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

February 6th & 7th, 2020
Novotel Hotel, Toronto

Graphic Recordings
Visual Summary

Graphic Recordings by BrillianceMastery.com
MENTAL HEALTH Promotion in Immigrant & Refugee Serving Organizations

OCASI - Ontario Council of Agencies Serving Immigrants

2-6-2020

... a 3 year project funded by IRC

PARTNERSHIPS

- Enhance engagement
- Improve organizational capacity

MODELS

- Shared info & data allocation
- Focus on prevention
- Reduce stigma
- Communicate across silos

GUIDING PRINCIPLES

- Individuality
- Culturally responsive
- Location makes a big difference
- Address respect, social determinants of health
- Clear definition of success

IN-HOUSE mental health team

- Mental Health Services
- Mental Health Services

PARTNERSHIP

- Mental Health Promotion
- Mental Health Promotion

SHARED CARE

- Mental Health & Everyone

MODEL CRITERIA

- Use existing resources
- Sustainability
- Scalability
- Key priority/impact
- Mental health
- Peer support
- Evidence-based

FOUND HIGH
DEGREE OF
COLLABORATION

- Especially at providing info: peer support
- Less on providing clinical support: specialized care

PREVALENT MENTAL HEALTH PREVALENCE

- Anxiety 95%
- Depression 87%
- Trauma 70%
- Alcohol/substance abuse

GREATEST NEEDS

- Counseling
- Information
- System navigation
- Peer support
- Case management

LESSONS

- Leadership commitment
- Buy-in

ENGAGEMENT at all levels

TIME & RESOURCE Allocation

SYSTEMIC Structural challenges & opportunities

KNOWLEDGE EXCHANGE

- Coordination & Collaboration

CLINICAL
MENTAL HEALTH

STAFF MENTAL HEALTH

ORGANIZATIONAL CAPACITY

COLLABORATION & SERVICE COORDINATION

CLIENT MENTAL HEALTH

BRILLIANCE MASTERY.COM
PILOTTING OCASI'S MENTAL HEALTH PROMOTION SERVICE DELIVERY MODEL

Fatima Filippe, Nadia Sakhan

It's a world of difference!

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 & T&D MANAGEMENT buy-in

Establish CORE TEAM with right skills

Create CONNECTIONS with partner agencies

Able to start NEW INITIATIVES

START

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... it's about STAFF knowledge, skills & abilities

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OCASI - Facilitating Cross-Sectoral Collaboration between Settlement, Health, and Mental Health...

- **Clarity**... **Strength**...
- **Health** is not only the absence of disease.
- New Ontario Health Teams will change the current system.
- **Alliance for Healthier Communities**

**Change at the Speed of Trust**

**Health Partners**

**East Toronto**

- **Vision is System without Discharges**

**Partnerships** are an effective way to address complex mental health and addiction issues.

**Health Access** in Thorncliffe Park

- **Building collaborative leadership**
- We need to have shared vision and culture

**Trust & Transparency**

- **Barriers**
  - **Lack of clarity**
  - **Lack of data sharing**
  - **System navigation**
  - **Comprehensive primary care**
  - **Integrate with community social service**

**Survey showed**

- Providers aren't always comfortable with mental health.
- Don't always know who to refer to.

**Building community hub tech**

- We operate as a network of networks
- We need to engage the community

**Deep commitment to our collective community**

**Competing cultures of philosophies**

- Building community core teams
- **Clinic in the school**
- **Neighbourhood core teams**

**Culturally safe**

- **Trauma-informed care**

- **Disengaged**

**BrillianceMastery.com**
OCASI - Promoting Staff & Leadership Mental Health in the Workplace

How do we promote mental health in the workplace?

