

Fostering Welcoming Communities

for Healthcare Professionals and Their Families



NL Health Services

FAMILY PRACTICE RENEWAL PROGRAM



WorkinHealthNL.ca

Agenda



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- Purpose and Presenters
- Work in Health NL/NL Health Services Introduction
- Role of Community
- Community Toolkit
- Healthcare Infusion
- Closing

Presenters



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Allison Hiscock

Immigration & Settlement
Consultant
Work in Health NL, NL Health
Services



Flora Jackman

Manager of Retention
Department of Health and
Community Services



Susan Thorne

Healthcare Infusion



Melanie Ball

Healthcare Infusion

Talent Acquisition

WorkinHealthNL focuses on filling hard-to-fill vacancies including building long-term, sustainable talent pipelines. Working collaboratively with Recruitment teams in **Medical Services and Human Resources** to conduct the hiring process, interviewing candidates and extending job offers.



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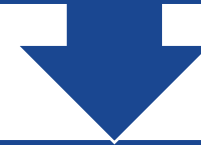
Role of Community



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Hiring Process (NLHS/FPNL)



Onboarding Process (NLHS/FPNL)



Welcome and Community Integration

Community to help the newcomer connect with others, navigate their new environment, and support with integration using the **Community Toolkit**

Community Toolkit



Welcome Home

Creating welcoming communities in NL for health care professionals

Your Community. Their New Home.

*How NL Healthcare Infusions is helping healthcare professionals
imagine a **life** in Newfoundland and Labrador
— not just a job*



We're just like you.

Susan Thorne

Co-Founder

A Newfoundlander who left for 33 years and came home. Former Senior Policy Advisor to the Ontario government. A former colleague of Tod Maffin — they worked together at a small newspaper years ago. Over Christmas, on a long flight home, she asked herself: why isn't NL on the Healthcare Infusions map? She had the website up within a few hours.



Melanie Ball

Co-Founder

Born and raised in Ontario. A retired teacher and former IT professional with a Mathematics degree from the University of Waterloo. Built her first career in IT at a major automobile manufacturer, then became a teacher — a calling she continues by tutoring students for free. Fell in love with NL on her first visit and never looked back. When Susan posted that she was starting NL Health Infusions, Melanie simply asked: how can I help?



What is Healthcare Infusions?

A National Movement

Founded by Tod Maffin in BC. Volunteer-driven communities connecting incoming health professionals with the people who already live there.

NL is on the Map

NL Health Infusions is our provincial chapter — so that when someone discovers Tod's movement, Newfoundland and Labrador is there.

Not Government. Not a Recruiter.

We are neighbours. Local volunteers. Regular people who love where they live and want to share that with someone new.

Supporting Healthcare Workers

To help healthcare professionals and their families find their footing in Newfoundland and Labrador. We do this in two ways:

- 1) Website**
- 2) Discord Server**



Getting here is not the same as staying here.

NOT our part.

RECRUITMENT

- Job postings & career fairs
- Financial incentives & bonuses
- Immigration support
- Credential recognition

✓ **NL Health Services and other employers are the experts — and they are doing this well.**

This is our part.

PROMOTING OUR COMMUNITIES

*We use a **webpage and Discord** to help healthcare professionals feel at home in Newfoundland and Labrador before they even arrive.*

SETTLEMENT & BELONGING

On average, it takes **eight months** for someone who immigrates to feel settled — and **only 27%** feel settled right away. ***Those eight months are the window. What a community does during that time determines whether someone stays.***

HSBC Expat Explorer Study (7,000+ participants) | Song et al. 2024, Journal of Racial and Ethnic Health Disparities



Your community. Online. Before they even arrive.

