



The Challenges that SMD Cultural Brokers Encounter When Empowering Immigrants and Newcomers with Disabilities

Presented By: Muhiadin Omar

SMD (Society For Manitobans With Disabilities)

Ethno-cultural Services

Agenda

- SMD's Ethno-Cultural Services
- How cultural brokers at SMD Empower immigrants and newcomers with disabilities to become enabled and independent
- The challenges that Cultural Brokers encounter
- Discussion and Wrap-Up

SMD's Ethno-Cultural Services (An overview)

The Ethno-cultural program works with refugees and newcomers who have a disability, whose first language is not English, and helps them navigate the health and social services systems in Manitoba.

SMD's Ethno-Cultural Services

- 10 Cultural Resource Facilitators (Cultural Brokers) work with individuals who are originally from:
 - Afghanistan, China, Ethiopia, Philippines, India, Somalia, Sudan, South Sudan, Syrian and Vietnam
- Help people gain confidence in their own ability to access resources and support, which encourages them to take action on their own.

Program Goals

- Persons with disabilities from ethnic communities will have equitable access to programs and services they need to maintain their independence
- Service providers will be sensitive to the needs of individuals with disabilities of ethnic origin and the related needs of their communities
- Ethno cultural communities will be more aware of and more understanding of the resources and services available to meet the needs of individuals with disabilities

What is the Primary Goal of a Cultural Broker at SMD?



Primary Goal of a Cultural Broker

To empower individuals to become enabled and independent by engaging, educating and encouraging.

Inspiring people to see their abilities, talents and aspirations.



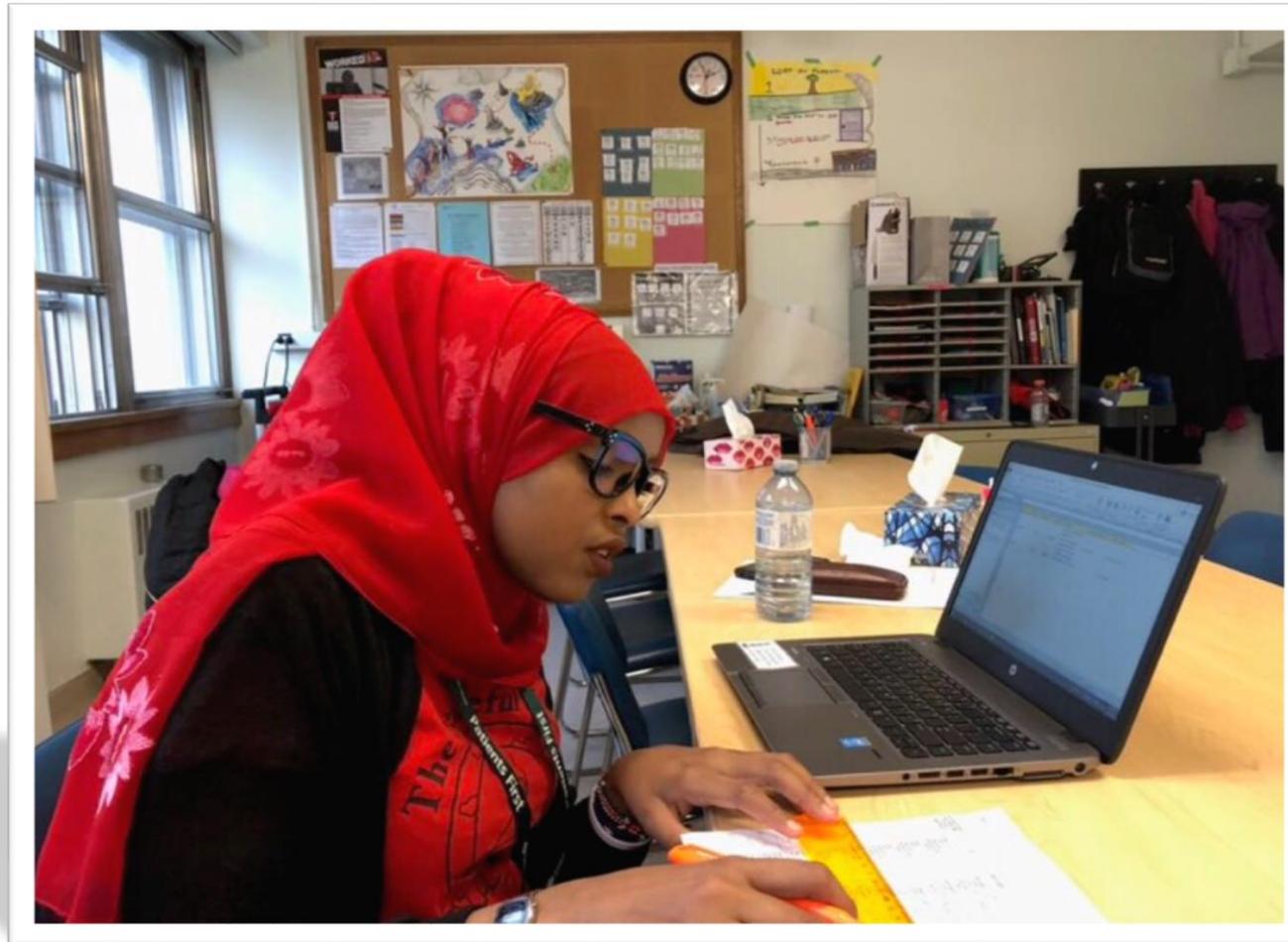
Six Steps That Cultural Brokers Empower Clients

