

Holistic Health and Social Services Supporting Refugee Integration

A Collaborative Approach



QUALTRICA ASSOCIATES
Qualitative Research & Training in Intercultural Areas

Context

- Refugee selection to Canada based on 'need for protection'
- ~1,100 refugees per year arrive in MB
- 2009 - 490 GARs 576 PSRs
- Population with complex and high needs cases that cross health and social services

Health Care for Immigrants and Refugees



Winnipeg Regional
Health Authority

Office régional de la
santé de Winnipeg

Challenges

Problem most often highlighted by settlement organizations:

- finding timely and appropriate care for newcomer health concerns
- access to a primary care physician
- other issues emphasized by health care users themselves such as fragmented care, request for walk in services with no interpreters, need for consultation supports, etc.



Planning a Response

Identifying populations at greatest need

- Refugees facing linguistic and cultural barriers to accessing services
- Individuals at risk due to other determinants of health (e.g. poverty, low education, and social isolation)



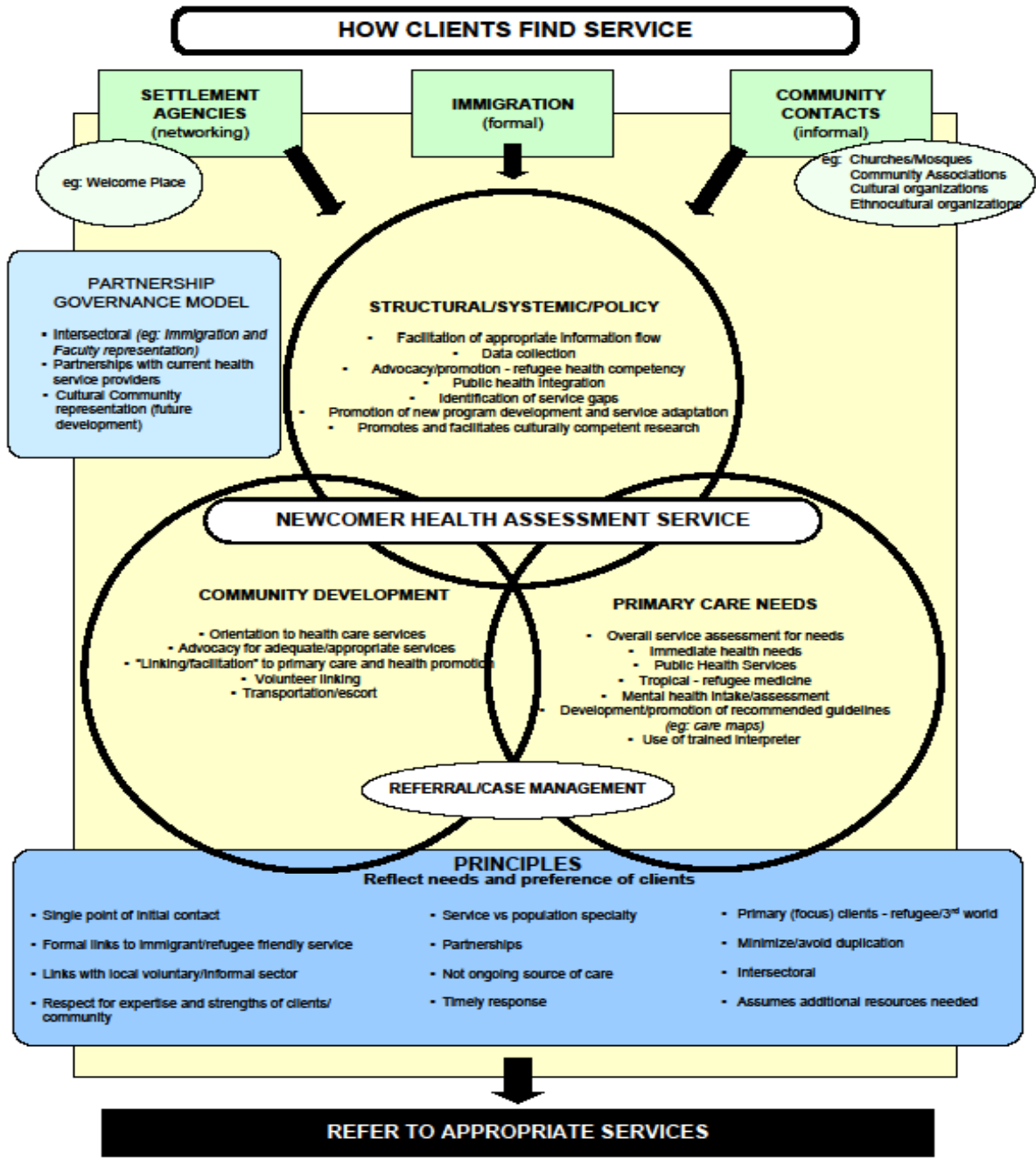
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Identifying priority service needs

- Orientation to the Canadian health system
- Newcomer health assessment services
- Facilitated access to primary care
- Specialized and accessible mental health and counselling services
- Reproductive health and sexuality-related services
- Disability, rehabilitation, and end-of-life issues
- Need for centralized point of access for immigrant/ refugee concerns





WRHA Refugee Health Clinic

- Comprehensive assessments
- Holistic approach
- Integrated services with primary care, mental health, public health
- Access to inter-professional team
- Linked with specialists as required
- Assistance in locating a “primary care home”
- Link with settlement services
- Located at 425 Elgin Ave., lower level
- Opening anticipated early November



