



Immigrant and Refugee Mental Health Project

**Building capacity to support
the mental health of
immigrants and refugees:**

**A toolkit for settlement, social
and health service providers**

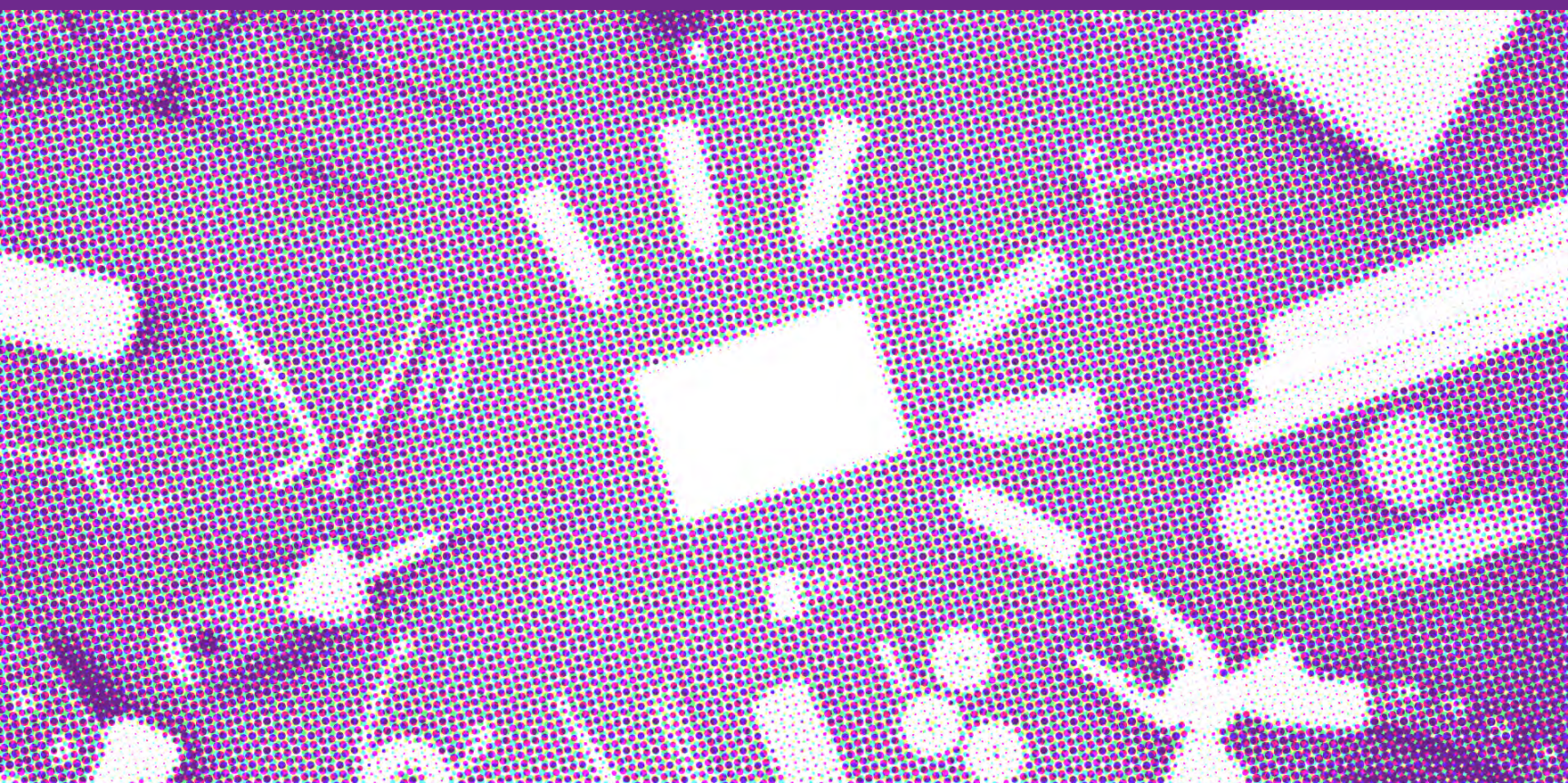


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ABOUT THE PROJECT

The Immigrant and Refugee Mental Health Project (IRMHP) was developed by the Office of Health Equity at the Centre for Addiction and Mental Health (CAMH) with funding from Immigration, Refugees and Citizenship (IRCC) and in collaboration with experts in the field. It is an evidence-based, capacity-building initiative, designed to enhance your knowledge and skills as a settlement, social or health service provider to appropriately respond to the unique mental health needs of immigrants and refugees, and to foster inter-sector and inter-professional collaboration. Building on the success of the award-winning Refugee Mental Health Project, this project provides five different avenues to enhance knowledge, develop skills, and build networks. These avenues include online courses, webinars, monthly e-newsletters, a community of practice, and this toolkit.



The Immigrant and Refugee Mental Health Project's course is an accredited, self-directed online training. The 10 modules take approximately 25-30 hours to complete and must be completed in order. As a self-directed course, you can access the modules at any time during a six-week period. Since completion times can vary widely, we advise that you begin completing the course content as soon as you can, assess the time you need to complete a module, and pace yourself accordingly.

"As an employer, the Immigrant and Refugee Mental Health Project provided me with a list of resources, something that we can lean on in order to build our own internal capacity. It also gave the opportunity for all kinds of learners to grasp the content of the course as the information is available through different learning activities, everyone is able to learn and build their skills. I also think being able to use the discussion board gave my employees a sense of the network."

Belma Podrug, Global Gathering Place (Saskatchewan)

🌟 Visit our project website at [IRMHP.CA](https://www.irmhp.ca)

ABOUT US

THE CENTRE FOR ADDICTION AND MENTAL HEALTH

CAMH is Canada's largest mental health teaching hospital and a world leader in mental health and addiction research. As such, CAMH sets the standards for care, research, education and leading social change.

With a dedicated staff of more than 3,000 physicians, clinicians, researchers, educators and support staff, CAMH offers outstanding clinical care to more than 34,000 patients each year. The organization conducts groundbreaking research, provides expert training to health care professionals and scientists, develops innovative health promotion and prevention strategies, and advocates on public policy issues at all levels of government. And through our Foundation, we are working to raise tens of millions of additional dollars to fund new programs and research and augment services.

THE OFFICE OF HEALTH EQUITY

The Office of Health Equity has created ongoing collaborations and internal initiatives in the pursuit of health equity. The Office makes a continuous effort to reduce disparities in mental illness and treatment through its work with Immigrant, Refugee, Ethno-cultural and Racialized Populations, data collection, policy-related activities, research and training programs. These programs aim to consider the causes of health inequities and disparities, and specifically the social determinants of health. These programs pay particular attention to obstacles associated with socio-economic, race, immigration, education and gender status—with the goal of promoting equal opportunities for all and distributing resources to reduce disparities and avoidable inequities.

CAMH has been a leader in diversity and equity. We have been working to eliminate disparities in health status to enable each and every individual to lead a healthy life. Health equity is created when individuals have a fair opportunity to reach their fullest health potential. They receive high quality care that is fair and appropriate from their perspective, no matter where they live, who they are and what they have (Public Health Ontario, 2023; Health Quality Ontario, 2017).

The Office of Health Equity is led by:

- || **Dr. Kwame McKenzie,**
Director of Health Equity
- || **Aamna Ashraf,**
Manager of Health Equity
- || **Paulysha De Gannes,**
Assistant Manager

Project team

- **Edward Bacal,** Communications Associate
- **Jewel Bailey,** Knowledge Broker
- **Isabella Lam,** Community Health and Education Associate
- **Sophia Mangala,** Bilingual Knowledge Broker

OUR PARTNERS

CAMH served as the connective tissue bringing multi-sectoral experts from all over Canada together to produce this successful project. The Immigrant and Refugee Mental Health Project demonstrates CAMH's leadership in the community and is a celebration of community and national partners making a joint commitment to provide equitable access to services for immigrant and refugee populations. It would not be possible without the support of our Advisory Committee, Subject Matter Experts, community partners and course contributors.

ADVISORY COMMITTEE

- Canadian Centre for Victims of Torture (CCVT) Ontario:**
Teresa Dremetsikas, Programs Manager
- COSTI Immigrant Services, Ontario:**
Yasmine Dossal, Director, Social Services
- Association for New Canadians, Newfoundland and Labrador:**
Monica Abdelkader, Director of Resettlement Services
- YMCA of Greater Toronto, Ontario:** Nicoleta Monoreanu,
National Programs, Manager Client Support Services
- New Brunswick Multicultural Council, New Brunswick:**
Carmen Budilean, Senior Program Manager
- Immigrant Services Association of Nova Scotia (ISANS),
Nova Scotia:** Elizabeth Gebremariam, Coordinator, Newcomer
Community Wellness Program
- Manitoba Association of Newcomer Serving Organizations:**
Don Boddy, Small Centre Support Manager
- Global Gathering Place, Saskatchewan:**
Belma Podrug, Executive Director
- Calgary Catholic Immigration Society:** Božana Šljuka, Case
Manager, Calgary Catholic Immigration Society, Alberta
- Polycultural Immigrant and Community Services, Ontario:**
Nadia Sokhan, Director, Monitoring, Reporting and Partnerships
- Vancouver Association for Survivors of Torture (VAST),
British Columbia:** Mariana Martinez Vieyra, Coordinator,
Provincial Refugee Mental Health
- Ontario Council of Agencies Serving Immigrants (OCASI),
Ontario:** Sihem Ait Hammouda, Bilingual Coordinator,
Accessibility Initiative

“Before taking part in the Immigrant and Refugee Mental Health Project, where we were lacking was having that intersectional approach. So, what its really done is enhanced our collaboration with different sectors, including education, Alberta Health Services, settlement agencies, and the police, so that we are able to work together to be able to address the mental health needs of our immigrant and refugee populations.”

