

Integrating Mental Health Promotion Guidelines into Case Management for Immigrants and Refugees: Programmatic and Frontline Perspectives

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Mental Health Promotion Guide for Agencies Serving Immigrants and Refugees in Ontario

OCASI Symposium on Mental Health Promotion

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Conversation

- **Background**
 - About Madison Community Services
 - The Recovery during Immigration and Settlement (RISE)
- **Connecting the Dots**
 - What is Mental Health?
 - Wellness – Canadian Mental Health Commission
 - Social Determinants of Health
 - Recovery Model
- **Mental Health Supports and Services**
- **Resources**
- **Your thoughts**



Background





OUR PIONEERING HISTORY

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Did you know?

Madison....

- Has been operating since 1977– for 40 years
- Was one of the first community-based supportive housing agencies in Toronto/Ontario
- Was founded by a small group of social workers from the Queen Street Mental Health Centre (now CAMH) to address the critical need for ex-psychiatric patients to have housing and supports when discharged.



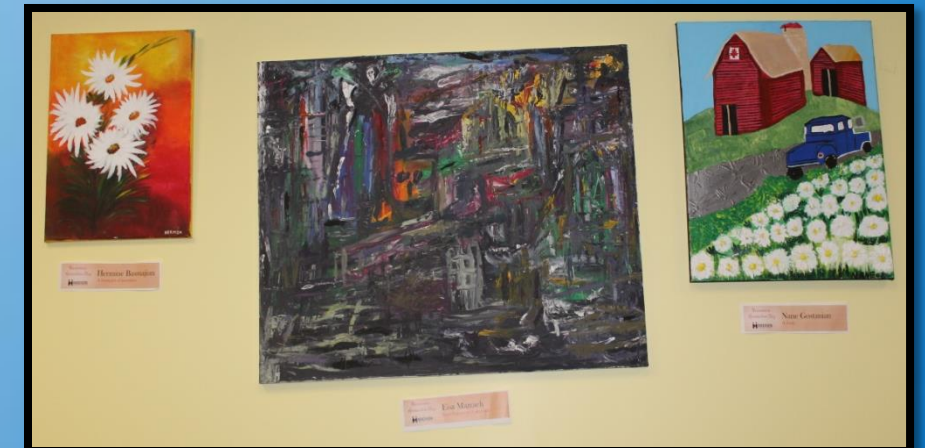


MADISON'S PROGRAMS AND SERVICES

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Madison provides...

- **Case Management Services**
 - TC-LHIN
 - Mood and Anxiety Program (CAMH)
 - IRCC - RISE
- **Supportive Housing**
- **High-support Housing Partnership Program**
 - CAMH, LPM, Madison Community Services
- **Specialized Programming:**
 - Art Expressions Program
 - Women's Solution-focused Dance Group
 - Hispanic Peer Support Programs
 - Social-Recreation Program
 - Equitable Bank – Bill Walker Memorial Madison Client Educational Bursary
- **Client Vocational Program**
 - Clerical
 - Landscaping



Madison partnerships...

- CAMH Mood and Anxiety Program
- UHN – Toronto Western
- Lansdowne Property Management (LPM)
- Fred Victor Concurrent Disorders Support Services (CDSS) Program
- St. Clare's Multifaith Housing
- Mainstay Housing
- Toronto Mental Health and Addictions Supportive Housing Network
- IT Integration System
- IRCC



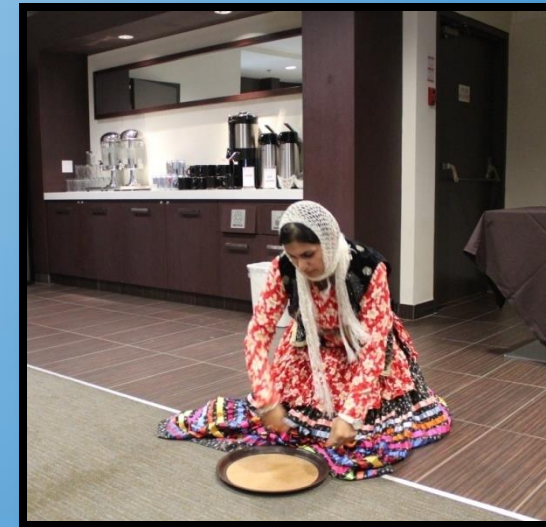
What is Recovery During Immigration and Settlement (RISE)?