Front page of the national movement.

healthcareinfusion.org

Ontario/Quebec

- Barrie ON (*temporarily delisted*)
- Bay of Quinte ON
- Elliott Lake ON (*temporarily delisted*)
- Great River Region ON
- Kawartha Lakes ON
- Kenora ON
- Montreal QC
- Niagara Region ON
- Ottawa ON
- Sarnia ON
- Stratford ON
- Waterloo Region ON

Atlantic Canada

- New Brunswick
- ➔ • Newfoundland and Labrador
- Nova Scotia
 - Cape Breton northern NS
 - Shelburne southern NS
- Prince Edward Island

Northern Territories

- Yukon


Want your municipality here?

🇨🇦 I live in Canada and want to start an Infusion chapter for my community:

You can start your own chapter, and we can help!

First, check the list of existing Infusion chapters (in the blue box, above). If one is active for your area, please visit it and connect with the organizer, rather than registering here.

If you don't see your community in that list, please click this link:

 [Start Your Own Infusion Chapter](#)

Front page Newfoundland Healthcare Infusion.

newfoundland.healthcareinfusion.org



**Newfoundland and Labrador
Healthcare Infusion**



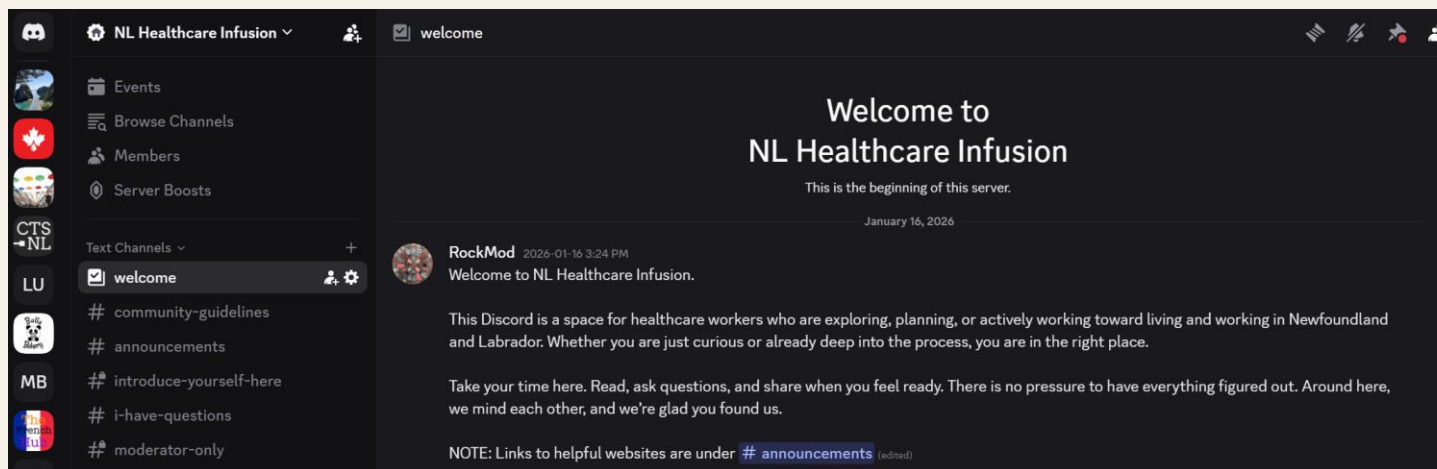
Why Discord?

Think of it as a private community hall — moderated, organized, and free from the chaos of a social media feed.