Dr. Annalee Coakley, Mosaic Refugee Health Clinic (Alberta)

COMMUNITY PARTNERS

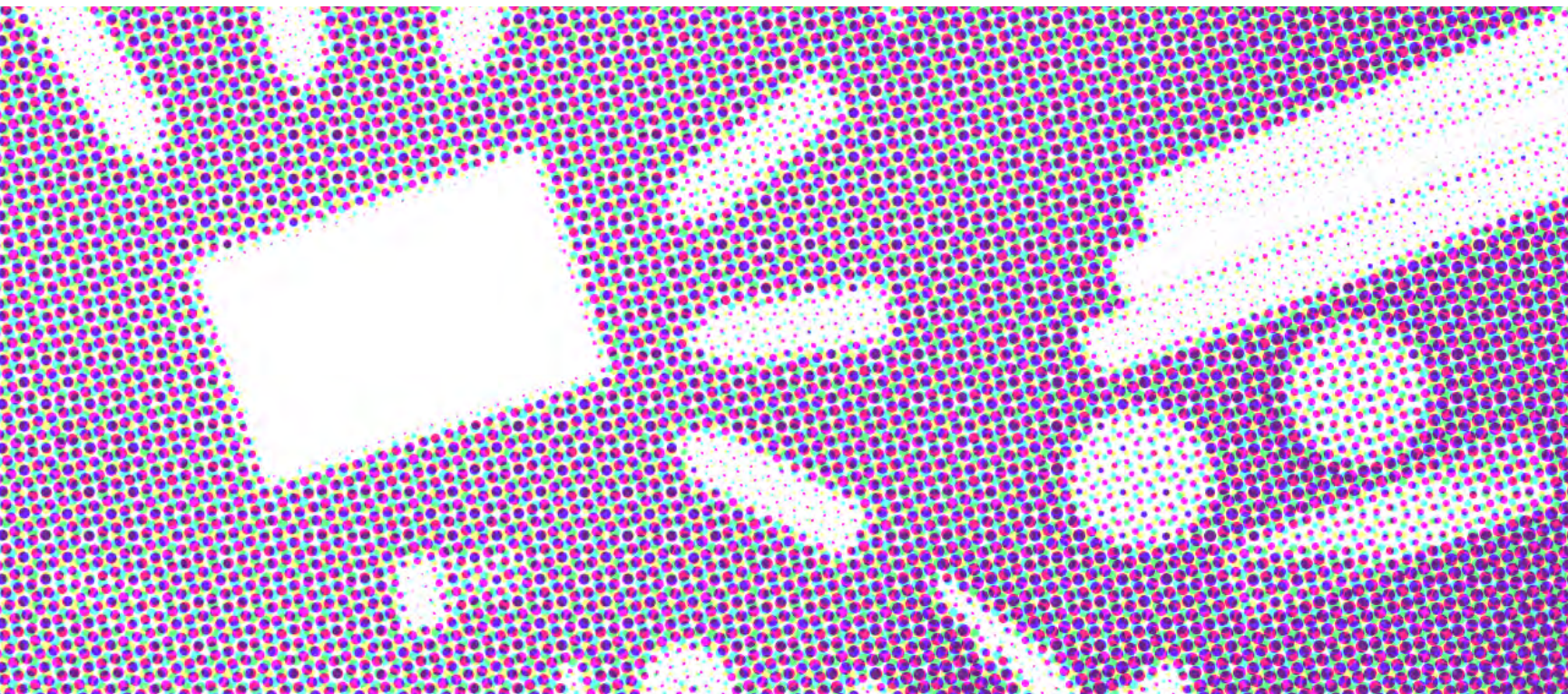
- Accueil Francophone
- Across Boundaries: An Ethnoracial Mental Health Centre
- Association for New Canadians
- Calgary Catholic Immigration Society
- Canadian Centre for Victims of Torture (CCVT)
- Centre for Refugee Studies, York University
- Conseil Multiculturel de Nouveau-Brunswick
- Conseil scolaire mon avenir
- Fédération des Francophones de Terre-Neuve-Et-Du Labrador
- Global Gathering Place
- Hong Fook Mental Health Association
- Immigrant & Refugee Services Association Prince Edward Island
- Immigrant Services Association of Nova Scotia (ISANS)
- Mental Health Services Program, COSTI Immigrant Services
- New Beginnings Clinic, Centre for Addiction and Mental Health
- Psychological Trauma Program, Mount Sinai Hospital
- Ottawa Local Immigration Partnership
- Polycultural Immigrant and Community Services
- Manitoba Association of Newcomer Serving Organizations
- Multilingual Orientation Service Association for Immigrant Communities (MOSAIC)
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Réseau de développement économique et d'employabilité du Nouveau-Brunswick (RDÉENB)
- Réseau des services de santé en français de l'Est de l'Ontario
- Réseaux en immigration francophone
- The SickKids Centre for Community Mental Health
- Vancouver Association for Survivors of Torture (VAST)
- YWCA Hamilton
- Women's College Hospital's Crossroads Refugee Health Clinic

SUBJECT MATTER EXPERTS

- || **Dr. Clare Pain**, Director (former), Psychological Trauma Program, Mount Sinai Hospital; Associate Professor of Psychiatry, University of Toronto
- || **Dr. Ghayda Hassan**, Clinical Psychologist and Professor of Clinical Psychology at Université du Québec à Montréal (UQAM)
- || **Vanessa Wright**, Nurse Practitioner, the Women's College Hospital's Crossroads Refugee Health Clinic
- || **Dr. Debra Stein**, Child and Adolescent Psychiatrist, SickKids Centre for Community Mental Health
- || **Vince Pietropaolo**, General Manager, Family and Mental Health Services, COSTI Immigrant Services
- || **Axelle Janczur**, Executive Director, Access Alliance Multicultural Health and Community Services
- || **Dr. Lisa Andermann**, Staff Psychiatrist, Mount Sinai Hospital; Assistant Professor of Psychiatry, University of Toronto

"The Immigrant and Refugee Mental Health Project has tremendous impact in that it builds knowledge for service providers and settlement workers. It builds capacity in the sectors and it also builds community for all."

Vince Pietropaolo



ABOUT THE TOOLKIT

OBJECTIVES

The toolkit is designed to provide a snapshot of essential information, tools, resources and examples of promising practices that can be integrated into the daily work of settlement, social, and health service providers across Canada, with the aim of building the capacity to better support the unique mental health needs of immigrants and refugees.

The toolkit provides a repository of evidence-based research; information on key models of care and frameworks; and an outline of components that are pertinent to service delivery.

WHO IS IT FOR?

The toolkit is intended to be used by settlement, social and health service providers across Canada who work to support the mental health of immigrants and refugees.

Settlement and social service providers

This stream is intended for settlement workers or social service providers in Canada, who in their current training or role conduct needs assessments, provide settlement/social service information and facilitate referrals. Participants in this stream may include service providers such as: **community outreach facilitators, housing counsellors, employment facilitators or family support workers.**

Health service providers

This stream is intended for health service providers in Canada, who in their current training or role conducts mental health screening/assessment, diagnosis or treatment/therapy, and are comfortable with basic clinical language. Participants in this stream may include service providers such as: **physicians, nurse practitioners, or psychologists/psychiatrists.**

HOW TO USE

Read through this toolkit at your own pace and use it as a reference point when needed. It is a downloadable document that you can print for easy-use or you can navigate it online and visit external links for additional information. We encourage that you share and discuss it with other service providers in your organization and with partners in the community to foster collaboration. It can be used as complementary to other Immigrant and Refugee Mental Health Project learning initiatives as well.

SETTING THE CONTEXT

Immigration contributes to the vitality of communities across Canada. Whether through economic immigration, family reunification or the protection of refugees, immigration is a central pillar of Canada's prosperity. The Government of Canada has set a multi-year Immigration Levels Plan that commits to welcoming an increasing number of permanent residents to Canada in the coming years.

Immigrants and refugees may have different reasons for migrating. In general, immigrants come to Canada hoping for a better life while refugees seek protection from war, organized violence and persecution. However, both tend to experience similar challenges during post-migration.

