

CASE MANAGEMENT COMMUNITY OF PRACTICE AND GUIDELINE DEVELOPMENT

Strengthening Settlement Case Management Across Canada



The Case Management Community of Practice (CoP) is a national initiative led by the Centre for Newcomers Society of Calgary (CNSC) to support settlement service providers in delivering high-quality, client-centered case management services.

This project focuses on building sector capacity, promoting promising and best practices, supporting professional development, and developing standardized case management guidelines aligned with the national Case Management Framework.

Through collaboration, mentorship, knowledge sharing, and practical tools, we aim to strengthen case management services for newcomers across Canada, including support for rural, remote, Francophone, and equity-deserving communities.

About the Project

The Community of Practice brings together settlement professionals, case managers, leaders, and subject matter experts to:

- Advance professional standards in settlement case management
- Promote evidence-informed and trauma-informed practice
- Support implementation of the national Case Management Framework
- Reduce duplication and improve consistency in assessment and service planning
- Develop and share practical tools, resources, and guidelines
- Strengthen outcomes for newcomers through coordinated and effective service delivery
- Foster mentorship and peer learning opportunities across the settlement sector

For questions about the Community of Practice, mentorship program, resources, or participation opportunities email: ncmp@centrefornewcomers.ca

What We Offer

Community of Practice Network

Participate in national discussions, webinars, consultations, and knowledge-sharing activities with colleagues and experts across Canada.

Mentorship Program

Connect experienced case management professionals with practitioners seeking support, guidance, and professional growth.

National Case Management Guidelines

Access practical guidance, tools, templates, and best practices to support consistent and effective service delivery.

Professional Development

Participate in workshops, learning sessions, and collaborative discussions focused on:

- Trauma-informed practice
- Assessment and service planning
- Strength-based case management
- Wraparound services
- Outcome measurement
- Follow-up and monitoring
- Client self-sufficiency and resilience
- Equity and inclusion

Resources

Case Management Mentorship Handbook

A practical guide for both mentors and mentees participating in the mentorship program.

Resource Link:

www.centrefornewcomers.ca/lifeincanada-1

Case Management Guidelines and Tools

Access current guidelines, templates, frameworks, and promising practices.

Resource Link:

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Become a Mentor

Are you an experienced case manager, team lead, supervisor, or sector professional?

Share your expertise and contribute to the professional growth of settlement practitioners across Canada.

As a mentor, you will:

- Support emerging and experienced professionals
- Share promising practices and lessons learned
- Strengthen sector-wide capacity
- Contribute to a culture of learning and collaboration

Mentor Registration

Register Here: <https://bit.ly/4ys1nuT>

Become a Mentee

Looking to strengthen your skills, expand your knowledge, or navigate challenges in your practice?

Participate in the mentorship program and connect with experienced professionals who can support your learning journey.

As a mentee, you will:

- Gain practical guidance and support
- Develop professional skills and confidence
- Build your network within the settlement sector
- Learn from experienced practitioners

Mentee Registration

Register Here: <https://bit.ly/4xi83eg>

Upcoming Events

Stay informed about:

- Webinars
- Community of Practice meetings
- Learning sessions
- Mentorship activities
- Guideline consultations
- Knowledge-sharing events



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Frequently Asked Questions (FAQ)

Who can participate in the Community of Practice?

The Community of Practice is open to settlement professionals, case managers, supervisors, program managers, and other practitioners working within newcomer-serving organizations across Canada.

Is participation free?

Yes. Participation in Community of Practice activities is free for settlement sector professionals.

How do I join the mentorship program?

Complete the Mentor Registration Form or Mentee Registration Form. Our team will review submissions and support appropriate matching.

How are mentors and mentees matched?

Matches are made based on experience, professional interests, areas of expertise, geographic considerations, and learning goals.

Can staff from rural and smaller organizations participate?

Absolutely. Supporting rural and smaller settlement organizations is a key objective of this initiative.

Will resources be available in French?

Yes. Key resources and guidance materials will be available in both English and French.



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What topics will the guidelines cover?

Topics include:

- Foundations of Settlement Case Management
- Newcomer Experience and Social Determinants of Health
- Client Assessment and Triage
- Strengths-Based and Trauma-Informed Practice
- Service Planning and Wraparound Supports
- Housing, Employment, Education, and Health
- Community Partnerships and Referrals
- Follow-Up, Monitoring, and Outcome Measurement
- Self-Sufficiency and Case Closure
- Documentation, Ethics, and Professional Standards
- Cultural Humility, Anti-Oppressive, Anti-Racist, and Indigenous-Informed Practice
- Staff Wellness, Supervision, Mentorship, and Communities of Practice

How can I stay informed about upcoming activities?

Subscribe to our mailing list and check this page regularly for updates, events, new resources, and opportunities to participate.

Contact Us

For questions about the Community of Practice, mentorship program, resources, or participation opportunities:

Mentorship or Francophone Support

Hannah Olusoga - h.ulusoga@centrefornewcomers.ca

Case Management Guide and Related Questions

Gary Wang - g.wang@centrefornewcomers.ca

Upcoming Meetings, Webinars, Workshops, and Training Opportunities

Evaristo Vocaj - e.vocaj@centrefornewcomers.ca

General Inquiries: ncmp@centrefornewcomers.ca

Together, we are building stronger case management practices, strengthening settlement services, and improving outcomes for newcomers across Canada.

Funded by:

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Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
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