

## **CCIS AS A RESEARCH PARTNER FOR NEWCOMER COMMUNITIES**

As an organization often reached out to for support to recruit newcomer, immigrant, and refugee populations, CCIS has developed this brief to facilitate meaningful engagement with CCIS as a partner in research and participant recruitment, and to support ethical and culturally responsive engagement with our clients.

### **Population groups accessible (Calgary and Southern Alberta)**

*CCIS has access to a diverse group of immigrant groups across ages, resettlement stages, and legal status - as well as with intersecting identities. Below are some examples of the populations groups we engage with regularly – both in Calgary and across Southern Alberta.*

- Government Assisted and Privately Sponsored Refugees (all who settle in Southern Alberta are supported by CCIS)
- Refugee Claimant population (those who opt to access services)
- Temporary Foreign Workers and other Temporary Residents who live/work in Southern Alberta (those who opt to access services)
- Permanent Residents (all pathways, those who opt to access services)
- Naturalized Citizens
- Individuals and families
- Internal migrants
- Staff and volunteers, many of whom have migration experience
- New arrivals through to 5 years from arrival, as well as those 5+ from arrival (including past clients)
- Other intersectional identities: 2SLGBTQI+, children and youth, women, parents, English Language Learners, seniors, those experiencing trauma, addiction, family violence, etc.

### **Information available (over 30,000 instances)**

*As part of service delivery, we have detailed case files that allow us to recruit target participants either via specific programs or based on key demographic criteria. Although we cannot share this information without permission, demographic data sharing can be facilitated to reduce the burden on clients of providing their personal information repeatedly.*

- Basic demographic information (program dependent): age, gender, family composition, country of origin, last country of residence, ethno-cultural identity, home language / preferred language, faith, employment status, legal status, level of education, income source, level of English
- Contact information (phone and email)
- Currently active and past clients

## More about accessing newcomer populations via CCIS

*As a partner in participant recruitment, CCIS can facilitate outreach and engagement that is both targeted (therefore increasing likelihood to find qualifying participants efficiently) and that is culturally safe and/or minimizes harm to clients. We are sensitive to the various pressing resettlement needs and potential vulnerabilities of our clients which allows us to support recruitment efforts with their best interest in mind. For ethical reasons, we discourage accessing clients too quickly upon their arrival to Canada, however all requests will be considered in relation to the merits and goals of the study itself.*

- Generally, those accessing CCIS services are within their first three years from arrival to Canada, however there are exceptions
- CCIS has offices/serves clients in Calgary, High River, Brooks, Medicine Hat, Banff – and surrounding areas
- It should be noted that your sample will be biased to immigrants who access a settlement agency (about half of immigrants do not)
- We have strong connections in ethno-cultural community groups/associations and with other immigrant-serving agencies, both locally and across the country, which can be leveraged
- We can access clients through various programs: general settlement services, employment specific services, refugee-specific settlement services, children and youth specific programs, childcare centre, language programs, parenting programs, legal status-specific programs, issue specific programs (e.g. family violence)

## Engaging staff as key informants/research participants

- Our program staff also have significant insight into the experiences and common trends of newcomer groups; therefore, we advocate for their engagement as research participants.

## Honorariums & Access

- Honorariums are strongly encouraged for client participation (cash or grocery gift cards)
  - When community members are being consulted as knowledge holders it is our expectation that their knowledge and experience is properly valued.
  - Our standard honorarium expectation is \$25 per hour - \$50 per hour, depending on the population group and/or nature of content to be gathered
  - Paid parking, cab fare, childcare, or transit passes should also be considered to reduce barriers to participation
- Honorariums are strongly encouraged for staff participation

- Compensation in the form of an honorarium or donation to the organization is generally required if we are being asked to support access to clients; this offsets and acknowledges the time of staff who are supporting the research in addition to their regular duties
- Honorariums should be paid directly to staff who are engaging as research participants – this should be arranged in consultation with their direct manager if during working hours

## **Our approach to sampling and recruitment**

- Because we have demographic data on our clients, we can draw a participant sample that is representative of a larger population group or of our own client or program population group
- We can also draw a participant sample that emphasizes particular demographic criteria as appropriate to the study (e.g. women, parents, TFW's)
- Trust is often a major barrier for newcomers
- Our clients have established relationships of trust with their counsellors/case workers/program staff; this supports recruitment and gaining informed consent when staff bridge connections to the researcher/research project
- Given the natural bias towards newcomers who access settlement services, we can also support outreach to the broader community
- We strongly encourage recruitment materials and consent scripts/forms be available in first language as a measure to ensure consent is informed and participation is voluntary
  - CCIS has certified fee-for service translation available

## **Options for gathering survey data**

- Can be distributed to clients based on existing contact lists and/or via personal invitation from staff with whom they are working (phone call or email)
- Can be promoted on-site (posters)
- Can be completed on-site as part of programs: for example, available during or before/after program time (e.g. paper, iPad, or verbally as some need support in first language or have low literacy)
- Host an on-site engagement session to give information about the study and what is involved, and to recruit participants (CCIS staff can invite potential participants to attend)
- We strongly encourage that surveys are offered in first language to increase the likelihood of valid responses.

## **Options for recruiting/hosting focus groups or interviews**

- Can be distributed to clients based on existing contact lists and/or via personal invitation from staff with whom working (phone call or email)

- Can be promoted on-site (posters)
- Can be completed on-site as part of programs: for example, during or before/after program time
- CCIS has space available and is a trusted, accessible location
- Can be recruited via survey
- Host an on-site engagement session to give information about the study and what is involved, and to recruit participants (CCIS staff can invite potential participants to attend)
- If food is required, we can facilitate the procurement of culturally/faith appropriate food
- We strongly encourage that focus groups and interviews are offered in first language
  - CCIS has certified interpreters available via fee-for-service

### Other considerations for partnering with CCIS

- CCIS research screen must be completed
- Research results must be circulated to CCIS
  - Providing a summary brief for publication of the Newcomer Research Library is strongly encouraged ([www.newcomerresearch.ca](http://www.newcomerresearch.ca))
- Researcher must demonstrate steps are taken to ensure cultural safety
  - Staff can provide any specific considerations for population group of interest
  - We encourage using existing demographic data rather than asking clients to repeatedly share the same information
  - Considerations around where data collection is hosted, food choices, gender considerations and other cultural considerations
- Highly encourage plain language and ideally first-language research tools and consent processes (as opposed to use of interpreters)
  - CCIS has a preferred third-party vendor to support community-based research with newcomer and diverse ethno-cultural communities ([www.habituscollective.ca](http://www.habituscollective.ca)); they include a team of first-language researchers and have extensive experience with the population groups we serve

### For more information:

Amanda Koyama, Director Strategic Engagement  
akoyama@ccisab.ca