Newly-arrived immigrants have better mental and physical health than the Canadian-born population. Many refugees undergo difficult and traumatic pre-migration experiences that constitute salient risks to their mental health. With time in Canada, however, both immigrants' and refugees' mental health and physical health declines (Mental Health Commission of Canada [MHCC], 2016). Evidence suggests this is more apparent for some immigrant populations – in particular, immigrants from racialized groups, low-income immigrants and refugees (MHCC, 2016). Furthermore, immigrants and refugees tend to experience disparities in access to services, quality of care and health outcomes (MHCC, 2016).

The rates of mental health problems and illnesses vary considerably among and within different populations. These variations are likely attributable to differences in exposure to and effects of social determinants of health on specific populations. In addition, research shows that these populations are less likely than the Canadian-born population to seek mental health services due to various barriers, and are more likely to end up in emergency rooms if they experience a mental health crisis. This means that one size does not fit all: a blanket approach to service models is simply not effective (MHCC, 2016). In response, the need for timely, culturally responsive, safe and accessible mental health service provision has been well-recognized.

CAMH's Immigrant and Refugee Mental Health Project aims to help fill this service need by providing settlement, social and health service providers across Canada with the knowledge, skills and networks to support the mental health of immigrants and refugees. By providing evidence-based online training, the project is well-positioned to build the capacity of service providers who are in a key position to support the mental health of immigrants and refugees during this crucial post-migration period.

KEY CONSIDERATIONS

This section highlights key considerations that are major themes throughout this toolkit. These key considerations are based on evidence and are continuously recognized as essential components of improving service provision when addressing the mental health of immigrants and refugees.

"We often look for pathology by associating the terrible things that people have gone through with the inevitability of being mentally ill... but there's a difference between distress and disorder"

Dr Clare Pain, University of Toronto

MENTAL DISTRESS VERSUS MENTAL DISORDER

There are many stressors that accompany immigrating to a new country, which may in turn, cause mental distress and symptoms of distress. These are normal responses to stressful situations. At times, service providers may not properly consider the migratory stressors an individual may be dealing with. Rather than being associated with an existing mental health problem or disorder, the symptoms of distress are often a result of settlement issues or the social determinants of mental health.

In addition, while refugees, and in some cases immigrants, may have suffered trauma, a diagnosis of post-traumatic stress disorder, depression or anxiety based on solely on this history may be problematic. The mental distress that an individual may be experiencing is often a normal response to a horrific event. The stressors associated with the migration experience do not necessary result in newcomers developing a mental disorder. In reality, most refugees, and immigrants, will not develop a diagnosed mental health problem (MHCC, 2016).

SOCIAL DETERMINANTS OF MENTAL HEALTH

The social determinants of health are the conditions in which people are born, grow, live, work and age (WHO, 2018). Evidence shows immigrant and refugees groups are more likely than the Canadian-born population to experience disparities in the social determinants of health that result in poorer health outcomes. Furthermore, immigrant and refugee groups, compared to the Canadian-born population, more commonly experience specific factors such as those relating to pre- and post-migration, language difficulties and racism (Hansson et al., 2010; MHCC, 2016).

The social determinants in the post-migration context are consistently identified as the most important factors affecting the mental health of immigrants and refugees. As a service provider, it is important to acknowledge the impacts of social determinants and to inquire about such factors as housing, income and socioeconomic status, employment, education, experiences of racism and discrimination, among others.

ONE SIZE DOES NOT FIT ALL

“Evidence suggests that some subgroups are at greater risk for deteriorating mental health than others. A one-size-fits-all approach to service models is not effective.”

Dr. Kwame McKenzie, CAMH

Immigrants and refugees are diverse populations and their rates of mental health problems and illnesses vary considerably between and within these groups. They differ based on gender, race, country of origin, age at arrival, length of time in Canada, socioeconomic status, immigration status and circumstances surrounding migration (MHCC, 2016).

As a service provider, when considering mental health problems and illnesses in immigrant and refugee populations it is important to recognize that these groups are not homogeneous and therefore a one-size-fits-all approach to mental health care should not be employed.

Newcomers' histories before coming to Canada, their migration journey to Canada, and their post-migration and integration experiences in Canada, as well as other factors, create unique situations that may influence mental health problems and illnesses for some immigrants and refugees more than others (MHCC, 2016).

CONNECTING TO PRIMARY CARE

“People should be connected to primary care early on in the migration process, even if they are doing well. If things do fall apart, it is much easier to work with someone you already know than to seek out primary care when you are feeling ill”

Dr. Meb Rashid, Crossroads Refugee Health Clinic, Women's College Hospital

It is important to connect immigrants and refugees to primary health care as soon as possible after arrival. Research has found that newcomers are more likely to use health services in an acute manner as opposed to a preventative manner, meaning they are more likely to use the emergency room as the first point of contact with the health care system rather than seeing a general practitioner (Tiagi, 2016). In general, immigrants and refugees are less likely than their Canadian counterparts to use a mental health service in primary care or specialty health care settings (Chen et al., 2009; Durbin et al., 2014, 2015). Being connected with a primary care provider is essential as primary care providers have a better understanding of the needs of their patients compared to the shorter-term, problem-specific interactions clients encounter in acute care.

The primary care connection allows for the development of rapport and a relationship that may better allow refugees and immigrants to feel comfortable disclosing any potential physical and/or mental health concerns, leading to the provision of appropriate diagnosis and treatment. For example, a client's description of particular symptoms may indicate a major psychiatric disorder, but only a health service provider with an adequate amount of time, connection and understanding of the client can properly screen and assess for this (Abbey, 2010). In addition, newcomers are less likely to seek care for mental health distress on their own and may be more likely to seek mental health services through their primary care provider (Hansson et al., 2010; Kirmayer et al., 2011; MHCC, 2016).

RESILIENCE

Post-migration resettlement and integration is associated with processes of dynamic adapting, where individuals demonstrate active ways of coping (Simich & Roche, 2012). The role of a service provider entails supporting and facilitating access to protective factors that contribute to resilience. A strength-based approach emphasizes resilience and a shift away from vulnerability and pathology, and instead focuses on the strengths and solutions that immigrants and refugees bring with them (Simich, 2014).

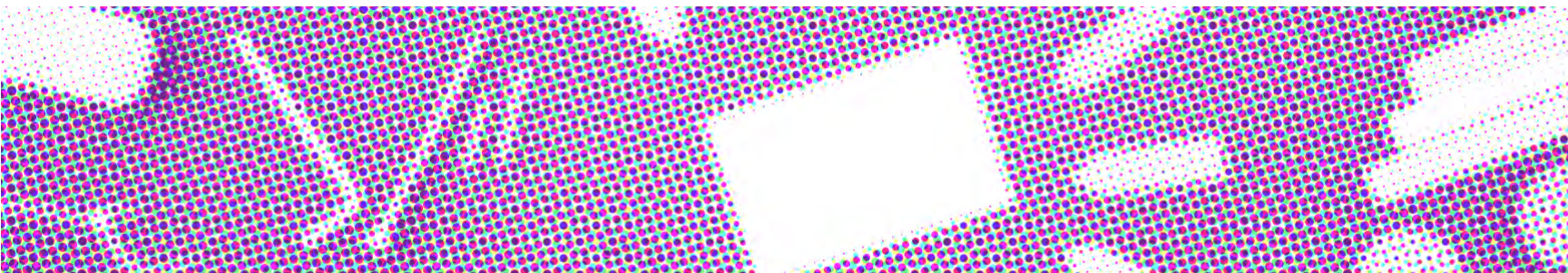
Resilience is often described as an individual attribute, but emerging evidence highlights the significance of contextual, cultural and social factors that may support individuals and communities in adapting as well (Simich & Roche, 2012). Thus, resilience is not only the outcome of individual psychological processes, but also involves the “social process that reside in relationships among people, systems and institutions at the level of families, neighborhoods, communities, and organizations, governments and transitional networks” (Kirmayer, 2014, p.vii).

INTERSECTIONALITY

Intersectionality, coined by Kimberlé Crenshaw, is a framework to understand how social identity impacts how we navigate and experience the world (Crenshaw, 1989). Intersectionality recognizes that health is influenced by multiple overlapping factors such as race, class, income, education, age, ability, sexual orientation, immigration status, ethnicity, indigeneity, and geography (National Collaborating Centre for Determinants of Health, 2016).

Intersecting identities and experiences between and within populations affect mental health. In Canada, rates of mental health problems, illnesses and disorders vary significantly between and within different immigrant groups, suggesting important intersections between immigration, race, country of origin, age at arrival, gender, income and mental health (Hyman, 2009; MHCC, 2016). Multiple layers of intersectionality need to be considered, including a person’s unique circumstances, aspects of a person’s identity, types of discrimination that a person may be subjected to and larger forces and structures that work together to reinforce exclusion.

Service providers should acknowledge the intersections that affect the mental health of newcomer service users, and be aware of the relationship between themselves and the service user, and the social location of both (MHCC, 2016). In addition, it should be acknowledged that people do not fit neatly into one identity, and that service provision, support and treatment cannot be generalized (MHCC, 2016).



