

## Additional File 2: Definitions/ Descriptions of Codes

**TABLE 1**

### **Coping Strategies**

Developing/ drawing on skills

**Advancing own education:** attending school or classes to learn skills for future employment or personal growth including mental health

**Learning language:** attending school or using other resources to learn the local language (English in Toronto or French in Montréal) and the ability to communicate in one of these languages

**Managing resources strategically:** skilful use of available resources such as money, time, and friends

**Parenting:** skills and actions of participants to promote their child's wellbeing

Seeking health care

**Seeking formal health care:** accessing professional medical and clinical services

**Seeking informal health care:** following medical advice or treatment from friends and family

Using internal strategies

**Appreciating the Canadian social context:** finding satisfaction with life in Canada

**Attending church:** keeping the memory alive of deceased family member or connecting with God by going to church

**Dealing with a difficulty on your own:** coping with a challenging situation by oneself

**Improving self-awareness:** experience of moving to a new country that leads to one growing as a person

**Praying:** praying to a higher being

**Withdrawing:** detachment of oneself from or avoidance of an uncomfortable situation

Living with emotional state

**Living with emotional distress:** negative emotions as a result of the stresses of moving to a new country and culture

**Living with emotional wellbeing:** positive emotions related to being in a new country and having family support

Using relational strategies (formal and informal)

**Developing/maintaining relationships:** building interpersonal relationships with friends and family

**Helping Others:** helping family members or others in the community gain information and/or overcome difficulties

**Interacting with professional staff:** any exchange between the participant and a person providing a service

**Social Networking:** making connections with people through the greater community (work, community centers, church etc.)

**"Venting" with others (talking, crying, hitting):** seeking comfort through emotional expression

Drawing on other strategies

**Obtaining Permanent Residency (PR):** emotions and processes related to obtaining Permanent Residency

**Preserving one's culture:** speaking the language or eating food from one's country of origin in order to maintain one's culture

**Seeking advice/ information:** Asking for help or looking for information on a variety of topics from people and the internet

**Seeking tangible resources:** acquiring resources that add to one's quality of life e.g. immigration status, housing, employment

### **Coping Resources**

Dispositional

**Attitude towards others:** way a participant interacts with others

**Being discerning:** having good judgment about interacting with other people

**Determination:** having the drive to accomplish a task

**Optimism:** looking at the favourable side of a situation

**Prior experience:** Using prior situations and outcomes to deal with or improve one's current situation

**Self confidence:** having the ability and courage to handle unpleasant situations and act on one's own to accomplish something

**Spirituality/faith/God:** belief in a higher being or using this belief to deal with a situation

**Vigilance:** Paying attention to the needs of her child and being prepared and watchful about any situation that may arise or has arisen.

Health

**Emotional health:** relating to emotions and the mental health of a participant, how it affects their ability to function and what steps they take to overcome these feelings.

**Physical health:** relating to the physical wellbeing of a participant and issues around accessing health care professionals.

### Skills

**Child behaviour management skills:** tactics used by a participant to manage her child's behaviour

**Information-seeking abilities:** the ability to look for information to solve a problem or orient oneself

**Host-country language:** relating to the knowledge of or lack of the local language (English in Toronto or French in Montréal), the ability to communicate in one of these languages and maintaining ties to home country by speaking native language

### Social

**Friendship:** turning to friend or making friends to accomplish a variety of tasks: childcare, belonging to a community, and emotional wellbeing

**Kinship:** turning to family for support and help with childcare, emotional wellbeing and the relationship between family members.

**Perception of belonging:** feeling as though she is part of Canadian society and/or her immediate community.

### Tangible resources

**Education:** having access to school to learn a language, to gain training for employment or to learn skills needed to be a better parent.

**Employment:** Anything related to finding work or working conditions in Canada

**Food/ housing/ money/ clothing/ car:** access to food, housing, money, clothing, or a car and how they are used to adapt to life in Canada

**Permanent residence status/ citizenship:** Issues pertaining to an individual's immigration status in Canada, the reasons for immigrating, and consequences

**Table 2**

**Social inclusion processes**

**Accessing education:** access to schools for mother and management of time and tasks around school.

**Accessing food:** access to food for newcomers through food banks and churches

**Accessing health care**

**Accessing formal health care:** accessing and using hospitals, clinics and health care professionals;

**Accessing informal health care:** accessing and using friends, family, and others as a source of information for medical care including birth and infant care

**Accessing housing:** access to any form of shelter (hotel, family accommodation, community shelter)

**Accessing work:** Anything related to finding work or working conditions in Canada

**Achieving financial security:** ways of accessing money (family, employment, government assistance) and the toll of not having enough money

**Achieving sense of kinship:** turning to family for support and emotional wellbeing as well as the relationship between family members

**Adapting to climate:** ability to adjust to the winters in Canada

**Attending to unspecified activities:** having free time to attend to other activities that haven't been specifically mentioned by the participant

**Fostering parenthood:** skills used by- and the actions of participants to ensure their child's happiness and wellbeing

**Overcoming language barriers:** ways used to deal with a lack of knowledge of the local language (English in Toronto or French in Montréal) and limitations of not knowing the language

**Perceiving safety:** relating to a participant feeling physically safe in different settings.

**Perceiving security:** having a sense of freedom from risk, danger, or anxiety based mainly on immigration status and other factors

