations for this workshop	16		
The presentation was relevant and useful	100%		
The information was clearly presented	81%	6%	6%
The presenter s were knowledgeable	94%		

This information will be useful to my work		88%		6%
Engaging Our Youth		Yes	No	N/A
# completed evaluations for this workshop	20			
The presentation was relevant and useful		85%		15%
The information was clearly presented		95%	5%	
The presenters were knowledgeable		95%		
This information will be useful to my work		90%		15%
Mind Body Medicine		Yes	No	N/A
# completed evaluations for this workshop	22			
The presentation was relevant and useful		100%		
The information was clearly presented		95%		5%
The presenters were knowledgeable		100%		
This information will be useful to my work		95%		
Promising practices in promotion of Newcomer Health and Wellness		Yes	No	N/A
# completed evaluations for this workshop	20			
The presentation was relevant and useful		100%		
The information was clearly presented		100%		
The presenters were knowledgeable		100%		
This information will be useful to my work		95%	5%	
Roundtables		Yes	No	N/A
# completed evaluations for this workshop	41			
This information will be useful to my work		100%		

Key Evaluation Findings

- Results indicate - Very High Satisfaction Rate with overall event and with individual workshops
- Results indicate - Very High rate reported that the information will be useful to their work
- Results indicate – Workshops and Roundtables were very useful to their work

Additional Comments from the PD Event Evaluation forms:

What Participants liked most

- Easy to find something to enjoy+ learn from regardless of session I choose
- Mind Body Medicine
- Keynote Speaker
- Choice of speakers was fantastic
- Dr. Michael Ungar
- Discussions with other newcomer agencies. Very nice to share experiences with others who do similar work and find out their practices
- Content areas
- Youth, Resilience and Immigration
- Helping cope with trauma and displacement + Mind body medicine =Round table discussion
- Key note address on Resiliency + Networking + discussing programming
- Round table discussions + Life Skill youth presenters
- Everyone was excellent
- The focus on resiliency and ample time to connect colleagues form other centres
- Sessions were practical and hands-on

- Roundtables and Michael Ungar
- Dr. Ungar's presentation
- Roundtables + Day 2
- Panel discussions
- Representation of Agencies and IRCC
- Dr. Michael Ungar
- Favourite talk on Friday on newcomer health and high needs. Very passionate
- Dr. Michael Ungar = Dr Cook – Mind Body Medicine = Roundtables – talks with people at the table
- Keynote
- “what do you really believe?” icebreaker
- Self-care practices
- Exchange info between agencies
- Content of presentations and meeting other counsellors
- Both sessions – Trauma/Self-care + resilience were phenomenal – practical and useful applications – Great choices
- Session on trauma and displacement- while looking after yourself
- Everything
- Self-care session – Mind Body Medicine
- Learning about what other agencies are doing

Roundtable – additional comments

What part of the roundtable session was the most useful for you?

- Chance to debrief and talk with colleagues from across Atlantic
- Orientation for low level literacy clients
- Speaking with colleagues and able to give IRCC our suggestions
- Hearing the best practices and challenges faced
- Connecting
- When everyone shared what they came up with
- Staff self-care
- Movement forward to IRCC + ARAISA – opportunity to provide suggestions
- All
- Discussion at my table
- Discussions were great
- Mental Health
- Health/Mental Health – settlement
- Sharing best practices + learning from centres with more resources and special programs
- Resettlement and settlement
- All
- Some concrete examples were helpful
- Information – what is happening in other programs/provinces
- Sharing
- Resettlement
- Talking among organizations to compare strategies
- Mental Health – health wellness – engaging our youth
- Best practices of other areas

- Must be shorter way to report back. Discussions were very useful
- Learn from one another
- Very useful to hear all the details that need to be taken care of with those who have “extra special needs/attention.
- Discussions and presentations of results
- Housing
- All the roundtable session was very useful
- Listening from everybody in the room during the small group debriefing

Participant - General Comments:

- Thank you to organizers – this was an amazing PD session. It should be an annual space for settlement/RAP staff
- Thank you for making this happen It’s been----- and enjoyable. Great Pd. Keep up the great work.
- Great opportunity to meet and collaborate with other settlement agencies.
- Discussing
- It was a very useful training session – Very appreciated
- More chances to connect with others
- It was useful and validating to meet like we did. Thank you!
- It would be great to have one list of contact info for attendees (w consent)
- Self-care should be implemented within programming instead of optional
- Youth Life skill workers and recipient youth of the programs were highlight of the conference
- I would like to be part of an on-line resource and practice sharing forum for all ARAISA centres
- Very well organized. I loved the focus on self-care for both clients and ourselves. Very important and relevant.
- Please invite or mention all groups
- More time for presentations
- Thank you – well organized
- Thanks for the organizers + Food was excellent + a lot of opportunities to learn from professionals and each other + Enjoyed IRCC presence and presentation
- Thank you
- It would be very useful if we could meet every year. The ARAISA group is the best place to learn and exchange.
- Great meeting! Tons of useful information!
- Thank you so much for organizing this and making it happen.
- Please to happen every year
- We should have these conferences more frequently so more staff have the opportunity to attend
- Michael Ungar’s presentation- some topics not covered/ needed more time for Q and A. –
- Participants could have benefitted from learning more about Y programs/services. Great for all participants to participate in Mind- Body workshop. Yoga and mindfulness
- Keynote – Excellent and Promising Practices – excellent
- Well done – overall. Thank you (great agenda and lineup of speakers/topics)
- This was a very useful time. Informative and refreshing to think of how staff can look after themselves in the midst of work.
- I appreciate very much the session that allowed self-care taking place.

