

A KNOWLEDGE
EXCHANGE EVENT
ON MENTAL HEALTH
IN IMMIGRANT AND
REFUGEE SERVING
ORGANIZATIONS

February 6th & 7th, 2020

Novotel Hotel, Toronto



Graphic Recordings Visual Summary



Funded by:  Immigration, Refugees and Citizenship Canada

Financé par : Immigration, Réfugiés et Citoyenneté Canada

Graphic Recordings by [BrillianceMastery.com](https://www.BrillianceMastery.com)



MENTAL HEALTH promotion



Sajedah Zahraei

2.6.2020

in IMMIGRANT & REFUGEE SERVING ORGANIZATIONS

...a 3 year project funded by IRCC



PARTNERSHIPS

✓ ENHANCE engagement

✓ Improve organizational CAPACITY

✓ Develop & TEST innovative servicedelivery models

• Recognize STAFF are newcomers or have experience with TRAUMA



PREVALENT MENTAL HEALTH PREVALENCE...

- Anxiety 95%
- Depression 87%
- Trauma 70%
- ...alcohol/substance abuse



GREATEST NEEDS...

- Counselling
- Information & System Navigation
- Peer Support
- Case Management

Found HIGH DEGREE of COLLABORATION

... especially at providing INFO: PEER SUPPORT
... less on providing CLINICAL SUPPORT: SPECIALIZED CARE

MODELS

IN-HOUSE mental health team

PARTNERSHIP
Mental Health Services / Health Services

SHARED CARE

- Shared info & collaboration
- Focus on PREVENTION
- Reduce STIGMA

MODEL CRITERIA

- ✓ Use existing resources
- ✓ Ease/quick implementation
- ✓ Evidence-based
- ✓ Sustainability
- ✓ Scalability
- ✓ Key priority/gaps
- Promote mental health
- Trauma-informed
- Culturally-linguistically appropriate



GUIDING PRINCIPLES

- Individually & culturally RESPONSIVE
- LOCATION makes a big difference
- Address: respect social determinants of health
- Clear definition of success
- Communicate across SILOS



LESSONS

Leadership COMMITMENT & BUY-IN

ENGAGEMENT at all levels

SYSTEMIC structural challenges & opportunities

TIME & RESOURCE allocation

KNOWLEDGE EXCHANGE ... Coordination & Collaboration



PILOTING OCASI'S MENTAL HEALTH PROMOTION SERVICE DELIVERY MODEL



...Fatima Filippe ... Nadia Sokhan



Sometimes it's 1 step forward & 2 steps back ... but you WANT to GET it RIGHT



It is a **WELLNESS** approach we are taking...and it is **INTEGRATED**



Have CLEAR step-by-step PROCESS laid out



Ensure board & TOP MANAGEMENT buy-in

Establish CORE TEAM with right skills

POLYCULTURAL



- Serve over 12,000 people
- Clients speak over 40 languages

LIVING LIFE to the FULL program started

It takes TIME to establish partnerships

Create CONNECTIONS with partner agencies

BENEFITS for us...

- MULTIPLE organizations involved in model development
- TRAINING
- Additional RESOURCES
- CONNECTIONS
- Improve project COORDINATION
- Improve mental health supports



Able to start NEW INITIATIVES

- Clients
- Staff... did survey
- Collaboration
- capacity



Started PILOT PROGRAM in July 2017

Completed POLICIES & PROCEDURES

Provided staff TRAINING

Established WELLNESS COMMITTEE

PEER SUPPORT Committee



It's not just about ACTIVITIES for clients... Its about STAFF knowledge, skills & abilities

Facilitating CROSS-SECTORAL COLLABORATION

2-06-2020

between SETTLEMENT... HEALTH... and MENTAL HEALTH...

... CLARITY... STRENGTH...



• PARTNERSHIPS are an effective way to address COMPLEX mental health & addiction issues

• HEALTH is NOT only the ABSENCE of DISEASE

• Bring FRONT LINE workers TOGETHER

• Trying to create SEAMLESS SERVICE for clients

• New Ontario Health Teams will CHANGE current system



• Vision is ... SYSTEM without DISCHARGES

CHANGE at the SPEED of TRUST

• We serve 22% of the most MARGINALIZED population

- INTEGRATION is our FOCUS ... HOLISTIC system**
- ✓ System Navigation
 - ✓ Comprehensive primary care
 - ✓ Integrate with community & social service



It takes TIME to build PARTNERSHIPS



... TRUST & TRANSPARENCY...

Competing cultures of philosophies

Lack of DATA SHARING

Lack of CLARITY

TIME

BARRIERS...



