



# AEIP

ACTIVE ENGAGEMENT & INTEGRATION PROJECT



[aeipsuccess.ca](http://aeipsuccess.ca)



S.U.C.C.E.S.S.

# Resilience during the global pandemic:

How pre-arrival services rose to the challenge

Presented by: Selina Aheer, Best Practice Coordinator at AEIP



## Active Engagement and Integration Project (AEIP):

Pre-arrival program managed by S.U.C.C.E.S.S. and funded by Immigration, Refugees and Citizenship Canada (IRCC)

In operation since June 2008

Served over 29,700 newcomers from 145 countries since 2008

First contact point of individuals moving to Canada

Holistic model with a client-centered approach to support clients with their needs and challenges prior to immigrating to Canada



## AEIP Services:



### Pre-Departure Orientation

General orientation to Canada



### Individual and Family Consultation

Address specific settlement and employment needs



### Themed Workshops

Provincial-specific, focus on employment, education, transportation, health care and other topics as needed



### Employment Related Services

Employment counselling including foreign-credential recognition guidance, employer connections and job search program



### Support Group

Build social connections through provincial-specific support groups



### Post-Landing Connection in Canada

Refer clients to Provincial Partners to receive province-specific support and ease their transition from pre to post-arrival settlement services





## Emerging Trends in the Sector



Pre-arrival SPOs  
first contact point for  
Canada's latest  
COVID-19 protocols



Questions focused  
on COVID-19  
measures in Canada



High level of  
uncertainty shifting  
client priorities



Convert in-person  
services to online



### COVID-19 Webinars

- Developed webinars to address client's immediate concerns



### Increased Collaboration

- Level 1 and 2 pre-arrival SPO's promote services and offer support



### Maintained Knowledge

- Up-to-date on national COVID-19 protocols



### Focused on Emotional Support

- Validate struggle and help boost client morale



## How we responded



### Virtual Service

- Quickly adapt in-person services to provide online support



### Explored Job Opportunities

- Connect to sectors that have job opportunities and promote to clients



## AEIP: Client Success Story

### Kammy Chan

- Worked in the financial services industry at a reputable international bank in Hong Kong
- Registered as an AEIP client in June 2019
- Arrived in Halifax, Nova Scotia in July 2020
- Hired at an international fund management company within a few months of landing in Halifax



*"I very much appreciated the great service and support that AEIP pre-arrival program brings. The facilitators are very professional. This program guides me step-by-step for smooth transition from my home country to Canada." – Kammy Chan*



## AEIP: Client Success Story

### Louis Bessam

- Senior UX/UI Analyst in Nigeria
- Registered as an AEIP client in April 2020
- Landed in Calgary, Alberta in July 2020
- Hired as an UX/UI Designer 1 month after arriving in Canada
- In addition to securing a job, Louis and his wife announced the arrival of their baby girl – the first Canadian in the family!



*"I am really pleased with the great program AEIP provides; I went through this program and it leads me to a successful Canadian living...I encourage the full participation of newcomers to join this program to make your life in Canada a success!" – Louis Bessam*





## On-going Challenges

- Still remains much uncertainty for clients on when they can immigrate to Canada
- Interpreting and staying up-to-date on changing COVID-19 protocols
- Formalize the role of Pre-arrival SPOs in disseminating COVID-19 related information



## Lessons Learned

As a sector we are  
resilient and able to  
adapt

Strength in  
collaboration and  
remaining connected

Power of emotional  
support in fueling a  
client's self-  
determination





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**Thank you!**



**Contact:**

Selina Aheer

selina.aheer@success.bc.ca

[www.aeipsuccess.ca](http://www.aeipsuccess.ca)