- Psychological Safety
  - Support
  - Job demands vs. Job resources
  - Job control of influence
  - Reward & recognition
  - Fairness
  - Workplace climate

- How do we drive change?
  - Start with self-compassion
  - Communicate with courage
  - Role model & reward behaviors that promote psychological safety
  - Provide opportunities for sharing & learning best practices
  - Hold yourself, your team & your organization accountable

- How are your workers' mental health impacted by experience at work?
- How can we minimize risk to our employees?
- Vicarious trauma impact is very real

- 1 in 3 Canadians are more stressed than 5 years ago
- How do we define mental health?
- Different cultures have different concepts

- How do we minimize risk to our employees?
- Canadian Centre for Victims of Torture

- Vicarious trauma impact is very real

- No one is immune, no matter where they live, what they age
- Improve engagement
- Creative & innovative
- Take ownership of initiatives

- Everyone has a different level of awareness
- Need to foster this from leadership
- Build networks
- Policies to support wellness
- Space for debriefing

This helps you to:

- Improve engagement
- Be creative & innovative
- Take ownership of initiatives

How do we manage it impacts those around you? Stressor - Strain - Burnout - Recovery

- Have to look at all levels
- Systemic - Individual

- Psychological safety

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OCASI - Building on Innovation: Scaling Up OCASI’s Mental Health Promotion Model

- Our staff should be part of capacity building
- What are the opportunities and possibilities you see in facilitating cross-sectoral collaborations for mental health promotion?
- We need service coordination
- We need a platform (app, site, etc.)
- What do you have to support assessing your organizational readiness to implement OCASI’s Integrated Mental Health Promotional Model?
- Senior management: Do we implement PILOT or not?
- Are you committed?
- Be realistic... don't over-extend yourself
- What ideas do you have to support assessing your organizational readiness to implement OCASI’s Integrated Mental Health Promotional Model?
- Educate mental health centre
- Improved access!!
- Scale up across Ontario
- What does readiness mean?
- Resource sharing: Create a repository
- Communication & Education: Sigma, list of resources, share expertise
- Know how to ask questions...cultural approach (interpretation)
- What is your VISION of what you would like to see come out of this project?
- We need a roadmap
- Synergy between clients & orgs
- Collaboration
- Improved access!!

Ontario Council of Agencies Serving Immigrants

FEB 6 2020

One page for mental health

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TRAUMA & VIOLENCE - INFORMED APPROACHES GUIDELINES for IMMIGRANT & REFUGEE SERVING ORGANIZATIONS

Need to understand where TRAUMA Comes from
70 million forcibly displaced... Canada one of top 5 countries for refugees

Survey of agencies showed...
- 43% do NOT have protocols re: mental health
- Settlement Workers have experience of trauma
- Work in isolation
- Low pay
- High workload
- Not trained as THERAPISTS
- Pleasantness

“GAPS”
- Complex mental health and trauma issues
- High prevalence of trauma, violence; secondary trauma among STAFF & CLIENTS
- Need to build ORGANIZATIONAL CAPACITY

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

Applications
- Create TVIA Committee, if possible
- Provide services to STAFF
- Training - Resilience
- Need to recognize RACISM & violence, not just trauma

Implications
- Importance of LANGUAGE and CULTURE... the existing studies are very Euro-Centric
- Create a SAFE ENVIRONMENT at the Agency

67% of Canadians report lifetime exposure to TRAUMA

Evidence-based
- Social Justice & Anti-oppression
- Current policies
- Existing EA Guidelines

CULTURE of CARE
The Journey to Becoming a Trauma-Informed Organization

OCASI - Ontario Council of Agencies Serving Immigrants

2/7/2020 - Raelene Prieto, Teshia Allen, Nancy Poole, Cheryl

Trauma is All Around Us...

Where is your client planted?
- Are they flourishing?

TIDE is a 4-year program to create a cultural shift toward trauma-informed practice.

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

Develop framework for organizational change.

Early identification & intervention

Organizational culture

Organizational policies

Focus groups: WISE, Words, narratives, Trust, the trauma course.

Building awareness & interest for action.

Trauma doesn't need to be a life sentence if we can reclaim our culture.

TRUST

Increase timely access

Increase service access

Resilience

Healing to be at the table.

Resiliency...