The Road To Independence

- Building a relationship and a rapport
- Helping clients understand systems and the services that are available to them
- Coaching and encouraging clients to access resources that are relevant to their needs

Success Stories from the SMD Ethno-cultural Program

Kowsor



The Road to Independence

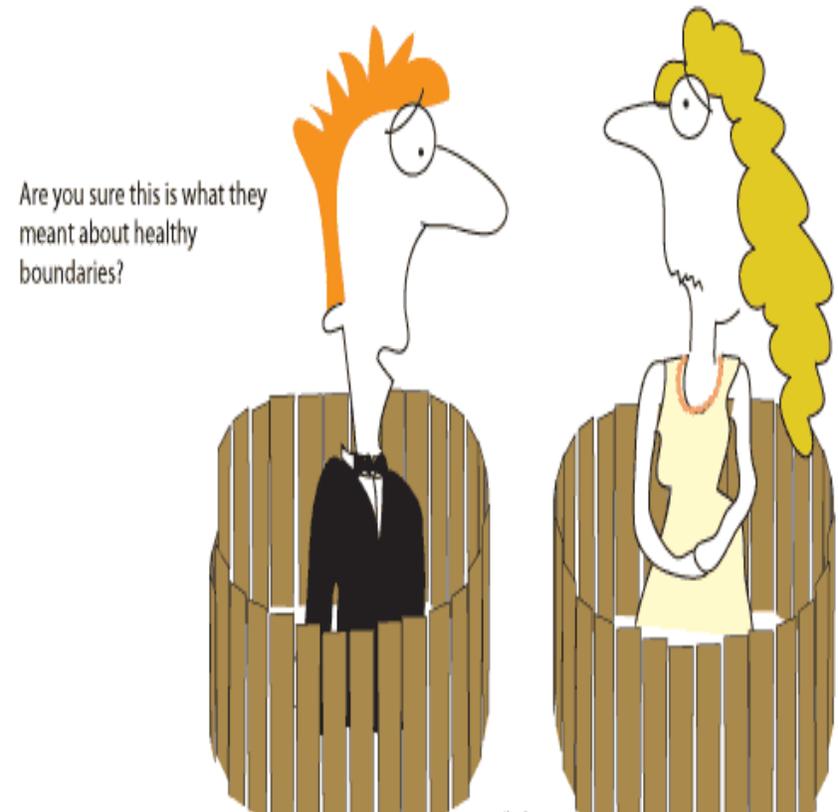
- Take a holistic approach when providing services to clients (addressing families issues)
- Mentoring phase