PROMISING PRACTICES, TOOLS AND RESOURCES

This section highlights promising practices, tools and resources in the settlement, social and health care sectors to inform the work of service providers and organizations. It provides evidence-based research to build your knowledge; information on key models of care and frameworks to inform your work; and an outline of components that are pertinent to effective service delivery. It also discusses innovative strategies for offering appropriate and adequate care and support to better the mental health outcomes of immigrants and refugees.

EVIDENCE-BASED RESEARCH

This sub-section provides evidence-based research on the mental health of immigrants and refugees and reports on immigration trends. This section is to be used as background reading, with the aim of providing service providers with a baseline of knowledge of the current immigration context and the mental health needs and considerations for supporting immigrants and refugees.

• Immigration Trends

2022 Annual report to parliament on immigration

Immigration, Refugees and Citizenship Canada

 [Access online](#)

This report provides information on successes and challenges in welcoming newcomers to Canada. It sets out information and statistical details regarding temporary resident volumes and permanent resident admissions, and provides the planned number of upcoming permanent resident admissions. It also outlines the efforts undertaken with provinces and territories in their shared responsibility of supporting immigration, highlights efforts to support and promote Francophone immigration, and includes an analysis of gender and diversity considerations in Canada's approach to immigration.

World Migration Report 2022

International Organization for Migration

 [Access online](#)

This report contributes to understanding migration and mobility throughout the world. It presents key data and information on migration as well as thematic chapters on highly topical migration issues.

Global trends: Forced displacement in 2022

United Nations High Commissioner for Refugees

 [Access online](#)

This annual report provides statistical trends and official statistics on refugees, asylum-seekers, internally displaced and stateless persons across the globe. At the end of 2022, 108.4 million people worldwide were forcibly displaced as a result of persecution, conflict, violence, human rights violations and events seriously disturbing public order.

- **Mental health of immigrants and refugees**

Improving mental health services for immigrant, refugee, ethno-cultural and racialized groups: Issues and options

Mental Health Commission of Canada

 [Access online](#)

Improving mental health services and outcomes for immigrant, refugee, ethno-cultural and racialized (IRER) groups is a common challenge for mental health systems in high-income countries. This report, the result of several different lines of investigation and consultation, outlines a plan for service improvement. It identifies key issues that policy makers, health planners and service providers may consider when developing strategies to improve mental health services for IRER populations.

**Changing directions, changing lives:
The mental health strategy for Canada**

Mental Health Commission of Canada

 [Access online](#)

This report outlines the first mental health strategy for Canada. Drawing on the best available evidence and in consultation with people living with mental problems and illnesses, families, stakeholder organization, governments and experts across Canada, translates the gathered information into broad recommendations for action. As a result, improved mental health services and support for immigrants, refugees, ethno-cultural and racialized (IRER) groups was identified as a key priority.

The case for diversity: Building the case to improve mental health services for immigrant, refugee, ethno-cultural and racialized populations

Mental health Commission of Canada

 [Access online](#)

Building on the Issues and Options report, this report builds the case – economically and socially – for investing in culturally and linguistically appropriate and diverse mental health care for Canada’s Immigrant, Refugee, Ethno-cultural and Racialized (IRER) populations. This report offers an examination of Canadian published research on IRER peoples mental health in Canada, promising practices to better serve IRER populations and an economic evaluation of IRER mental health service use.

Immigrant, refugee, ethnocultural and racialized populations and the social determinants of health

Mental Health Commission of Canada

 [Access online](#)

This report discusses select sociodemographic trends and issues related to Immigrant, refugee, ethno-cultural and racialized (IRER) populations’ mental health and well-being, identified from 2016 Census Data. It highlights key social determinants that influence mental health, including language, income, education, unemployment and underemployment, discrimination, and hate crimes. The data shows that immigrants experience a range of equity-related issues after settling in Canada – with many having an impact on health outcomes – and it speaks to an increasingly urgent need for action.

MODELS OF CARE AND FRAMEWORKS

This sub-section outlines key models of care and frameworks to inform your work when supporting the mental health of immigrants and refugees. It provides a brief overview of each, and directs you to helpful tools, resources, and promising practices. While this is not intended to be an exhaustive list, these models of care and frameworks are selected based on evidence that shows that these are appropriate when working with immigrant and refugee populations.

• Trauma-informed care

Organizations that provide services to newcomers should be aware of trauma-informed services. Service providers should be sensitive to the effects of organized violence and plan programs in a way that recognizes there are many paths to recovery.

When service providers are trauma-informed, they do not automatically assume, for example, that every client seeking services has a biological mental illness or needs psychiatric services.

When programs are trauma-informed, clients are not inadvertently re-traumatized by policies or procedures that recreate or resemble previous traumatic events. As such, all clients can benefit from services, whether or not they choose to identify themselves as trauma survivors (Blanch, 2008).

Promising practices

Trauma-informed practice guide

BC Provincial Mental Health and Substance Use Planning Council

 [Access online](#)

The Trauma-Informed Practice Guide is intended to support the translation of trauma-informed principles into practice. Included are concrete strategies to guide the professional work of service providers assisting clients with mental health and substance use concerns.

Trauma-informed: The trauma toolkit – A resource for service organizations and providers to deliver services that are trauma-informed

Klinik Community Health Centre

 [Access online](#)

This toolkit aims to provide knowledge to service providers working with adults who have experienced or been affected by trauma. It will also help service providers and organizations to work from a trauma-informed perspective and develop trauma-informed relationships that cultivate safety, trust and compassion.

Guidelines on trauma and violence informed approaches:**For agencies serving immigrants and refugees**

Ontario Council of Agencies Serving Immigrants

 [Access online](#)

The purpose of this guide is to foster an organizational commitment to acknowledge and understand the role that trauma and violence play in the lives of people and to support a culture of learning, and building strength, resilience and capacity to create safe environments for both service users and staff.

Quick trauma informed care toolkit

Trauma Informed Care Collective

 [Access online](#)

The purpose of this toolkit is to build a better understanding of what trauma is and how it affects the thoughts, actions and behaviors of people affected by it.

The toolkit equips readers with information on how to care for themselves, and provides the basics of trauma-informed care so readers can effectively support those who have experienced the effects of trauma. This toolkit is set out in three levels

Level 1: is on self-care, stress and resilience. Level 2: focuses on the application of trauma-informed care. Level 3: provides further resources on trauma informed care. It includes TED Talks, toolkits, information from experts in the field, and evidence based journal articles.

Promising practices

- **Centre for Canadian for Victims of Torture (CCVT)**

 [Access online](#)

CCVT is a community-based organization that helps victim of torture, war, genocide and crimes against humanity. They provide treatment, tools and support that allow refugees to heal from trauma and become active community members.

- **Vancouver Association for Survivors of Torture (VAST)**

 [Access online](#)

VAST provides trauma-focused psychological counselling to refugees, group support to document symptoms of psychological trauma to support a refugee claim, referrals to health, housing and settlement services, and capacity building and education workshops on refugee mental health.

- **Anti-oppression and anti-racism frameworks**

It is important for service providers to be aware of what it means to work within an anti-oppression and anti-racism framework, and how these frameworks translate into mental health and service delivery for immigrant and refugee populations (Corneau & Stergiopoulos, 2012).

Anti-oppression can be a difficult concept to understand and is a widely debated concept. In general, an anti-oppression framework is based on the following premises (Larson, 2008):

- promotion of egalitarianism and power sharing
- understanding of one's social location and how it informs relations and practice behaviours
- challenging of existing social relationships
- participation in practice behaviours that minimize power imbalances and promote equity and
- empowerment for service users.

Resources

Antiracism toolkit

Boys and Girls Club of Canada

 [Access online](#)

This toolkit is designed to help the intended audience consider and confront racism and oppression in an active, empathetic and self-reflective way. The toolkit includes anti-racism key concepts to expand readers' knowledge on these principles, implementation guidance which provides tips and suggestions on ways to support anti-racist programming and stand-alone activities that can be implemented as needed.

An integrated anti-oppression framework for reviewing and developing policy: A toolkit for community service organizations

Springtide Resources and United Way Greater Toronto

 [Access online](#)

This toolkit was created to support community service organizations to consistently integrate their anti-oppression learning into practice. The aim of the toolkit is to help organizations review and consider changes to policies to ensure that they are equitable for all employee and members, and for their community. It includes suggestions and checklists designed to help foster discussions allowing for an application of an anti-oppression analysis to current policies.

MANSO Anti-racism Framework 2022

Manitoba Association of Newcomer Serving Organizations (MANSO)

 [Access online](#)

The framework is a tool to support MANSO's members in collective learning, planning, and action to address systemic racism within their organizations, the sector, and beyond. While it invites collaborative work among member agencies, it also offers guidance for individual settlement service providers.

The Framework includes:

- Nine Calls to Action
- Best practices for how to work toward each Call to Action
- Tips for how to implement the best practices

Health equity impact assessment. Immigrant populations supplement

Ontario Ministry of Health and Long-Term Care

 [Access online](#)

This is a supplement to the Health Equity Impact Assessment (HEIA) template and workbook. It set out what needs to be considered when applying the HEIA tool to immigrant and refugee populations. It assists users in identifying relevant immigrant populations and collaborating with newcomer communities to improve policy and program development.