CULTURALLY SAFE

TRAUMA-informed care

BUILDING a COMMUNITY HUB - TCH

Clinic in the SCHOOL

Neighbourhood Care team

Community SURGE clinic

We are trying to GLUE things together

We operate as a NETWORK of NETWORKS

Need to ENGAGE the community



DEEP Commitment to our COLLECTIVE COMMUNITY

• We need to have shared VISION & CULTURE

COLLABORATIVE LEADERSHIP

OACASI-PROMOTING STAFF & LEADERSHIP Mental Health In the Workplace

Ontario Council of Agencies Serving Immigrants

2.06.2020



1 in 3 Canadians are MORE STRESSED than 5 years ago!



Vicarious trauma impact is VERY REAL



'No one is IMMUNE, no matter where they LIVE, what their AGE'

How YOU manage it IMPACTS those around YOU

How do we DRIVE CHANGE?

Having a REFLECTIVE practice is important

Include SELF-CARE in performance reviews

Start with SELF-COMPASSION



How do we DEFINE mental health?

Different CULTURES have different CONCEPTS

- This helps you to:
- Improve ENGAGEMENT
 - Creative: Innovative
 - Take OWNERSHIP of initiatives

Everyone has a different LEVEL of AWARENESS

COMMUNICATE with COURAGE

Provide opportunities for SHARING & LEARNING best practices

ROLE MODEL & reward behaviours that promote psychological safety

Hold yourself, your team & your organization ACCOUNTABLE

Need to FOSTER this from LEADERSHIP

- Build NETWORKS
- Policies to support wellness
- space for DEBRIEFING



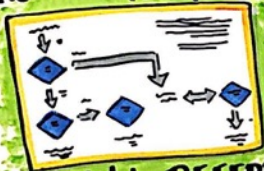
OCSI - BUILDING on INNOVATION:

Ontario Council of Agencies Serving Immigrants

SCALING UP OCSI'S MENTAL HEALTH PROMOTION MODEL



Find the appropriate



PATHWAY to REFERRAL



understand CHALLENGES
Brainstorm potential Solutions

• Our staff should be part of CAPACITY BUILDING

★ What are the OPPORTUNITIES & possibilities you see in facilitating CROSS-SECTORAL COLLABORATIONS for MENTAL HEALTH PROMOTION?

• We need SERVICE coordination

• One page for



• We need a PLATFORM (app, site, etc.)



• Clear ROLES and RESPONSIBILITIES

• Great INITIATIVES across the country...

• When & how we SHARE information

• Explore how provincial funders can help support

★ What is your VISION of what you would like to see come out of this project?

• We need a ROADMAP

• Have a clear navigation of SUPPORT SYSTEMS

• Synergy between CLIENTS & ORG.
• Resource sharing
- Create a REPOSITORY



• Communication & Education
- Stigma
- List of RESOURCES
- Share EXPERTISE



• Know how to ask questions ...cultural approach (interpretation)

• Improved access!!

★ What IDEAS do you have to SUPPORT assessing your organizational readiness to implement OCSI's INTEGRATED MENTAL HEALTH PROMOTIONAL MODEL?

• Senior Management ... Do we implement PILOT or not?

WHAT DOES READINESS MEAN?

• Be realistic... don't over-extend yourself

• ARE YOU COMMITTED?

• Collaboration



• Educate MENTAL HEALTH centre

• Scale UP across Ontario



TRAUMA & VIOLENCE - INFORMED

APPROACHES GUIDELINES

for IMMIGRANT & REFUGEE SERVING ORGANIZATIONS

2-7-2020



... Dr. Eunjung Lee ...

Survey of agencies showed...

- 43% do NOT have protocols re: mental health

"GAPS"

- COMPLEX mental health AND trauma issues

- High PREVALENCE of trauma, violence & secondary trauma among STAFF & CLIENTS



76% of Canadians report lifetime exposure to TRAUMA

- Need to understand where TRAUMA Comes from



70 million FORCIBLY displaced ... Canada one of top 5 countries for refugees



Settlement Workers have experience of trauma

Work in Isolation

Precariousness

High Workload

Low pay

Not trained as THERAPISTS



Definition

Principles

Applications

Implications

- Generalist practice
- Prevent Re/Traumatization
- Fostering Safety
- Continue Growth & Community Building

- Importance of LANGUAGE and CULTURE ...the existing studies are very Euro-Centric