APPENDIX

ARISA PD EVENT for RAP Settlement Workers – Dec 7, 8, 9, 2016 - Schedule

ARISA RAP PD Event ----- SCHEDULE						
Date: December 7, 8, 9, 2016						
Location: Chocolate Lake Best Western Hotel, Halifax NS						
Wed. Dec 7	Thurs Dec 8	Room		Fri. Dec 9	Room	
	8:00	Pick up registration package –		8:00-8:30	Lakeview B	Coffee meet
	8:00 – 8:30	Lakeview B	Coffee meet/Network			
	8:30 – 8:45	Lakeview B	Welcome	8:30 – 10:15	Lakeview B	Mind Body Medicine
	8:45 – 10:15	Lakeview B	IRCC Update Ron Parent, IRCC		Lakeview A	Promising practices in promotion of Newcomer Health and Wellness
	10:15 – 10:30	Break		Break		
	10:30 – 12:00	Lakeview B	Helping cope with trauma and displacement while looking after yourself	10:30 – 12:00	Lakeview B	Regional roundtables
		Chebucto	Mental Health Panel	11:30- 12:15	Lakeview B	Group Presentations
	12:00 – 1:00	Lakeview B	Lunch	12:15 – 1:30	Lakeview B	Wrap-up and thank you and Lunch
	1:00 – 2:30	Lake view B	Keynote: Dr. Michael Ungar, Youth, Resilience and Immigration			
	2:30– 2:45	Break				
	2:45 – 4:15	Lakeview B	Life Skills and Orientation for Youth			
		Chebucto	Engaging Our Youth			
	4:30- 5:30	ISANS Tour (opt) meet in lobby				
	5:15 – 6:30	Lakeview B	Dinner-Hot Buffet			
5:00 – 6:15 Dinner Lakeview B						
6:15 – 8:00 pm Session: What do you really believe? Kirstie Creighton	Free evening					

ARAI SA PD EVENT for RAP Settlement Workers - Evaluation Form

ARAI SA RAP PD for Settlement Workers – December 7-9, 2016 - Evaluation Form

Overall PD Event evaluation	Dissatisfied	Satisfied	Very Satisfied
How satisfied were you with the PD Day overall?			
How satisfied were you with the facilities?			
How satisfied were you with the organization of the PD Day?			
How satisfied were you with the PD Day schedule?			
How satisfied were you with the content areas?			
What did you like most?			
What did you like least?			
Wednesday, December 7			
Wednesday, (December 7) evening session	Yes	No	N/A
_____ I did not attend the Wednesday evening session			
The presentation was relevant and useful			
The information was clearly presented			
The presenter was knowledgeable			
This information will be useful to my work			
Thursday, December 8			
Thursday (December 8) IRCC RAP program update	Yes	No	N/A
The presentation was relevant and useful			
The information was clearly presented			
This information will be useful to my work			
Thursday (December 8) Workshops (2) 10:30-12:00n Indicate which session you attended	Yes	No	N/A
_____ <i>Helping cope with trauma and displacement while looking after yourself</i>			
_____ <i>Mental Health Panel</i>			
The presentation was relevant and useful			
The information was clearly presented			
The presenters were knowledgeable			
This information will be useful to my work			
Thurs (Dec 8) Keynote: Dr. Michael Ungar 1:00 pm	Yes	No	N/A
The presentation was relevant and useful			
The information was clearly presented			
This information will be useful to my work			
Thursday (Dec. 8) 2:50 – 4:15 pm Indicate which session you attended	Yes	No	N/A
_____ <i>Life Skills and Orientation for Youth</i>			
_____ <i>Engaging Our Youth</i>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter s were knowledgeable			
This information will be useful to my work			
Friday, December 9			
Friday (Dec 9) 8:30 – 10:15 am	Yes	No	N/A
Indicate which session you attended			
_____ <i>Mind Body Medicine</i>			
_____ <i>Promising practices in promotion of Newcomer Health and Wellness</i>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter s were knowledgeable			
This information will be useful to my work			
Friday (Dec 9) Roundtables	Yes	No	N/A
This information will be useful to my work			
What part of the roundtable session was the most useful for you?			
Any additional Comments:			

Thank you for attending the ARAISA PD event. Your feedback is important to us.