Promising practices

Anti-racist organizational change: resources & tools for nonprofits

CommunityWise Resource Centre

 [Access online](#)

CommunityWise undertook an anti-racist organizational change project to strengthen their capacity and increase support for member organizations to address structural racism and create greater racial equity, diversity and inclusion.

This resource discusses how the anti-racist organizational change project began, provides resources, and offers guidance on how other nonprofits can start their own anti-racist organizational change process.

Deeper anti-racist organizational change: more tools & resources

Alberta Association of Immigrant Serving Agencies and
CommunityWise Resource Centre

 [Access online](#)

This deeper change toolkit is a companion to the resource above. It goes in-depth on topics such as race awareness, white normativity, and intersectionality. It includes tools to raise awareness of race and social location, unpacking organizational culture, racial caucusing, and creating more accountable spaces.

• Cultural humility and safety

Cultural humility is a lifelong process of self-reflection and learning to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience (First Nations Health Authority, 2019).

Cultural humility is a building block for cultural safety. It is an overarching principle that is threaded through our learning and acts as the process by which change can occur (Northern Health Indigenous Health, 2019).

Originating in New Zealand in the field of nursing education, cultural safety has become an influential perspective in developing better health care for Indigenous people (Ward, Branch & Fridkin, 2016). Cultural safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the health care system. It results in an environment

free of racism and discrimination, where people feel safe when receiving health care (First Nations Health Authority, 2019). People are supported to draw strengths from their identity, culture and community (Northern Health Indigenous Health, 2019).

Although the resources and promising practices do not speak directly to service provision specific to immigrant and refugee populations, the same principles can be integrated into your work and practice

Promising practices

Culturally Connected
 British Columbia Children’s Hospital and
 British Columbia’s Women’s Hospital



This approach brings together cultural humility and health literacy to help service providers and their clients develop a shared understanding of each other’s values, beliefs, needs, and priorities.

Policy statement on cultural safety and humility
 First Nations Health Authority



This document outlines the First Nations Health Authority’s view on creating cultural safety and humility in the health care system. It builds a common understanding of cultural safety and humility, communicates its views with health partners and provides recommended actions to embed cultural safety into the health system across multiple levels. Although this is specific to supporting First Nation’s populations, its principles are applicable to service provision with immigrants and refugees.

Promising practices

**Battered Women’s Support Services,
 Indigenous Women’s Program**



The Indigenous Women’s Program currently offers support programs and groups at in partnership with other organizations. The Indigenous Women’s support workers use traditional healing practices while working with women survivors of trauma and colonization.



SERVICE DELIVERY

This sub-section identifies key components that can be improved and implemented in order to make service delivery seamless, timely, and appropriate for supporting the mental health of immigrants and refugees. This includes a one-stop hub model of service delivery; ensuring a connection is established to primary care soon after arrival; the establishment of community partnerships; information and resources on the promotion of mental health; the need for interpretation services; health care coverage for immigrant and refugee populations; and, the importance of self-care for service providers.

• One-stop hubs

Immigrants and refugees often experience various barriers in accessing adequate and timely mental health services. In many cases, services are fragmented and compartmentalized, which results in service users being transferred back and forth across systems (CDCD, 2010). This becomes inconvenient, time consuming and costly for the service user, ultimately resulting in their needs going unmet (CDCD, 2010).

A good model of service delivery follows an integrated approach, whereby organizations collaborate to deliver programs and services in the form of joint programming or co-location (CDCD, 2010). This model allows for: a single point of access for a variety of services; a space that can be accessed easily by public transit; flexible hours of operation; a space for child-care if needed; and, a place to build a social network. A one-stop hub facilitates integration between programs and services that have traditionally been implemented independently, resulting in seamless service provision (CDCD, 2010).

This model includes:

- **Community hubs** (e.g. Youth Wellness Hubs) are public spaces that allow local residents to access programs, services and community spaces in a single location.
- **Community health centres** (e.g. Regional Connections Wellness Centres and Mount Carmel Clinic) deliver primary care services through a collaborative team approach, and integrate health promotion programs, illness prevention programs, community health initiatives and social services focused on housing, food security, employment etc.
- **Welcome centres** (e.g. Immigrant Services Society of BC), which are based on a service delivery model that is holistic and flexible – providing a broad range of cross-sector services and expertise to new immigrants and refugees under one roof.

Promising practices

• Youth Wellness Hubs

 [Access online](#)

This initiative consists of integrated service hubs across Ontario to address the existing gaps in the youth mental health service system. Twenty-two are established to serve as fully integrated “one-stop-shops” for youth aged 12-25, to address their needs related to mental health, substance use, primary care, education/employment/training, housing and other community and social services.

• **Regional Connections Welcome Centres**

 [Access online](#)

Regional Connections’ one-stop Welcome Centres are in four smaller, rural Manitoba communities and provide itinerant and remote supports to neighboring towns and villages. One of the key elements of Regional Connections’ success is that each site acts as one-stop-shop service hubs. This model enables a full scope of immigrant and refugee settlement services in rural communities that would otherwise have limited newcomer supports. Services include critical case management provided by social workers and a mental health counsellor. Strategic partnerships with medical clinics facilitate primary care access and additional mental health support.

• **Mount Carmel Clinic**

 [Access online](#)

The first Community Health Centre, established in Winnipeg, continues to provide not only primary care services, but also programs that seek to address the social determinants of health. This centre works to adapt its programs to respond to the unique needs of its service users.

• **Immigrant Services Society of BC**

 [Access online](#)

A one-stop support centre, located in Vancouver and Surrey, offers a wide variety of services to meet the immediate needs of newcomer immigrants and refugees. immigrant services hub located in Vancouver It also partners with organizations in order to provide a unique avenue for connecting newcomers with local and broader communities.

• **Connecting to primary care**

It is important to connect immigrants and refugees to primary health care as soon as possible after arrival. Being connected with a primary care provider is essential as primary care providers have a better understanding of the needs of their patients compared to the shorter-term, problem-specific interactions clients encounter in acute care. In addition, prompt access to appropriate mental health interventions improves outcomes and decreases the need for more costly interventions later on, such as hospitalization (Gardner, 2008).

Resources

Innovations to champion access to primary care for immigrants and refugees
Wellesley Institute

 [Access online](#)

To promote good health and address their health care needs we need to ensure immigrants and refugees to Canada have the best possible access to primary care and preventative care services. This article outlines three promising practices and strategies to improve access to primary health care.

Promising practices

- **Women's College Hospital Crossroads Clinic**

 [Access online](#)

The Crossroads Clinic complements the long-standing work being done in neighbourhood community health centres. They provide comprehensive medical services to newly arrived refugee clients for their first two years in Toronto. The medical team has previously worked with hundreds of newly arrived refugees and is very familiar with the refugee process and all the stresses and challenges that it involves. They provide a range of services and connect clients to a family physician after two years.

- **Mosaic Refugee Health Clinic**

 [Access online](#)

The Mosaic Clinic in Calgary provides primary and multi-specialty care services including women's, children's, and family health, mental health and transition services. They recommend other health services as needed, and they connect clients to a family physician in the community after two years.

- **Community Airport Newcomers Network:
Vancouver International Airport**

 [Access online](#)

This network strives to facilitate the pre-settlement of all immigrants arriving in Canada at the Vancouver International Airport by offering individualized reception, orientation, information, and referrals. The one-time service offered at the airport aims to help newcomers gain a better understanding about the first steps to take to settle in Canada by providing them with information and referring them to other organizations. If immigrants and refugees are unable to connect immediately with primary care, initiatives such as these, ensure that these populations are at least able to connect to services that can then make appropriate referrals as soon as possible.

- **Partnerships**

Establishing strong partnerships can promote wellness and prevent illness among immigrant and refugee groups in Canada. Partnerships can help by increasing early recognition of mental health problems, adopting a variety of treatment modalities and improving the retention of clients in treatment (Rogers & Robinson, 2004; Trainor et al., 1999). The barriers immigrants and refugees face in accessing and receiving appropriate and timely mental health services are largely systematic. In addition, the social determinants of health affects individuals at and across different levels of society (Dahlgren & Whitehead, 1991). Similarly, programs for promoting mental health and preventing mental illness that intervene at multiple levels have a greater change for success (Strader et al., 2000). In response, partnerships between organizations are essential in increasing the capacity to respond to needs and issues faced by immigrants and refugees.

For example, for individuals and groups to whom religion is important, it may be helpful to consider partnerships that include faith leaders. Partnering with religious and faith leaders can help establish connections with hard-to-reach immigrant and refugee communities. Places of worship are trusted, easily accessible and often prominent in the lives of immigrant and refugee groups (Chaze et al., 2015; Lee et al., 2008; Williams et al., 2014). They can provide spaces for people living with mental health problems as they are seen as sacred and offer physical, social, and spiritual/emotional support (Agyekum & Newbold, 2016; Griffith et al., 2016; Lee et al., 2008; Williams et al., 2014).

