

The Language of Care:

Bridging the Integration
Gap for Newcomer
Physicians with the HELP
Program



Delivering Results



ACCES Employment's integrated service model allows us to target and customize our employment services to meet the unique needs of employers and jobseekers.



56,000+
Jobseekers
served annually



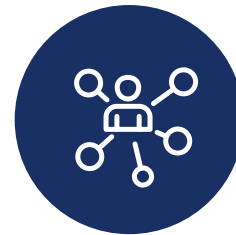
5,200+
Employers in
our network



85%
Of assisted
clients secured
employment or
enrolled in an
educational or
training
program



87%
Of clientele
are
immigrants



2,474
Pre-arrival
immigrants
served before
arriving in
Canada
annually



39+
Years of
experience
delivering
employment and
recruitment
services

Healthcare Connections' Growth and Evolution



2015-2017
Research

2021
Provincial
Expansion

2024
IPGMI and HELP
Launch

2025
HELP Future Skills
Centre Research

2017
Federal Launch

2022
Team Primary
Care

2025
Pre-Arrival
Launch

2026
HELP CMA
Foundation
Funding

Driving Change through Collaboration



HELP originated in the medical community



From obstetrician to midwife, but how?

The secret language of medicine

Friendships as lifelines

Resilience and success

Friends

Eva Grunfeld

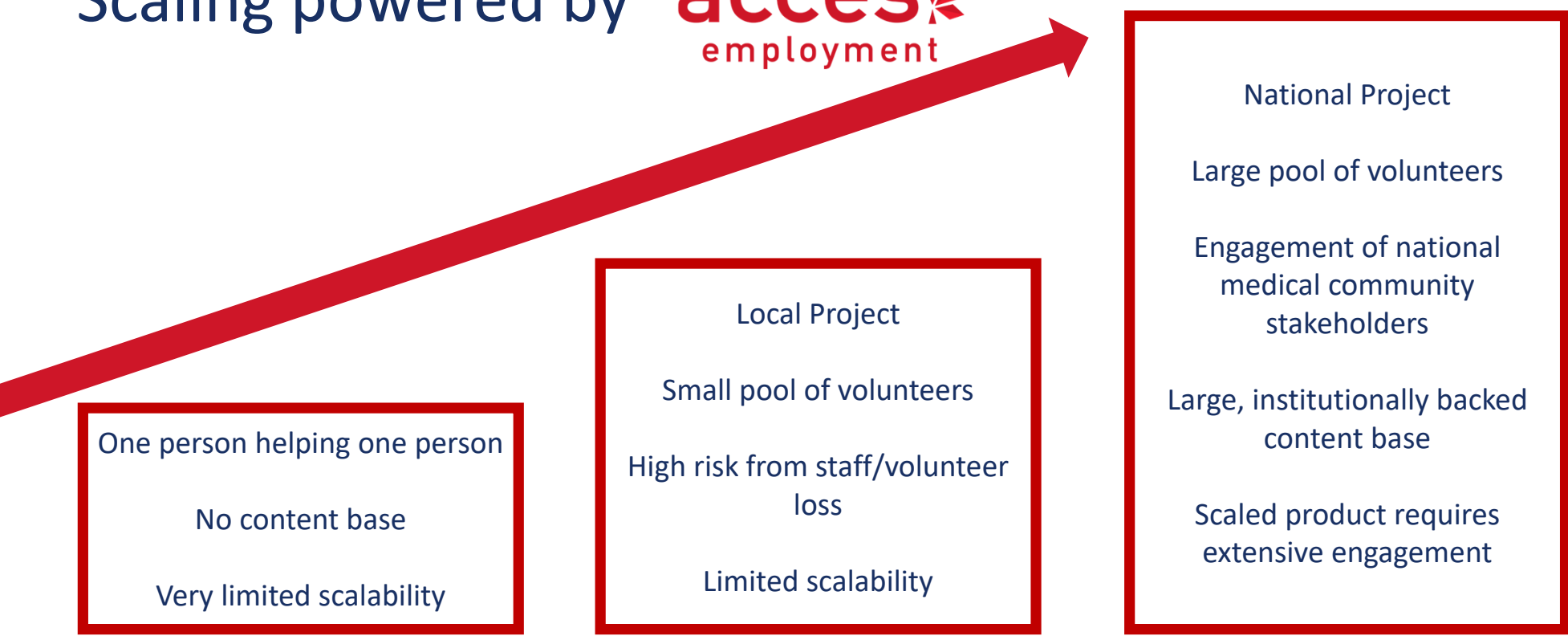
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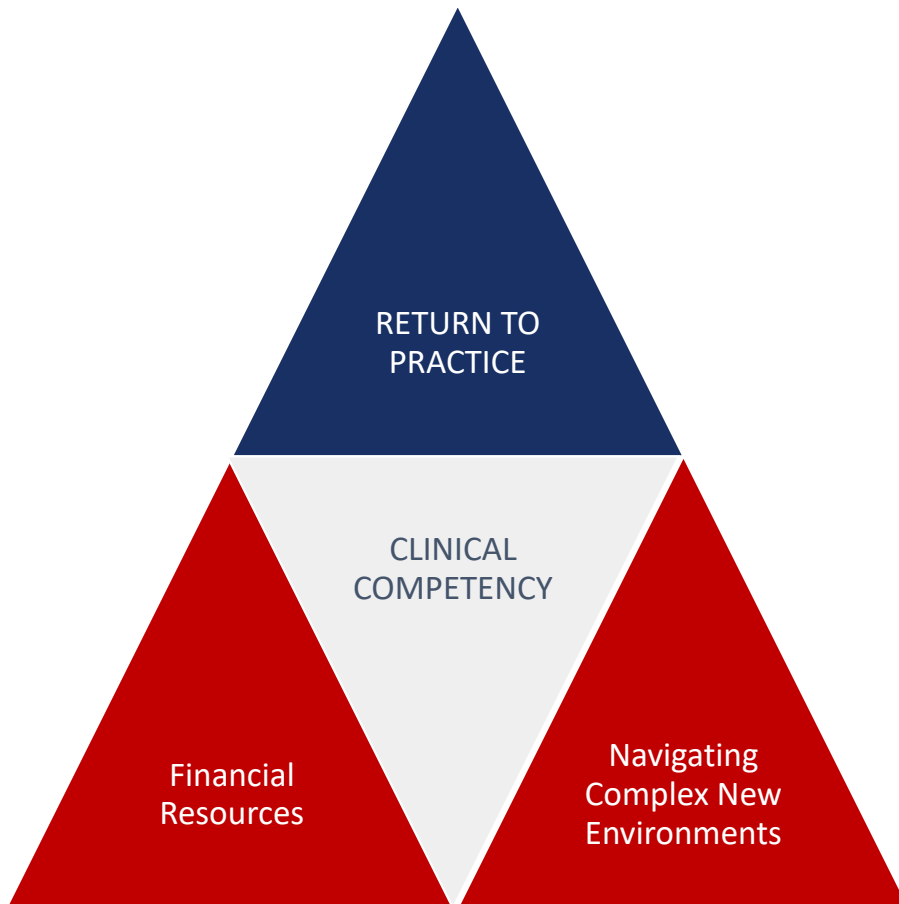
From an experience to a pan-Canada program



Scaling powered by **access** employment



First Crucial Decision – Limiting Scope



To engage Volunteer Physicians:

Low barrier to entry

Respectful of professional boundaries

Reflect, but don't mirror, existing structures

HELP was informed by extensive consultation



Licensed
Physicians

What is motivating you to volunteer?

What do you feel qualified to do in this volunteering opportunity?

What worries you about volunteering?

