



# PROFESSIONAL TOOLKIT

## The Language of Care: Bridging the Integration Gap for Newcomer Physicians with the HELP Program

The Future Skills Centre (FSC) Community of Practice (CoP) is a pan-Canadian network for skills and workforce development stakeholders across sectors and industries to connect, share, and learn from one another. As part of the CoP, Research Impact Canada (RIC), in collaboration with FSC, hosts Professional Toolkit Webinars to provide targeted learning opportunities and practical resources for workforce development professionals.

On May 14, 2026, FSC, RIC, and ACCES Employment hosted a Professional Toolkit Webinar titled The Language of Care: Bridging the Integration Gap for Newcomer Physicians with the HELP Program. The session featured Cameron Moser, Director of Services and Program Development at ACCES Employment, who shared insights from the development and implementation of the Health English Language Pro (HELP) program, an initiative that connects internationally educated healthcare professionals with experienced volunteer physicians to strengthen communication skills, professional networks, and workforce integration into Canada's healthcare system.

The audience included employers, healthcare practitioners, workforce development professionals, community organizations, policymakers, educators, and newcomer-serving agencies.

### WHAT WE HEARD

#### Internationally educated healthcare professionals face barriers beyond technical skills.

Participants heard that many internationally educated healthcare professionals arrive in Canada with extensive clinical training and experience but continue to face challenges related to communication, workplace expectations, professional culture, and navigating Canada's healthcare system.

The discussion highlighted the importance of addressing both technical and non-technical barriers to workforce integration. Supporting healthcare professionals requires more than credential recognition alone; it also involves helping individuals understand workplace norms, communication expectations, and professional pathways.

#### Language learning is most effective when connected to real-world practice

A key feature of the HELP program is its focus on profession-specific communication. Rather than teaching language in isolation, HELP uses medical terminology, healthcare scenarios, and workplace conversations to help participants build confidence and communication skills.

Participants discussed how practical, contextualized learning can strengthen both language proficiency and workplace readiness by allowing learners to practice skills in situations that reflect their professional environments.

#### Peer mentorship can accelerate workforce integration

The webinar highlighted the value of connecting internationally educated healthcare professionals with experienced volunteer physicians who understand the realities of working within Canada's healthcare system.

Participants heard how mentorship can support confidence-building, professional networking, cultural learning, and informal knowledge sharing. These relationships can help newcomers gain insights that may not be available through formal training programs alone.

#### Professional networks are an important part of workforce development

Beyond language and technical skills, participants reflected on the importance of helping newcomers build meaningful professional connections.

The HELP model demonstrates how creating opportunities for interaction between newcomers and established professionals can strengthen social capital, reduce isolation, and provide access to information, advice, and opportunities that support long-term career success.



### Workforce development solutions can often be adapted across sectors

Although HELP was developed to support internationally educated healthcare professionals, participants discussed how elements of the model could be applied in other sectors facing workforce shortages or seeking to better support newcomer talent.

Examples included peer mentorship programs, occupation-specific language supports, employer engagement strategies, structured networking opportunities, and practical workplace simulations. Participants noted that many of these approaches have the potential to strengthen workforce integration efforts across a variety of industries and professional contexts.

## RESOURCES

### [ACCES Employment](#)

A leading workforce development organization that supports job seekers and employers through employment services, sector-specific programming, and newcomer integration initiatives.

### [Health English Language Pro \(HELP\)](#)

A peer mentorship and language support program that helps internationally educated healthcare professionals strengthen communication skills and navigate Canada's healthcare system.

### [Hire IEHPs Resources](#)

Tools and resources designed to support employers and organizations interested in recruiting and retaining internationally educated healthcare professionals.

### [Digital Narratives of Newcomer Physicians \(DiNNP\)](#)

Stories and experiences from newcomer physicians that highlight challenges, opportunities, and pathways to workforce integration.