Resources

Local immigration partnerships handbook

Citizenship and Immigration Canada

 [Access online](#)

This handbook is intended to assist communities, organizations and governments in establishing Local Immigration Partnerships (LIPs) as a means of planning and coordinating at the local level with municipal, provincial/ territorial and federal involvement.

Faith and settlement partnerships: Setting immigrants and Canada up for success

Centre for Community Based Research

 [Access online](#)

This report outlines a two-year project that aimed to study the partnerships among faith-based and government-funded settlement organizations. The aim is to determine how these partnerships can better lead to positive settlement outcomes for newcomers, and ultimately benefit Canadian society.

Promising practices

Peel Service Collaborative

 [Access online](#)

Many youth experiencing mental health or substance use issues seek help from informal supports such as faith leaders; these supporters indicated they needed to build their skills and knowledge to better understand mental health issues and help youth seeking assistance. The Peel Service Collaborative designed an intervention designed to bridge the gap between formal and informal mental health and addiction supports and build a system that better serves the needs of a diverse population.

The Ottawa Local Immigration Partnership (OLIP)

 [Access online](#)

The OLIP is a multi-sectoral partnership involving 60 local organizations working on a shared vision and common priorities. They build local capacity to attract, settle, and integrate immigrants in five sectors: education, economic integration, health and well-being, language and socio-civic integration. Partners include the City of Ottawa, local universities and colleges, the four school boards, employers and employer associations, settlement, social, and health service providers, and regional planning bodies.

- **The Ottawa Local Immigration Partnership (OLIP)**

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- **West-End Non-Insured Walk-In Clinic**

 [Access online](#)

Established in response to the increase of vulnerable populations not having access to appropriate and adequate health services, this partnership of seven Toronto community health centres and local midwives offers confidential health care services at no charge.

- **Mental health promotion**

The mental health needs of immigrant and refugee communities are diverse, and mental health promotion strategies and solutions need to account for this diversity. Growing evidence shows that the best results are achieved by initiatives that target specific groups and settings, including in the home, school, workplace and community (MHCC, 2012).

The **Ottawa Charter for Health Promotion** (Government of Canada, 1986) identifies five action areas that are essential for health promotion strategies. A mental health promotion strategy should:

- build healthy public policy
- create supportive environments
- develop personal skills
- strengthen community action
- reorient health services

Resources

- **Culture counts: A roadmap to health promotion**

Centre for Addiction and Mental Health

 [Access online](#)

This guide is intended for service provider working agencies or organizations who are undertaking health promotion initiatives with ethnocultural communities. It focuses on breaking down the barriers between ethnocultural communities and effective health promotion in mental health and substance use. It provides basic steps and background with links to other online resources.

Best practice guidelines for mental health promotion programs: Refugees

Centre for Addiction and Mental Health

 [Access online](#)

This resource provides health and social service providers with current evidence-based approaches in the application of mental health promotion concepts and principles for refugees. It is intended to support practitioners, caregivers and others in incorporating best practice approaches to mental health promotion initiatives or programs directed toward refugees.

Mental health promotion guide for agencies serving immigrants and refugees in Ontario

Ontario Council of Agencies Serving Immigrants

 [Access online](#)

This guide will help agencies in the immigrant and refugee serving sector to develop a common set up policies and practices that promote refugee client's mental health. It explores the role of settlement agencies and the role of front-line staff at settlement agencies in promoting client's mental health, as well as makes recommendations for policies and practice to optimize this promotion.

Promising practices

The Opening Doors Project

Canadian Mental Health Association

 [Access online](#)

This program uses unique story-telling techniques in presenting workshops to agencies and the community, which are aimed at strengthening, fostering and cultivating healthier communities in Ontario. It is particularly beneficial to newcomers in Canada, mental health survivors and mental health service providers.

Community Programs

Hong Fook Mental Health Association

 [Access online](#)

The overall goal of Hong Fook's Community Programs is to build community capacity through empowering individuals with the knowledge of mental health and resources so that they can play a more active role when it comes to their mental health. Programs aim to build community capacity by providing accurate information to reduce stigma, advocating for equal access to mental health services, and encouraging community participation.

Mental health promotion within immigrant and refugee communities

Here to help

 [Access online](#)

A coalition of seven agencies developed the website that provides information about mental health promotion initiatives. A number of these resources are dedicated to the mental health needs of immigrants and refugees.

• Interpretation

Communication is paramount when it comes to accessing mental health care services, communicating symptoms of distress and receiving adequate support and treatment. Compromised communication can have an impact on a client's mental health. The client can receive inappropriate treatment, may not have a clear understanding of their diagnosis, may use mental health services less often, and may be less satisfied with the care they received. As many studies indicate, the use of trained interpreters is the most effective approach in improving access to care, the accuracy of diagnosis, and treatment outcomes (Brisset et al., 2013).

Resources

• MOSAIC (British Columbia)

 [Access online](#)

Coordinates over 300 language specialists working in more than 80 languages to provide public and private sectors with professional interpretation and translation services.

|| The Interpretation and Translation Centre

Immigrant Services Calgary (Alberta)

 [Access online](#)

Offers services in over 85 languages, translating documents and providing interpreters to support newcomers and organizations.

|| Language Bank services

Immigrant Centre Manitoba

 [Access online](#)

Has over 400 translators registered with them, with over 50 different languages.

• Nova Scotia Interpreting Services

 [Access online](#)

Offers consecutive in-person and telephone interpreting services to hospitals, government departments and other organizations.

• Access Alliance Language Services (Ontario)

 [Access online](#)

Provides translation services, and face-to-face and remote interpretation services to a diverse range of public sector organizations.

• Health care coverage

As a service provider, it is important to be aware of health care coverage options for different immigrant and refugee populations you may work with. In different provinces and territories, eligibility and waiting periods for coverage may differ.

Resources

Interim federal health program: Summary of coverage

Government of Canada

 [Access online](#)

This website provides information on the Interim Federal Health Program – the federal healthcare coverage initiative for refugees in Canada. It provides details about overseas coverage, in-Canada coverage, and has links where you can consult the IFHP benefit grids.

Health insurance for immigrant and refugee families

Kids New to Canada

 [Access online](#)

This website provides detailed information on health insurance for permanent residents, refugees and refugee claimants, and uninsured children. It also provides external links where you can gather information tailored to your specific needs.

• Self-care

To manage their mental health and well-being, service providers should be aware of the conditions that may affect them and how to avoid these conditions and/or mitigate their effects. Service providers may experience compassion fatigue, burnout or vicarious trauma – all of which have varying risk factors and signs/symptoms. If persistent and severe symptoms of distress are experienced, to the degree it impairs functioning, it may be time to seek help for burnout, secondary trauma or compassion fatigue. Self-awareness and self-care strategies are key to preventing and managing these conditions.

Resources

Guidebook on vicarious trauma:

Recommended solutions for anti-violence workers

Health Canada

 [Access online](#)

This guidebook is written to promote individual, professional and organizational solutions to support service providers in a helping profession. All service providers who are exposed to the trauma inflicted on others may benefit from the solutions proposed in this guidebook.

Taking care of yourself: A brief guide for UNHCR fieldworkers

United Nations High Commissioner for Refugees

 [Access online](#)

This document outlines what responses to stress may look like and identifies key coping strategies that can be implemented. Although this is designed for UNHCR fieldworkers, all of this information is transferrable to the settlement, social and health service sector.

Professional Quality Of Life Scale [Access online](#)

This is a validated, 30-item self-report designed for those in the helping professions. It provides ratings for compassion satisfaction/fatigue, burnout and secondary trauma.