HELP was informed by extensive consultation



Licensed
Physicians

Non-Licensed
ITPs

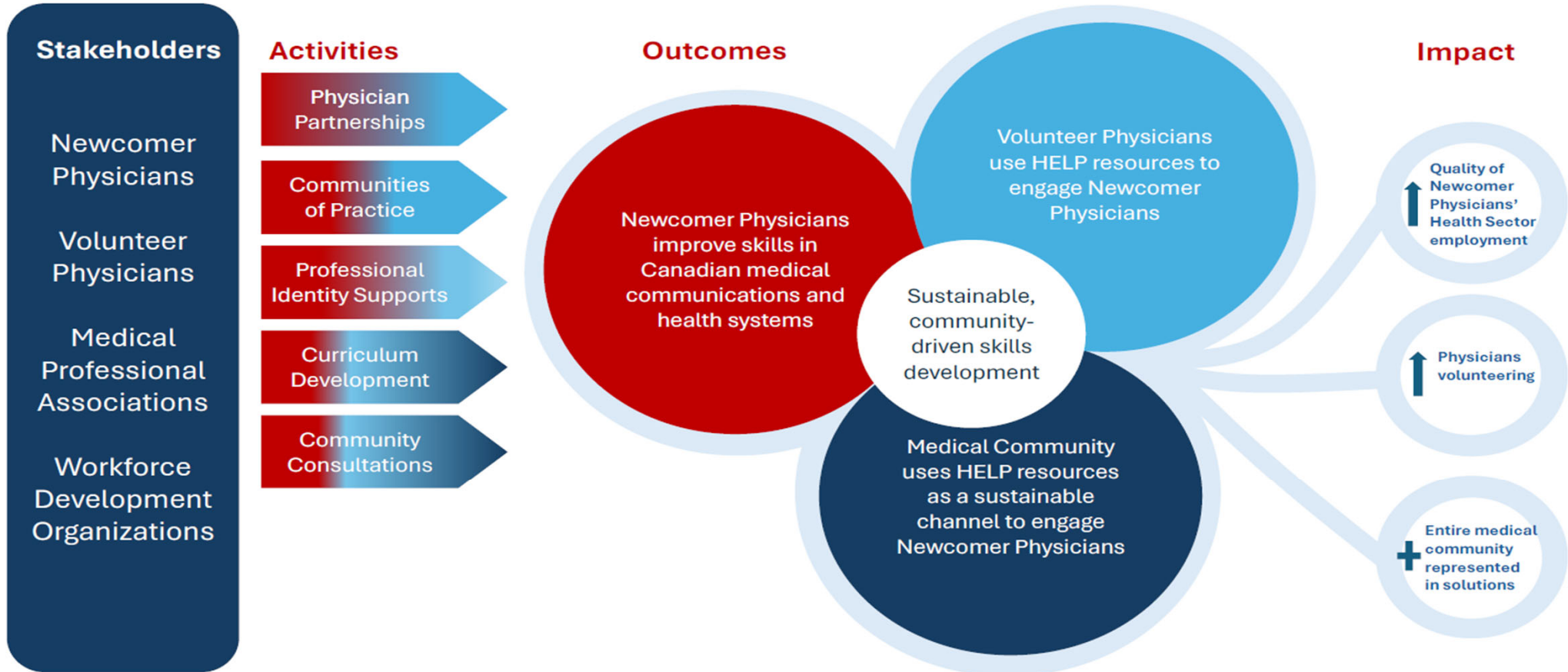
22 + Pilot + Eval

65 + Pilot + Eval

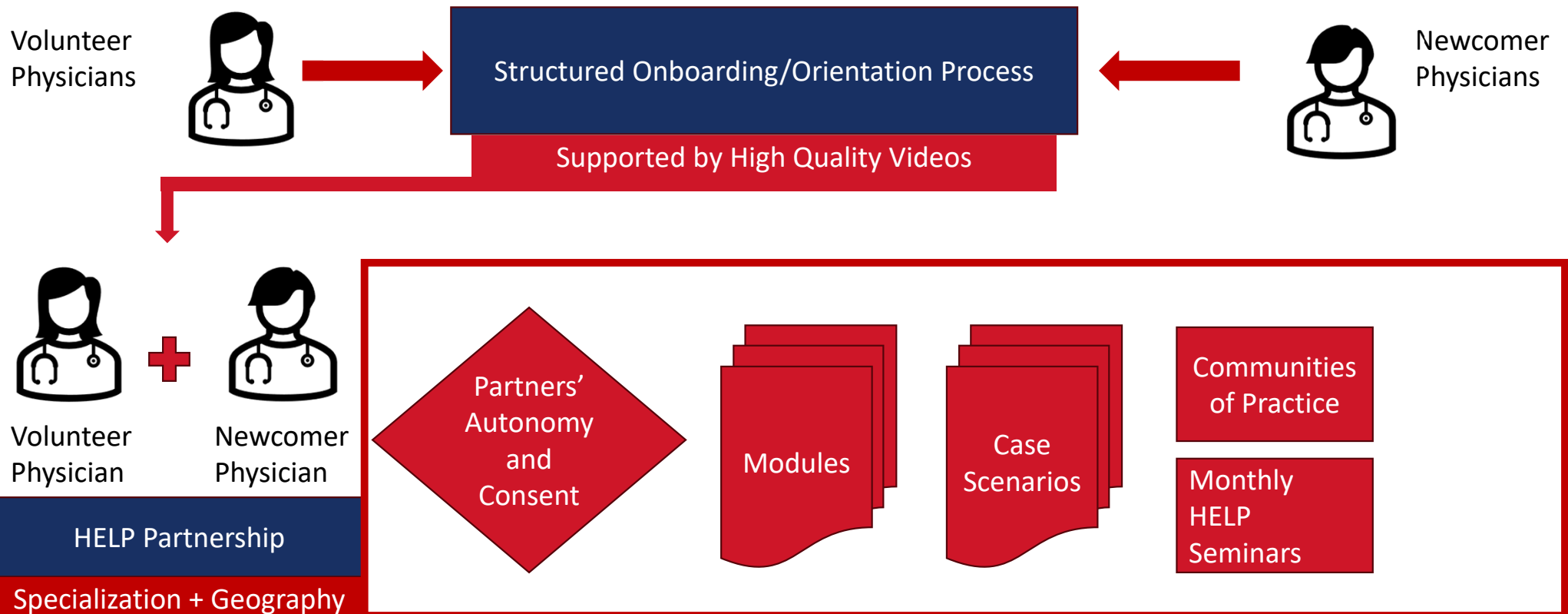


Theory of Change

Isolation from the medical community leaves Newcomer Physicians disconnected from professional networks, limiting their understanding of workplace expectations, communication norms, and soft skills development, while compounding the emotional toll of professional exclusion.