- Create TVIA Committee, if possible

- Create a SAFE ENVIRONMENT at the Agency

- Provide SERVICES to staff
- training -- resources

CULTURE of CARE

- Space to talk

- Need to recognize RACISM is violence, not just trauma



TRAUMA & VIOLENCE-INFORMED CARE ~ a PLATFORM for



COMPLEX NEEDS

and unprecedented levels of trauma

-- Yazidi refugees face separation slavery

child soldiers
family killed, in captivity

transgenerational trauma



There is **EMOTIONAL LABOUR** needed to do this work... acknowledge it is **DIFFICULT**

low capacity from pre-existing group

lack of knowledge re: culture

1 Understand **TRAUMA, VIOLENCE** & its impact on people's lives & behaviour

TVIC

Foster opportunities for **CHOICE**, collaboration & connection

2 Create emotionally: **physically SAFE ENVIRONMENTS** for all clients & providers

CROSS-SECTORAL COLLABORATION

Having clinic **IN-HOUSE** has been **VERY successful**

• Watch for **IMPLICIT BIAS**

• provides sense of **SAFETY & TRUST**

• Streamline communication

• Had to **LEARN from EACH OTHER**

• Have **WELLNESS** Counsellors... can provide **WIDE RANGE** of services

4 Use a **STRENGTHS-BASED** & capacity-building approach to support clients

3 Provide **REAL and MEANINGFUL** care choices

REFRAME the language we USE

We need to **CARE** for those who provide care



Be aware of **ANNIVERSARY DAYS** for additional support

SHIFT MINDSET from **WHAT'S WRONG**



What's **HAPPENED** & is **STILL** happening?



Do you use alcohol?

How much have you had?

educate... care...

• Build **PROFESSIONAL IDENTITY** in schools to help with VT

BUILD on **EQUITY** & social justice principles

SHIFT STIGMA & ATTITUDE!

... **VICARIOUS TRAUMA** is **REAL** ... be mindful ...

2.7.2020 ... RAELENE PRIETO ... TESHIA ALLEN ... NANCY POOLE ... CHERYL ...

The way we SEE and TREAT each other MATTERS

TRAUMA

is ALL AROUND US...



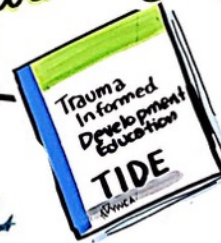
Where is Your client PLANTED?

...are they flourishing?

• Need to be AWARE & have better INFO so we don't RE-TRAUMATIZE clients



TIDE is a 4 year program to create a CULTURAL SHIFT toward TRAUMA-INFORMED PRACTICE



• YWCA serves about 12,000 ... 60% are racialized women

SCAN of current practices

Build AWARENESS & INTEREST for action

CO-CREATE tailored TIP resources

TRAINING

Develop FRAMEWORK for ORGANIZATIONAL CHANGE

...need HOLISTIC & SYSTEMIC approach

Work from an appreciative inquiry perspective



Build on your STRENGTHS



- ✓ INTERSECTIONAL lens
- ✓ Western BIAS
- ✓ CULTURAL awareness



Trained over 200 staff ... across "silos"

TRAUMA doesn't need to be a life sentence if we can RECLAIM our culture

Community of Inquiry

• Healing the intergenerational trauma of the Indigenous people

Early IDENTIFICATION & INTERVENTION

Increase TIMELY ACCESS

Aware of client SAFETY

Increase SERVICE ACCESS

Address STIGMA

Be culturally SENSITIVE

focus groups

"WISE WORDS" newsletter

Train the Trainer course

healing to be at the table

TRUST

RESILIENCE



WHAT NOW?

...RAENENE PRIETO... DEEPA MATTOO...



I'm not RANTING ... I'm REFLECTING!

We must ACKNOWLEDGE our **BIAS** ... and our **PRIVILEGE**

We are working on a **MASTERPIECE!**

• **LEADERSHIP** is important
... E.D. level
... your **BOARD**

WHERE do you **START?**

START

What do you already **HAVE?**

Include in **STRATEGIC PLAN** ... it needs **STRUCTURE**

• Becoming trauma-informed is a **JOURNEY**

Promote **CONVERSATION**

The DNA strand of **TRAUMA**

WHAT are your potential **OPPORTUNITIES?** ... risks to **MITIGATE?**

• Create **INNOVATIVE** practices
... informal as well as formal

• Connect with **STAKEHOLDERS**

• Need to build & leverage **BUY-IN**

We are doing our work **DIFFERENTLY** not **HARDER**

It's about **AWARENESS** of trauma



Interpretation & language **barriers**

How do you say that in Arabic?

Find your **CHAMPIONS**
... staff
... clients
... board



What can be a potential **OBSTACLE** or **HURDLE?**

Need for TRAINING

What is the **S.T.R.E.T.C.H** we want to commit to?

It is a **RELATIONAL PRACTICE**

Cultural BIAS in the office



Supervision support needed ... debriefings

FUNDING is limited

Need for RESOURCES & KNOWLEDGE