- In 2011, RISE was funded by Immigration, Refugees, Citizenship of Canada (IRCC) to bridge the gap in services for newcomers with mental health challenges
- Many of our clients are refugees from war-torn countries
- The program stemmed from the understanding that newcomers face barriers and difficulties during their settlement process
- The barriers and difficulties faced by newcomers is substantially increased for those with mental health challenges
- RISE also provides support services to meet the mental health needs of our clients



Who we Serve

- **Top 3 Countries :** Iran Syria Iraq
- **Top 3 Languages :** Arabic Farsi Dari
- **Top 5 Needs:**
 1. Financial / Income Support
 2. Housing
 3. Education / Employment
 4. Language
 5. Community Connections/Social Support



Connecting the Dots

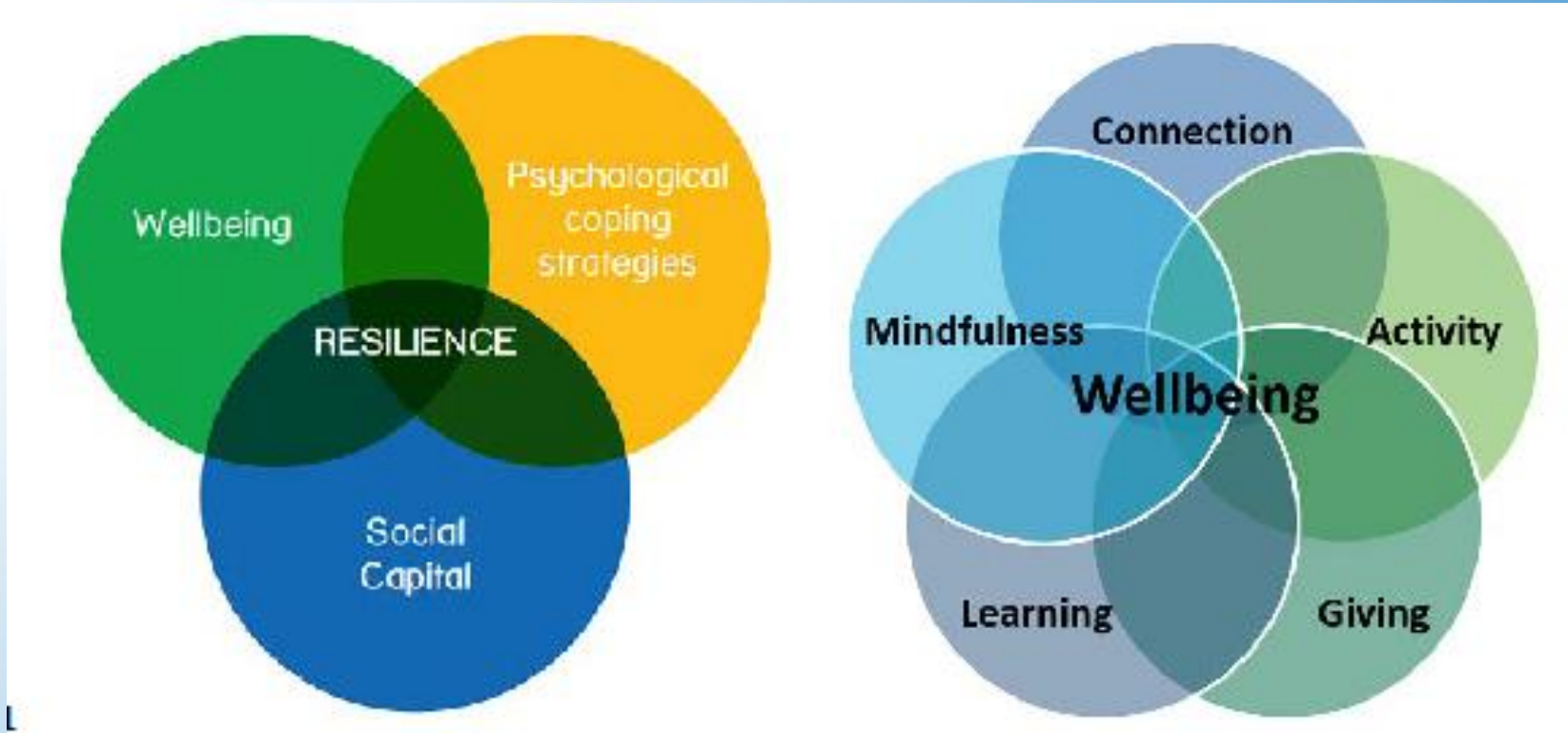


What is Mental Health?





Effective Interactions for Wellness



Agic, B., McKenzie, K., Tuck, A., & Antwi, M. (2016). *Supporting the Mental Health of Refugees to Canada* – Report Prepared for the Mental Health Commission of Canada

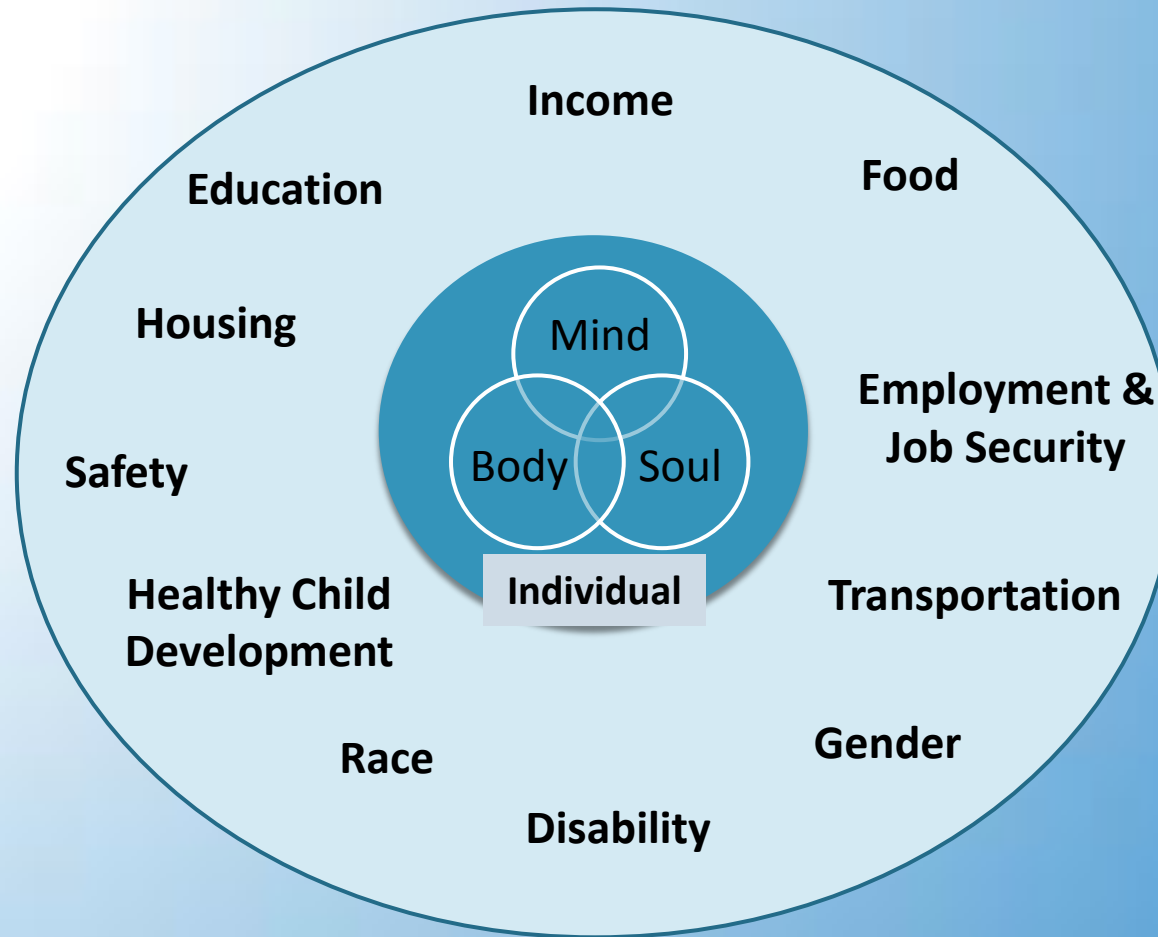
<https://www.mentalhealthcommission.ca/English/document/78371/supporting-mental-health-refugees-canada>



Protective Factors...