The road to independence

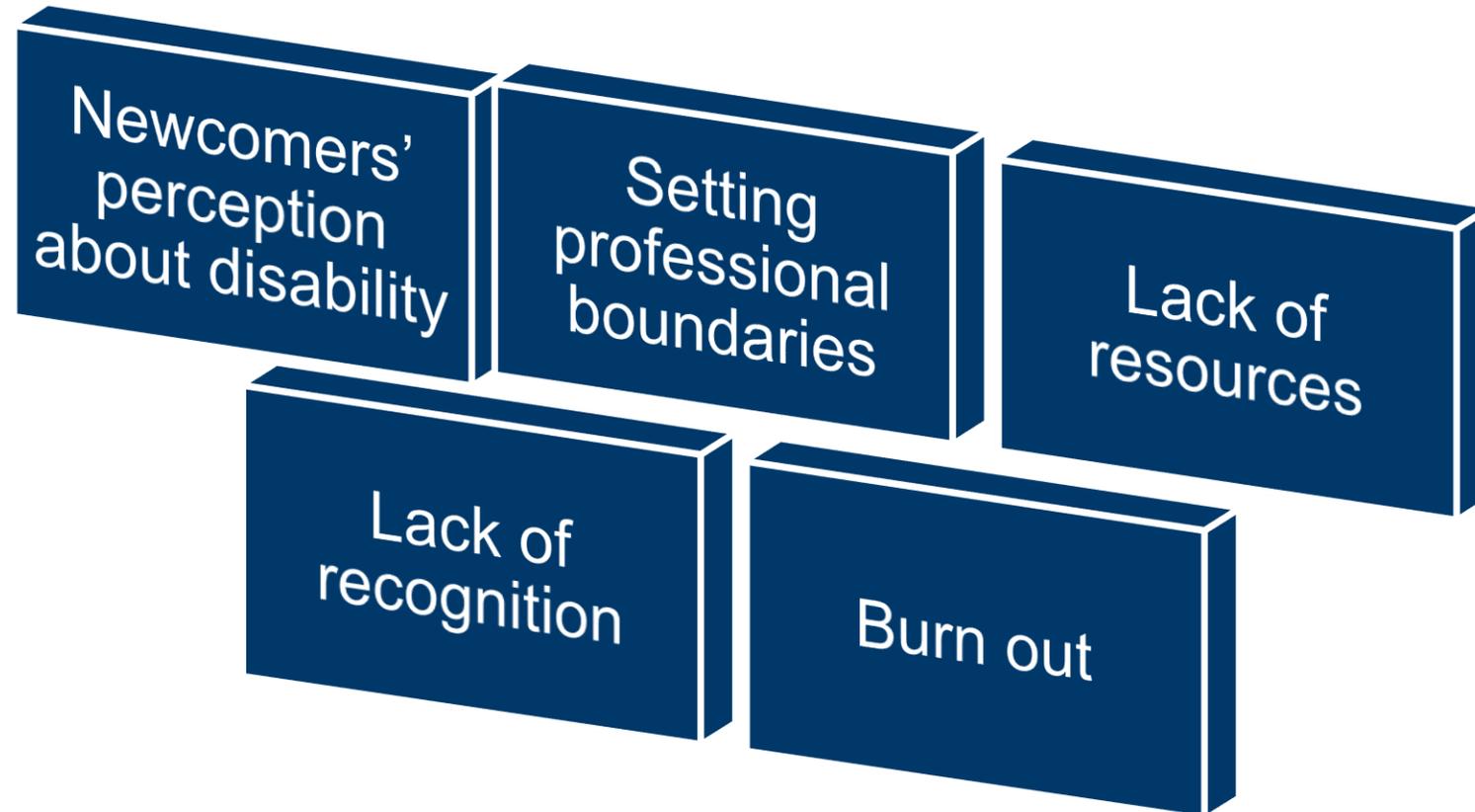
6. Setting Professional Boundaries

Challenges

- Cultural Expectation of clients
- Being member of the same community as client
- Personal values of cultural broker



Some Key Challenges that Cultural Brokers Encounter



One Thing You Can Do To Empower Cultural Brokers:

To be mindful about the nature of this work and the length of the time that it takes to build relationships and to get the trust of clients.

Thank You