Questions

Developing an Enhanced Settlement Service Delivery Model



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Purpose

- Improve settlement outcomes of refugees
- Develop and enhance early settlement interventions
- Maximize existing resources
- Identify and foster inter-agency and inter-sector collaboration
- Synergy with WRHA and social services

Three Components

Service Model

- Develop an enhanced settlement service model for high needs refugees

Training

- Professional development training for service providers

Training Resources

- Development of training materials for a “train the trainer” program

Refugees with “high needs”

Definition:

“persons who have come to Canada as refugees and who face a number of *intersecting barriers* that prevent them from smoothly integrating into their host community”



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Intersecting Barriers:

- Limited English language skills
- Little or no formal education
- Low literacy in native language
- Prolonged stays in refugee camps
- Health issues / disabilities
- Single parent / large families
- Victims or witnesses of traumatic events



Model Development Process

- Researched current service models for refugees in Canada and abroad
- Consultation with service providers and government partners (health, social services, CIC)
- Mapped out existing settlement services
- Discussed case studies
- Developed conceptual service model



Service Model: Key Features

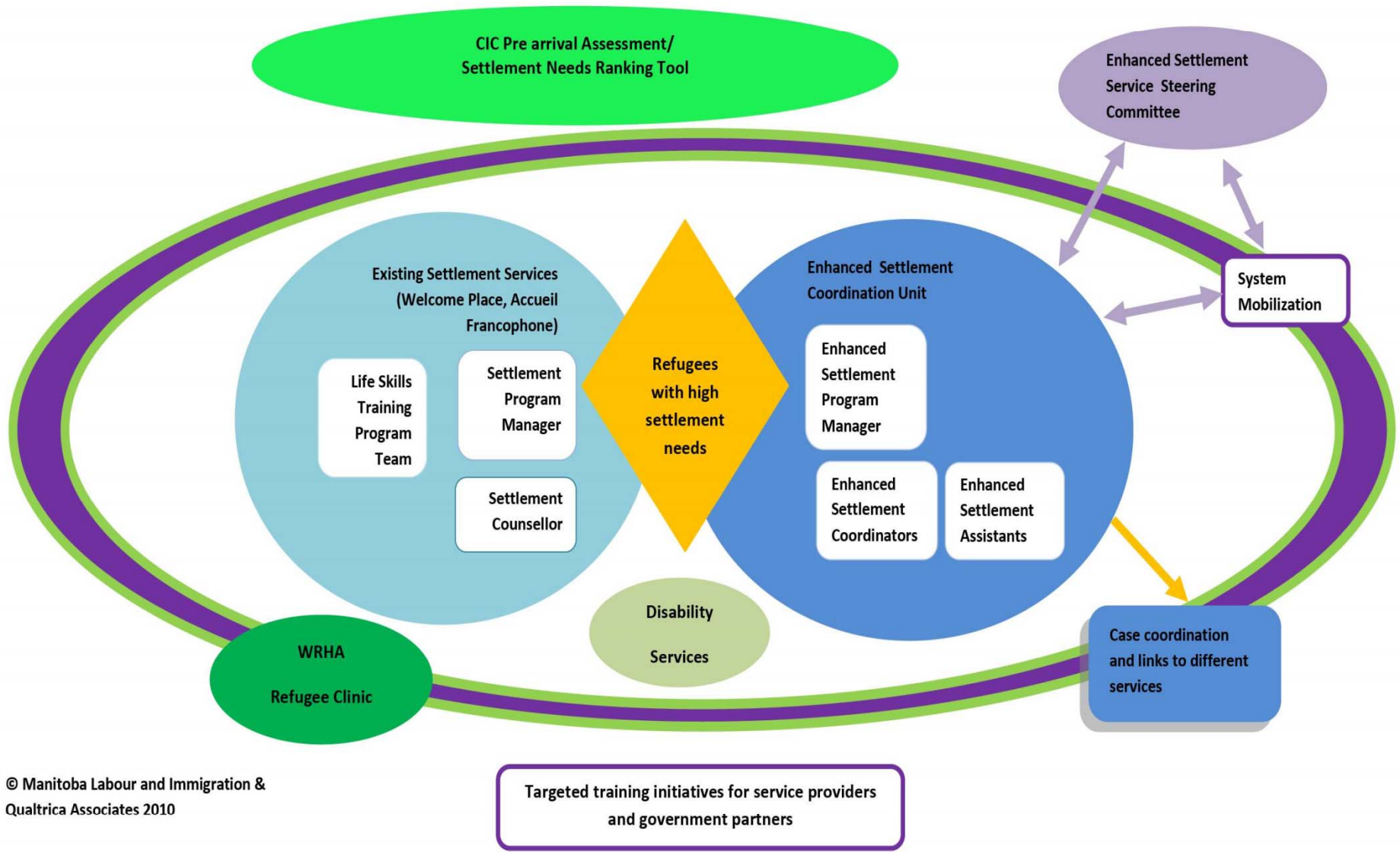
- Focus on high needs refugees
- Pre-arrival assessment and preparations
- Client centered philosophy
- Early intervention
- Enhanced settlement coordination unit
- Low staff caseload



- System mobilization
- Responsive referral and intake systems
- Collaborative practice
- Follow-up with clients
- Enhanced settlement steering committee
- On-going monitoring and evaluation



Enhanced Settlement Service Model for Refugees with High Needs in Manitoba (Conceptual Model)



Moving Forward



Manitoba
www.manitoba.ca

Impact on Services to Refugees

Klinic Community Health Centre

- **Mike Dillon** Primary Care Physician
- **Linda Dawson** Registered Primary Care Nurse

Manitoba Interfaith Immigration Council Inc/ Welcome Place

- **Carlos Vialard** Co-Manager Settlement Services

Questions