**Pursuing personal interests:** activities the participant pursues for her own enjoyment and making time for these

**Facilitators to inclusion**

Financial

**Financial resources:** accessing money to fulfill a variety of needs

**Financial sufficiency:** having enough money to fulfill one's needs

Social

**Accompaniment:** having someone physically present to help translate, to share experiences with, and not feel isolated

**Appealing features of new culture:** of or relating to the impact of a new culture on the participant or how their own culture can be maintained

**Encouragement:** encouragement from others to pursue something or how situations make the participant feel

**Family help:** turning to family for support and help with childcare and emotional wellbeing

**Favourable social environment:** setting fosters interaction between the participant and others

**Friendship:** having or making friends

**Like-community:** having access to a social group with similar ethno-cultural practices, beliefs, and values as the participant

Other facilitators

**Adequate time:** time as a barrier to accomplishing tasks.

**Attainable job requirements:** requirements that need to be met by newcomers in order to find work in Canada.

**Childcare:** of or relating to caring for children i.e. education/daycare, looking after children, and spending time with them

**Equitable laws and application of equitable laws:** use of or impression of the laws in Canada and how they affect the lives and ideas of newcomers

**Information/ advice/ counsel availability:** finding/seeking information to solve a problem or orient oneself by asking for help or looking for information on a variety of topics from people and the internet

**Interpretation/ translation:** outcomes of situations based on the knowledge of or lack of knowledge of the local language (English in Toronto or French in Montréal).

**Manageable climate conditions:** relating to the weather in Canada

**Permanent residence/ citizenship:** Issues pertaining to an individual's immigration status in Canada, the reasons for immigrating, and consequences

### Table 3

#### Interventions

**Daycare:** of or relating to formal care for pre-school children

**Education:** access to education for newcomers and their children; changes that could be made to the system regarding education

**Employment:** suggested changes for employment services and evaluation of current employment services in place

**Food support:** access to and availability of food for the participant's family

#### Housing support

**General:** general comments about provision and access to housing in Canada

**Shelters:** use and evaluation of shelters that provide refuge to those lacking essentials

**YMCA:** use and evaluation of the YMCA as a form of housing

**Immigration procedures:** challenges that occur during the process of applying for immigration and changes that should be made

#### Health care

**Clinic:** evaluation of the staff and services provided at clinics

**Hospitals:** relating to the use of and access to hospitals and health care professionals

**Medical insurance:** limitations of using Medicare (provincial health insurance)

**Nurses:** relating to the care provided by nurse (access, attitude, availability, satisfaction)

**Physicians:** relating to the care provided by doctors (access to doctors, attitude of the doctors, availability of the doctors, satisfaction of care provided)

#### Organizations/programs

**Church:** use of services and information provided by the church to newcomers

**CLSC/ community health centre:** Centre Local de Services Communautaires (CLSC) – information about the services provided (clinical and community) and the participants satisfaction

**Family home visitor:** evaluation and use of a family home visitor – a person who is introduced to the family by the home visit nurse and helps with everyday chores and activities (only in Toronto)

**Mixed:** use of multiple service centers and community organizations that newcomers can access for food, clothing, information, language, daycare and other things

**OLO:** use of the OLO (Orange-Lait-Œufs) program

**PRAIDA:** Programme régional d'accueil et d'intégration des demandeurs d'asile

**SARIMM:** use of the program -Service d'aide aux réfugiés et immigrants du Montréal Métropolitain (SARIMM)

### Psychosocial

**Social worker:** satisfaction with the help provided by social workers

**Psychologist:** need for a psychologist

**Social groups/activities:** suggestions for new activities and groups to be created for newcomers; use of current social groups and activities

**Welfare/ government assistance:** relating to the money and/or support provided by the government through welfare and other services

### **Types of Service**

**Child care and development:** relating to the well being of the participant's child

**Information/ advice:** obtaining information from other people (service providers and friends) about available services and how to access/use them

**Maternal care:** relating to the well being of the participant

**Non-specified services:** general comments and observations about interventions that were used

**Provision of items:** being given items or support from different community organizations including the church

**Referral:** getting directed to another person or place for more help and information

**Teaching:** obtaining knowledge and skills from trained professionals especially for child care

### **Quality of Service**

**Access:** the ability to seek and use a service; having the service available for use

**Affordability:** having the financial means to access services provided such as daycare and medical care

**Attitude:** The behaviour of and manner in which service providers (health care professionals, social workers, daycare educators etc.) interact and treat the participant

**Availability:** presence of services, service providers, or locations for participants to access the resources needed to adapt to life in Montreal e.g. daycares, community centres, food banks etc.

**Satisfaction:** the participants evaluation of a service they have used or received



## Table 5

### Sites

**CLSC/clinic:** Any help received from a nurse at the CLSC or a clinic

**Home:** Any help received from a nurse in the participant's home

**Hospital:** Any help received from a nurse in the hospital

**Info-Santé/ tele-health:** Any help received from a nurse through Info-Sante (only in Montreal)

### Types of Service

**Assessment of baby:** relating to the well being and development of the participant's baby

**Information/advice:** obtaining information from nurses about health care and available services and how to access/use them

**Maternal care:** relating to the well being of the participant

**Referral:** getting directed to another professional for more help

**Teaching:** obtaining knowledge and skills from nurses especially for child care

### Quality of Service

**Attitude:** The behaviour of and manner in which nurses interact and treat the participant

**Availability:** presence and number of nurses for participants to see and access health care

**Satisfaction:** the participant's evaluation of the care and information received from nurses either in the hospital, at home, or at the clinic/CLSC