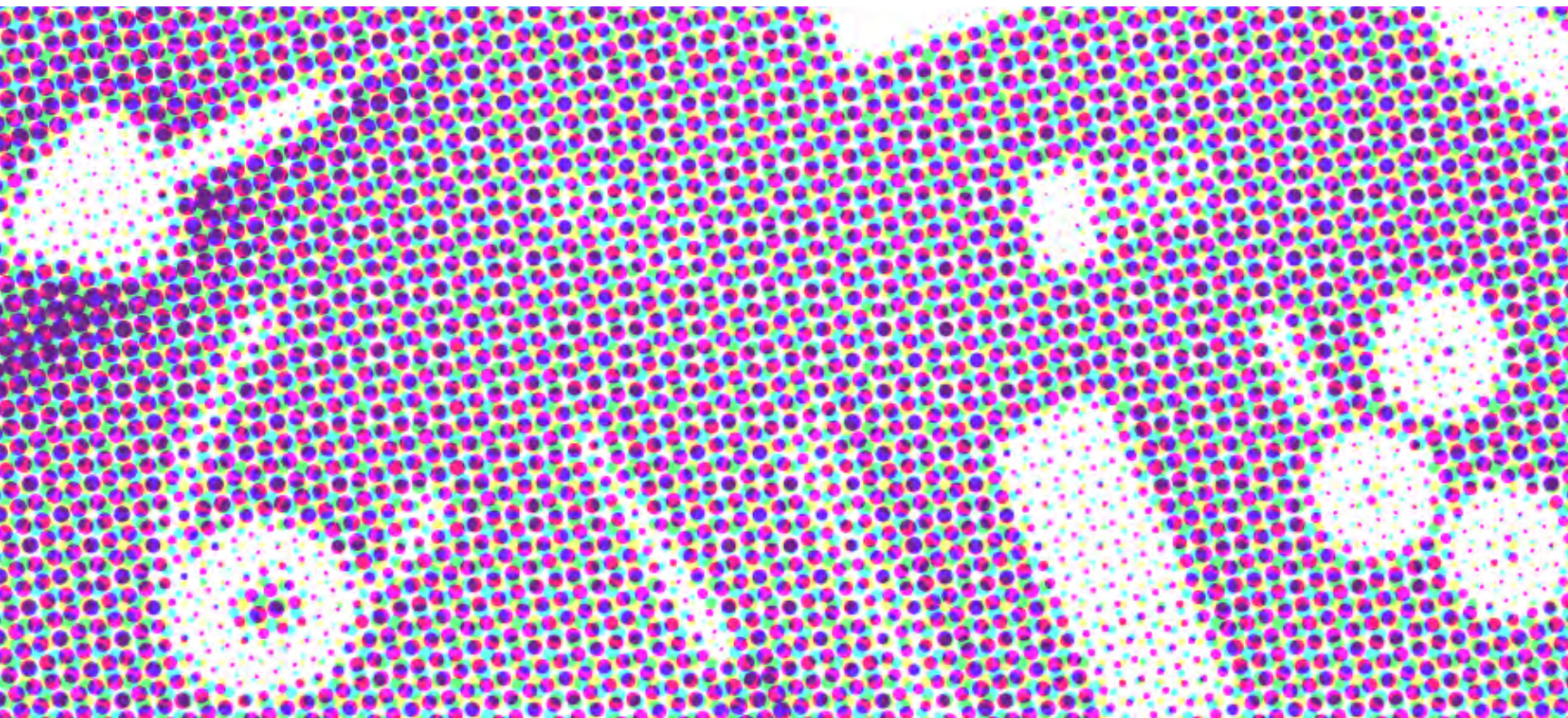
Note: this is a screening tool, not a diagnostic test. It presents a snapshot of the user's situation at a particular moment and can be repeated over time to provide insight into how the user is coping with the psychological challenges of work.

Maintain: strengthening our collective care

Sexual Violence New Brunswick

 [Access online](#)

This resource discusses care for service providers from an organizational level. While it recognizes the importance of self-care, it focuses on collective care, which acknowledges the impacts of trauma-exposed work and requires organizations to create a culture where care for individual helpers is a shared responsibility. This support is embedded in the policies and procedures of the organization. It fosters a partnership between the organization and the people who do its work, ensuring opportunities for self-care are created and supported.



EVALUATION

The growth of any program requires the honest assessment of where that program is at the present, and that is where evaluation comes in. Program evaluation is the process of looking at the goals and desired outcomes of a program and critically assessing how well it is reaching those goals.

Evaluation is an iterative process that any program can benefit from throughout virtually any stage of that program's life.

WHY EVALUATE?

Evaluation tells the story behind your success.

Even if your program has met its goals, the pathway of that success is valuable knowledge for improving the efficiency of your program. By pinpointing the most impactful components of your program and eliminating components that have little to no impact, you can improve the services being offered to your target population while optimizing use of your resources. Further, understanding what components make a program successful will allow you to replicate that success in other projects and share that knowledge with others in the community.

Evaluation is essential for improving equity

The World Health Organization defines equity as, "the absence of avoidable or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, or geographically" (WHO, 2017). At the heart of equity is ensuring that there are no differences in the accessibility, quality and outcomes of your program for different people groups. Evaluation enables equity by equipping you with the necessary knowledge on who is accessing your services, what their experiences are like, and the outcomes of your services for the population you serve.

This information will tell you if your programs are not serving a particular sector of the population you serve. For instance, if you have no one from the LGBTQ community accessing your service, but they account for 5% of the population in your service area, it is worth considering why that is the case and how you could increase the accessibility of your services for that group. If people are having differential experiences when accessing your services, then it would be worth finding out why. For instance, perhaps clients who do not speak English rate having a poorer experience when accessing service; it might then be worth considering interpretation services or translating materials.

Evaluation demonstrates impact

Evaluation allows you to see the impact and progress of your program, which can be shared with staff, shareholders, and the public. This will allow you to attract and retain good staff, keep stakeholders and funders engaged, and grow in your public support.

WHAT MAKES GOOD EVALUATION?

Evaluation tells the story behind your success.

A good evaluation will capture multiple stakeholder perspectives, is adapted to your program needs, and can be replicated with the same findings.

Good evaluation includes multiple stakeholder voices

When it comes to evaluation, every voice matters and is useful for creating a holistic image of your project. It also protects your evaluation from the bias that can be created by more dominate or vocal stakeholders. Key stakeholder groups to think about when conducting your evaluation include: (1) those who are served or impacted by the program, (2) those involved in the day-to-day operations of your program, and (3) those who have an interest in the evaluation findings.

Once size does not fit all

Good evaluation is tailor fitted for your program. Your project will have unique goals, objectives and pathways to those goals/objectives. It can be useful to use evaluation plans from similar projects as a starting point, but it is important to then make adaptation based on how your program operates.

Replicability is key

Good evaluation aims at being specific, rigorous, and unbiased enough that it can be replicated with the same conclusions being reached. Designing your evaluation with replicability in mind requires high quality evaluation design, data-collection methods, and analysis so as to limit bias and potential inaccuracy. Rigorous evaluation that can be replicated can also garnish greater confidence in evaluation findings among stakeholders.

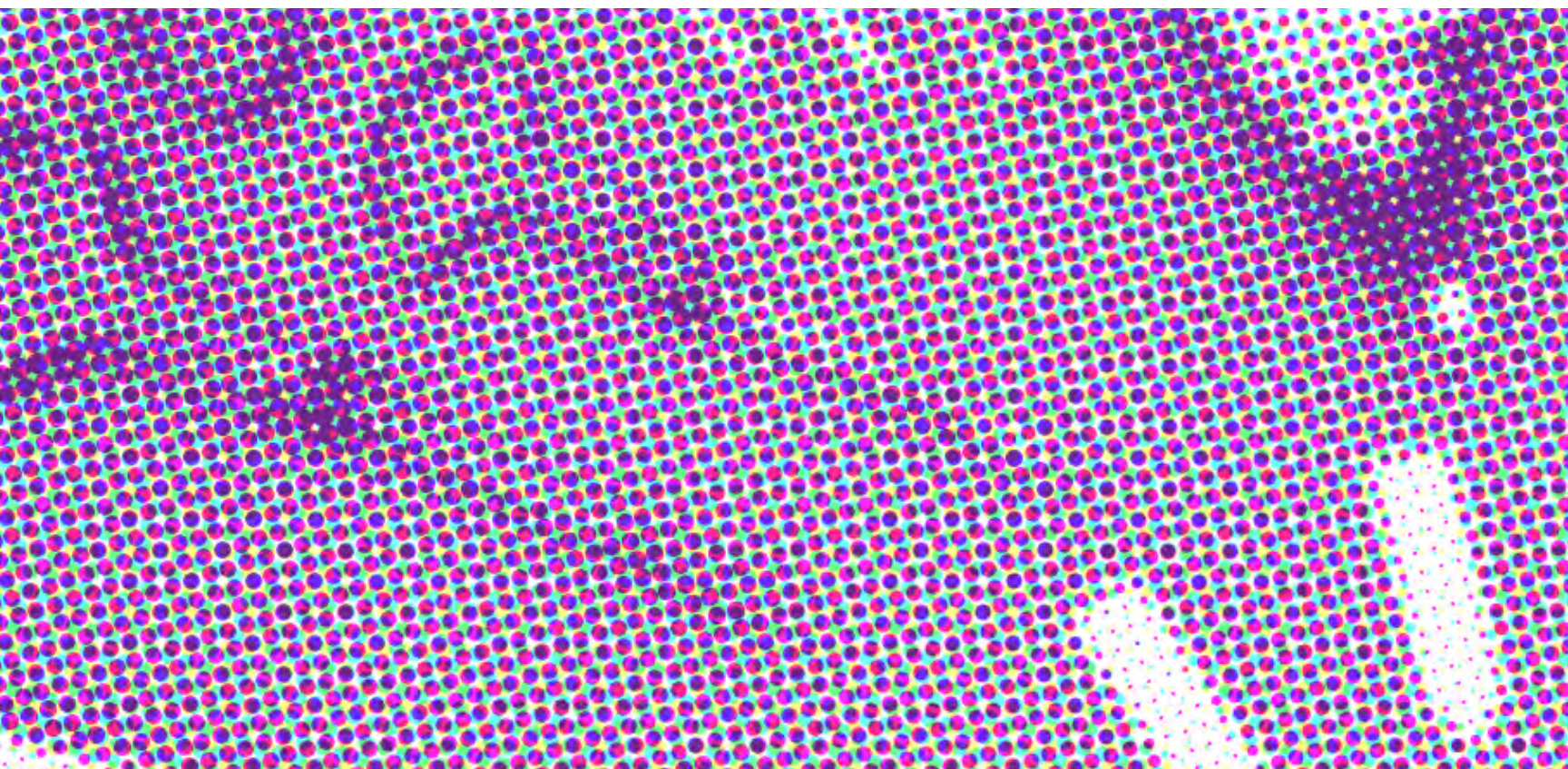
WHY COLLECT INFORMATION ON THE PEOPLE WE SERVE?