- Individual:
 - strong sense of identity
 - absence of chronic illnesses
- Family, Community, Society
 - Food and housing security
 - Family reunification, cohesion and support
 - Access to community support services, health care and appropriate treatment
 - Adequate social and community networks
 - Sense of belonging
 - Absence of language barriers
 - Economic security, access to job training, occupational success



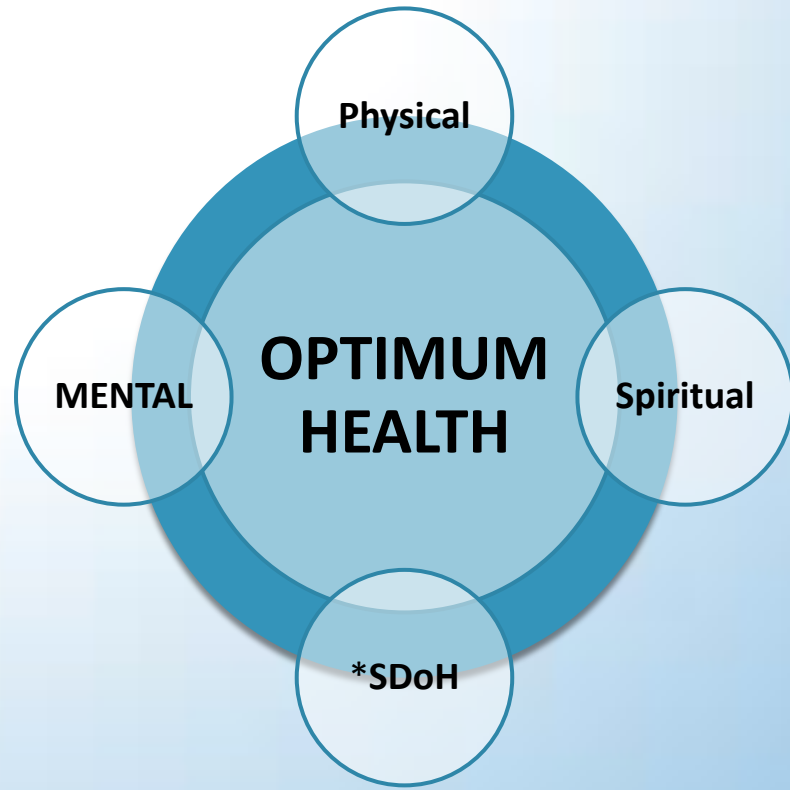


*The primary factors that shape the health of Canadians are not medical treatments or lifestyle choices but rather the living conditions they experience. These conditions come to be known as the **social determinants of health**.

-Social Determinants of Health: The Canadian Facts, 2010



RISE & THE RECOVERY MODEL



- RISE provides a range of holistic supports and services to encourage a positive settlement experience that promotes independence, health, recovery and a sense of belonging to their new community.
- SDoH – Social Determinants of Health



RISE Mental Health Supports and Services



Mental health support services for newcomers/refugees

- **Case Management** – 1-1 individual support
- **Group Orientation Sessions** – settlement and mental health related information sessions
- **Social Activities** – recreational programs and visits to landmarks in the city





Jackie from Syria

- **Characteristics:** Female in her late 30s. Private sponsored together with her 2 teenagers.
- **Background:** left Syria for safety after her husband had been kidnapped and then killed by ISIS.
- **Mental Health condition:** PTSD
- **Settlement Challenges:** language barriers, financial strains, lack of social support – all negatively impacted her mental and emotional well-being.
- **RISE support service:** emotional counselling, accompany to important appointments, provided interpretation/translation services, linked to community resources & employment programs, etc.)