Basic Structure of HELP Partnerships



385

Newcomer
Physicians



215

Volunteer
Physicians



163

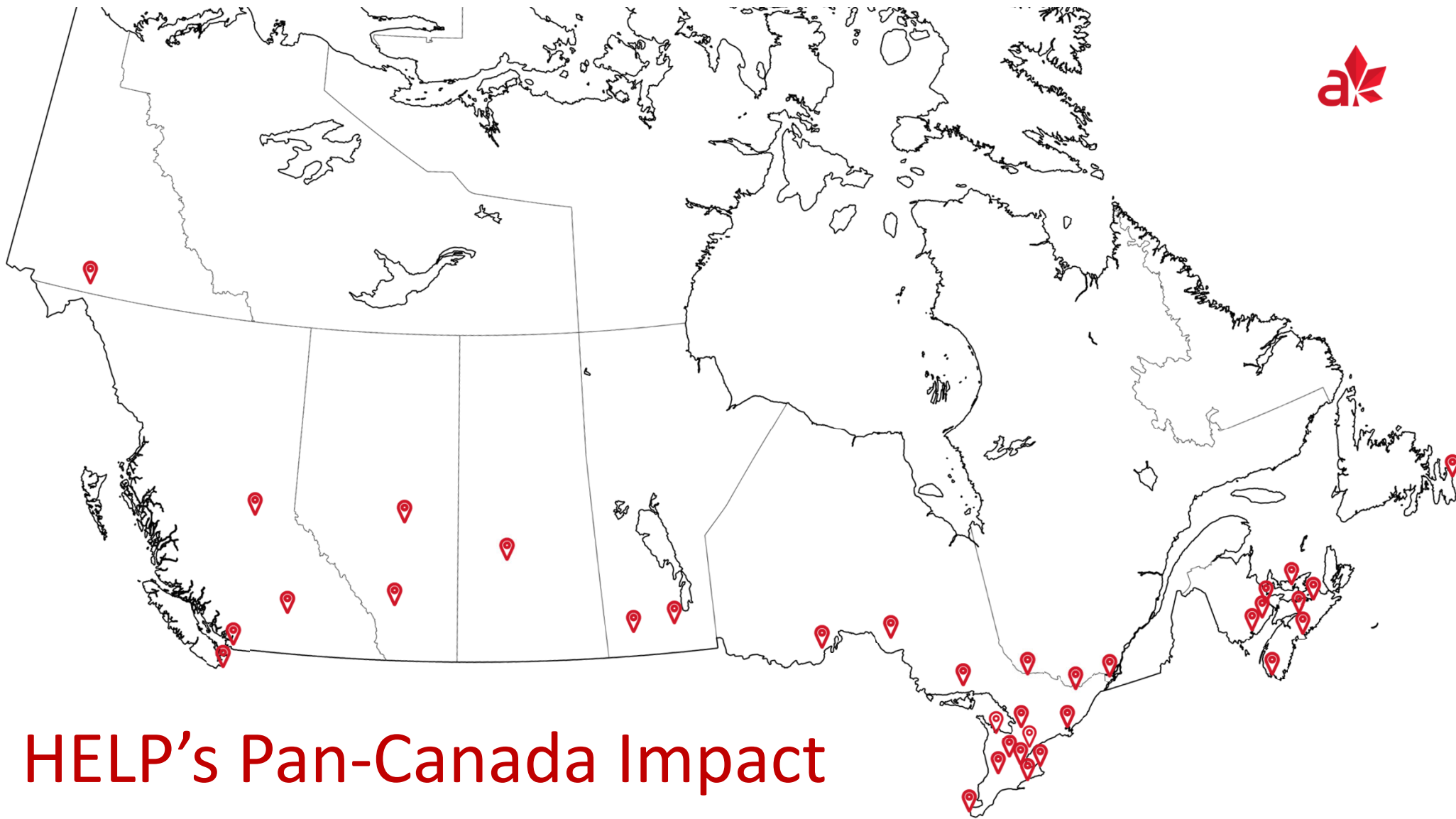
Partnerships
Formed



4,644

Hours of Support





HELP's Pan-Canada Impact

Transferable Takeaways for Building Impact



Start with the Real Barrier, not the Assumed Barrier

- ★ Surface-level challenges
- ★ Language proficiency or authentic professional interaction?
- ★ Take time to consult before funding cycles
- ★ Respect limits of engagement

Transferable Takeaways for Building Impact



Build WITH communities, not FOR communities

- ★ Ongoing consultation and expectation setting
- ★ Importance of formative evaluation
- ★ Co-develop for relevance and trust
- ★ Invite the professional community into the model

Transferable Takeaways for Building Impact



Design for scalability from the beginning

- ★ Be honest about organizational and project constraints
- ★ Identify partners needed for each stage of scaling
- ★ Models can get buy-in from complementing systems



Thank You!



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