The Government of Canada collects a population Census every five years, why? It is essential to track changes in who are in Canada, where people reside, and properly inform communities for the planning of services. This need is also essential to organizations, programs and services, if you know who you currently serve, and whom you do not it can help you track changes in who access your programs, and to plan programs accordingly. If a service does not ask the questions, you cannot know whom you are serving and whom you are failing to provide support to with your programing. Proper collection of socio-demographic data can provide organizations with a wealth of information, allow them to provide targeted support services and implement changes to address inequities in access, and outcomes.

Despite knowing this the collection of socio-demographic information is scattered and fragmented, often because it is believed the public feels asking these questions is intrusive or discriminatory. However, research has found that the public see the value in collecting this information (Baker et al., 2005, 2007; Quan et al., 2006) especially when the reasons are explained and the person asking the questions is someone they trust (IOM, 2009), or if the person fills out the form themselves.

An example

The TRI+ Study in Toronto found medical patients in 5 different programs across four healthcare organizations willingly provided socio-demographic information, especially when they understand the purpose of the survey (Wray et al., 2013). However, staff level of understanding and comfort are key to the success of data collection (Wray et al., 2013). Provide staff with the big picture of the purpose for this information, we need to know who we serve, we need to know how well we are serving the distinct different populations we provide services to, and are we failing/missing to serve people we expect we should be serving. Do the people we already serve need special programs that we could not have realized/know without collection this information? Talking to staff, laying this groundwork and providing training supports greater uptake of data collection, but ensure that you feedback the results of the collection as well as the changes implemented/planned as a result of the data collection (Wray et al., 2013). Research at St. Michael's Hospital using socio-demographic data has found disparities in the rates of cancer screening among lower income individuals (Lofters et al., 2017) and for trans people (Kiran et al., 2019). At the time of the publication St. Michael's was developing a new electronic management record form to summarize trans patients' cancer screening and integrate better monitor of trans peoples' screening rates (Kiran et al., 2019). Data can be a powerful tool to influence significant system changes.



GLOSSARY OF TERMS

- **Adjustment disorder**

The presence of emotional or behavior symptoms that occur within three months of the onset of an identifiable stressor.

- **Bisexual**

A person who is emotionally, physically, spiritually and/or sexually attracted to people of more than one gender, though not necessarily at the same time.

- **Cis/Cisgender**

A person whose gender identity is the same as the sex they were assigned at birth. The term also includes the understanding that a person's gender identity, role, expectations and expression conform to society's expectations of the gender associated with their biological sex and anatomy.

- **Client**

The term "client" is used instead of "patient", "consumer" or other terms.

- **Ethnic origin**

Ethnic origin is generally used by the Government of Canada to refer to the ethnic or cultural origins of a person's ancestors. Ethnic origin does not refer to citizenship, nationality, language or place of birth.

- **Gay**

A person who is emotionally, physically, spiritually and/or sexually attracted to the same gender. The word can refer to men or women, although some women prefer "lesbian." It is sometimes used as an umbrella term for the LBGTQ2+ community.

- **Gender binary**

A social system whereby people are thought to have either one of two genders: "man" or "woman." These genders are expected to correspond to birth sex: male or female. In the gender binary system, there is no room for living between genders or for transcending the gender binary. The gender binary system is rigid and restrictive for many people whose sex assigned at birth does not match up with their gender, or whose gender is fluid and not fixed.

- **Genderqueer**

Individuals who do not follow gender stereotypes based on the sex they were assigned at birth. They may identify and express themselves as "feminine men" or "masculine women" or as androgynous, outside of the categories "boy/man" and "girl/woman." People who are gender non-conforming may or may not identify as trans or transgender.

- **Government Assisted Refugees (GARs)**

GARs are refugees, from the Convention Refugees Abroad Class, whose initial resettlement in Canada is supported by the Government of Canada or the Government of Quebec.

- **High context culture**

In high-context cultures, such as Chinese culture, other communicative cues such as body language, the understanding of unspoken rules and even silence have a more important role to play in communication. The message is not as much in the spoken word as it is embedded in the context. There is more emphasis on what is left unspoken and more responsibility on the listener to interpret the meaning.

- **Immigrant**

The Canadian government defines immigrants as "persons residing in Canada, who were born outside of Canada, excluding temporary foreign workers, Canadian citizens born outside Canada and those with student or working visas". There are times when the term "immigrants" is included in the "refugee" classification and vice versa.

- **Incidence risk ratio**

Refers to the risk of a new event of psychosis occurring during the timeframe for the population in question, compared to the risk of a new case of psychosis occurring in the comparison group.

- **Intersex**

A person born with reproductive systems, chromosomes and/or hormones that are not easily characterized as male or female. This might include a woman with XY chromosomes or a man with ovaries instead of testes. Intersex characteristics occur in one out of every 1,500 births. Typically, intersex people are assigned one sex, male or female, at birth. Some intersex people identify with their assigned sex, while others do not, and some choose to identify as intersex. Intersex people may or may not identify as trans or transgender.

- **Lesbian**

A woman who is emotionally, physically, spiritually and/or sexually attracted to women.

- **LGBTQ2S+**

Stands for lesbian gay bisexual trans queer 2-spirit etc. The use of this term is not intended to be exclusive; it is recognized that terminology for sexual orientation or gender identity (SOGI) can vary by region and community, and across time and place (Hall & Sajnani, n.d.).

- **Low context culture**

In low-context cultures, such as American culture, communication occurs predominantly through explicit statements. The message is in the spoken word. Silence and pauses are usually perceived as either signs of agreement or a lack of interest.

- **Mental Disorder**

Mental disorders (also called mental illnesses) are characterized by alterations in thinking, mood or behaviour (or some combination thereof) associated with significant distress and impaired functioning.

- **Mental Health**

The World Health Organization defines mental health as "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community".

- **Mental Illness**

Mental illnesses (also called mental disorders) are characterized by alterations in thinking, mood or behaviour (or some combination thereof) associated with significant distress and impaired functioning.

- **Migrant**

A person who is outside their country of origin.

- **Newcomer**

An immigrant or refugee who has been in Canada for less than five years.

- **People with disabilities**

People with disabilities include "those who have long-term physical, mental, intellectual or sensory impairments [by illness, injury or wounds] which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others" (United Nations [UN], 2006).

- **Permanent Residents**

A permanent resident is a person who has been granted permanent resident status in Canada, but is not a Canadian citizen.

- **Queer**

Formerly, a derogatory slang term used to identify LGBT people. Some members of the LGBT community have reclaimed queer as an identity and use it to describe their sexual orientation and/or gender identity.

- **Racialized**

The Ontario Human Rights Commission describes people as "racialized person" or "racialized group" instead of the terms "racial minority," "visible minority," "person of colour" or "non-White," as "racialized" expresses race as a social construct rather than as a description based on perceived biological traits.

- **Refugee**

The United Nations Convention relating to the Status of Refugees defines a refugee as someone who, "owing to a well-founded fear or being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country". There are times when the term "immigrants" is included in the "refugee" classification and vice versa.

- **Temporary Resident**

A temporary residence is a person who has permission to remain in Canada on a temporary basis. The three main types of temporary residence are: (1) visitors, (2) students, and (3) workers.

- **Transgender**

An umbrella term that describe people with diverse gender identities and gender expressions that do not conform to stereotypical ideas about what it means to be a girl/woman or boy/man in society. "Trans" can mean transcending beyond, existing between, or crossing over the gender spectrum. It includes but is not limited to people who identify as transgender, transsexual, cross-dressers or gender non-conforming (gender variant or gender-queer). Trans identities include people whose gender identity is different from the gender associated with their birth-assigned sex. Trans people may or may not undergo medically supportive treatments, such as hormone therapy and a range of surgical procedures, to align their bodies with their internally felt gender identity.

- **Transsexual**

A person whose gender identity differs from their sex assigned at birth. They may or may not undergo medically supportive treatments to align their bodies with their gender identity, such as hormone therapy, sex reassignment surgery or other procedures or changes.

- **Two-spirit**

A term used by Indigenous Peoples to describe from a cultural perspective people who are gay, lesbian, bisexual, trans or intersex. It is used to capture a concept that exists in many different Indigenous cultures and languages. For some, the term two-spirit describes a societal and spiritual role that certain people played within traditional societies. They were often mediators, keepers of certain ceremonies and transcended accepted roles of men and women by filling a role as an established middle gender.

- **Violence against women**

The United Nations Declaration on the Elimination of Violence against Women (1993, Article 1) defines violence against women as "any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivations of liberty, whether occurring in public or in private life."

- **Visible Minority**

Persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.

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