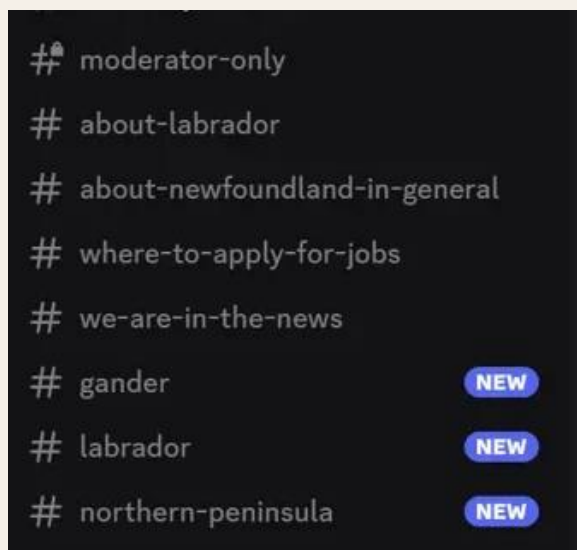
	Discord	Facebook
Who can join	✓ Only who we approve	✗ Anyone who finds the group
What people see	✓ Every message, in order	✗ What the algorithm decides
Control	✓ Complete	✗ Limited
Bots	✓ None — we control it	✗ Common
Privacy	✓ Private server	✗ Public or semi-public



Our community on Discord — what it looks like.



Your community. Your own #channel.



How we know it is working.

Conversations we are having

“What are housing costs like in St. John’s? I would be looking to rent a 1-bedroom place, to begin with.”

“Curious about childcare for a baby. Are there waitlists? Any idea of cost per week?”

“My wife and I had been interested in moving to Canada for years and decided to make it happen. We used the Healthcare Infusion website to see where pharmacists were needed most. We were instantly drawn to Newfoundland & Labrador. The support from the volunteers was invaluable. The recruitment team at NLHS has been so friendly and informative. We are so excited to join NLHS and hope to be coming to the West Coast of Newfoundland before summer ends. Our potential move to Canada seemed so overwhelming until I found the NL infusion chapter.”

“Just speaking from my own experience living here, which took me a bit to get used to, was how often I got called ‘dear’, ‘sweetie’, or ‘love’, in common place scenarios. it’s not condescending, sort of just a greeting. ex: buying stuff at the grocery store, ‘Is that all, love?’”

“What’s a typical amount of time off in a year you Canadians get?”



Two Decisions. Two Phases. One Goal.

This is the summary. These are the pieces we want you to take away from today.

Phase 1 — Before they arrive.

Decide whether your community wants its own chapter **website**. Tod's toolkit at healthcareinfusion.org has everything you need.

Using **Discord**, connect with health professionals who are considering your area. Your community can have its own channel. Contact us and we set it up.

Find the right people in your community — positive, honest, willing, with time to give.

Connect with health professionals who are considering your area. Be the voice they can't find on any government website.

Phase 2 — After they arrive.

You know your community better than anyone in this room. You'll know the right way to welcome them — whether that's a backyard BBQ, a knock on the door, or something only your community would think of.

Connect new arrivals to what they love — hockey leagues, hiking groups, gyms, faith communities, cultural connections.

Help spouses and children find their footing — introductions, community groups, a reason to feel like they belong here too.

Check in. See how things are going. A simple conversation can mean everything to someone who is still finding their way.

Not ready today? That's okay. Take our information, talk to your council, pass it on. The door is always open.

On September 11, 2001, 75 planes carrying thousands of passengers were diverted to Newfoundland and Labrador. Thirty-eight of those planes landed here in Gander. School bus drivers were on strike. They set it aside and showed up at the airport anyway. Communities across this province did what Newfoundlanders do in a crisis — they thought of everything, they held nothing back, and they made complete strangers feel completely at home. Those strangers never forgot it.

“People will never forget how you made them feel.”

– Maya Angelou

NL already has the greatest recruitment asset in the country.

Newfoundlanders & Labradorians.

Let's put that to work.

nlhealthcareinfusion@gmail.com • newfoundland.healthcareinfusion.org • discord.gg/8VvnrkBymt





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Thank you for attending!

Do you think your community is already doing an excellent job in welcoming newcomers?

We want to hear about it!

In November we will be attending the MNL Conference and would like to highlight communities across our province that are going above and beyond for newcomers.

If you have a story you'd like us to feature, please connect with us!



recruit@workinhealthnl.ca