Principles of Case Management:

- Support of client rights
- Purposeful
- Collaborative
- Accountable
- Culturally sensitive and aware

OCASI Guidelines for Mental Health Promotion:

- Anti-racism Anti-Oppression Policy
- Trauma-informed Practice
- Linguistically Sensitive Service Provision
- Promoting Resilience through Protective Factors
- Staff Training
- Legal Requirement
- Crisis Planning





Case Management Standards and Activities

- Client Identification and Eligibility
- Assessment
- Planning
- Implementation
- Evaluation
- Transition

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Language Counts

- Stigma- hinders early intervention and individuals/families from seeking support
- Meaning of Mental Health
 - Example in Persian – mental health can be interpreted as psychiatric illness - “Salamatt e Ravan”
 - Salamat = Health
 - Raven = psych; Ravanei = Psychotic
 - Vs.**
 - Shadei and Khosh Halei = happiness
 - Armech e Ravanei = mental tranquility
 - Aramach e Rohei = spiritual calmness
- Example in Arabic: “Seha Nafsiea” vs. “Akl”

Siavash, J., Baharlou, S., & Mathias, R., (2010). Knowledge and determinants of mental health among Iranian Immigrants of BC, Canada: “ A Qualitative Study”. *Journal of Immigrant Minority Health*, 12, 100 – 106.)



IDENTIFYING MENTAL HEALTH NEEDS

What to pay attention to:

- Confused thinking
- Prolonged depression (sadness or irritability)
- Feelings of extreme highs and lows
- Excessive fears, worries and anxieties
- Social withdrawal
- Dramatic changes in eating or sleeping habits
- Strong feelings of anger
- Strange thoughts (delusions)
- Seeing or hearing things that aren't there (hallucinations)
- Growing inability to cope with daily problems and activities
- Suicidal thoughts
- Numerous unexplained physical ailments
- Substance use

<http://www.mentalhealthamerica.net/recognizing-warning-signs>

<http://cmha.ca/mental-health/understanding-mental-illness/>





Mina from Iran

- **Characteristics:** Female in her 40s. Came to Canada as a skilled worker.
- **Background:** Was a physician back home and left her country in hope of building a better life for herself in Canada. Due to growing up in times of war, any noise made her uneasy and uptight.
- **Mental Health condition:** Prolonged- PTSD
- **Settlement Challenges:** getting her license as a doctor, housing, and financial stability.
- **RISE support service:** emotional counselling, referral to psychiatrist, life skills building, connection to bridging programs, and finding affordable housing.



Resources





RISE Referral Process

-Anyone can make a referral (health practitioners, settlement workers, client, etc)

1. Fill out intake form (on our website: <http://madisoncs.org/programs-services/ircc-rise-program/>)
2. Service applicant will be booked for an appointment
3. Service applicant will be assessed and based on the assessment assigned a MH worker

If in crisis – call 911 and highlight mental health need and language





Madison and RISE Partners

- COSTI Immigration Services
- Canadian Centre for Victims of Torture (CCVT)
- Thorncliffe Neighbourhood Office (TNO)
- Working Women Community Centre (WWCC)
- Afghan Women's Organization (AWO)
- Unison Health and Community Services (UHCS)
- St. Stephen Community House
- Iranian Women's Organization of Ontario (IWOO)
- CAMH Employment Support
- Mainstay (for Housing)
- Fred Victor

Other Resources

- Mental Health Commission of Canada <https://www.mentalhealthcommission.ca/English/document/78371/supporting-mental-health-refugees-canada>
- CAMH Health Equity Office http://www.camh.ca/en/hospital/about_camh/health_equity/Pages/health_equity.aspx
- Canadian Mental Health Association – Ontario <http://ontario.cmha.ca/>
- National Case Management Network of Canada <http://www.ncmn.ca/>



Your Thoughts





Table Talk and Report Back:

1. What areas of the mental health promotion guide are relevant to you?
2. What are some challenges you face when working with clients who have mental health needs?
3. What are some ways/strategies you have developed?
4. How can your organization support you?



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