



Umbrella Multicultural Health Co-op

Multicultural Health Workers National Gathering 2018: Lessons Learned

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UMBRELLA MULTICULTURAL HEALTH CO-OP – NEW WESTMINSTER, BC

PATHWAYS TO PROSPERITY CONFERENCE – MONTREAL 2018

Umbrella Multicultural Health Co-op

- ▶ Cooperative Community Health Centre
- ▶ Health services are open to anyone who self identifies as having language or cultural barriers to accessing health care services
- ▶ Services provided through the Cross-Cultural Health Broker (CCHB) Model
- ▶ CCHBs are trained bilingual/bicultural health workers who bridge language and cultural barriers. They work with patients/clients from their communities to access medical and social services, that are appropriate to their culture and language, and to empower them to make informed decisions.

Umbrella Multicultural Health Co-op

- ▶ Worked in a knowledge translation project that would increase recognition and raise awareness of CCHBs in BC
- ▶ In collaboration with the Community Health Workers Network:
 - ▶ Hosted the National Gathering of Community Health Workers
 - ▶ Hosted a Strategic Planning Session
 - ▶ Created a Digital Learning Network



MHW National Gathering



- ▶ First of its kind, gathering multicultural health workers (MHWs) from across Canada
- ▶ Goal was to strengthen the network of MHWs from across Canada and increase sharing of knowledge, experiences and resources.
- ▶ Each MHW had an active role in facilitating and contributing to the learning

MHW National Gathering

- ▶ **Date:** June 25-27, 2018
- ▶ **Location:** Springbrooke Retreat and Conference Centre in Langley, British Columbia, unceded traditional and ancestral lands of the Stó:lō Nation
- ▶ **14** Canadian organizations from **6** Canadian provinces for a total of **45 MHWs participants**



MHW National Gathering



- ▶ **Keynote:** Yvonne Chiu, one of the founding members of the Multicultural Health Brokers Coop in Edmonton, AB
- ▶ Introduced the concept of cultural brokering amongst MHWs. “Cultural brokering is the act of bridging, linking, mediating between groups of persons of different culture backgrounds for the purpose of reducing conflict and producing change” (Jezewski, 1999)

MHW National Gathering

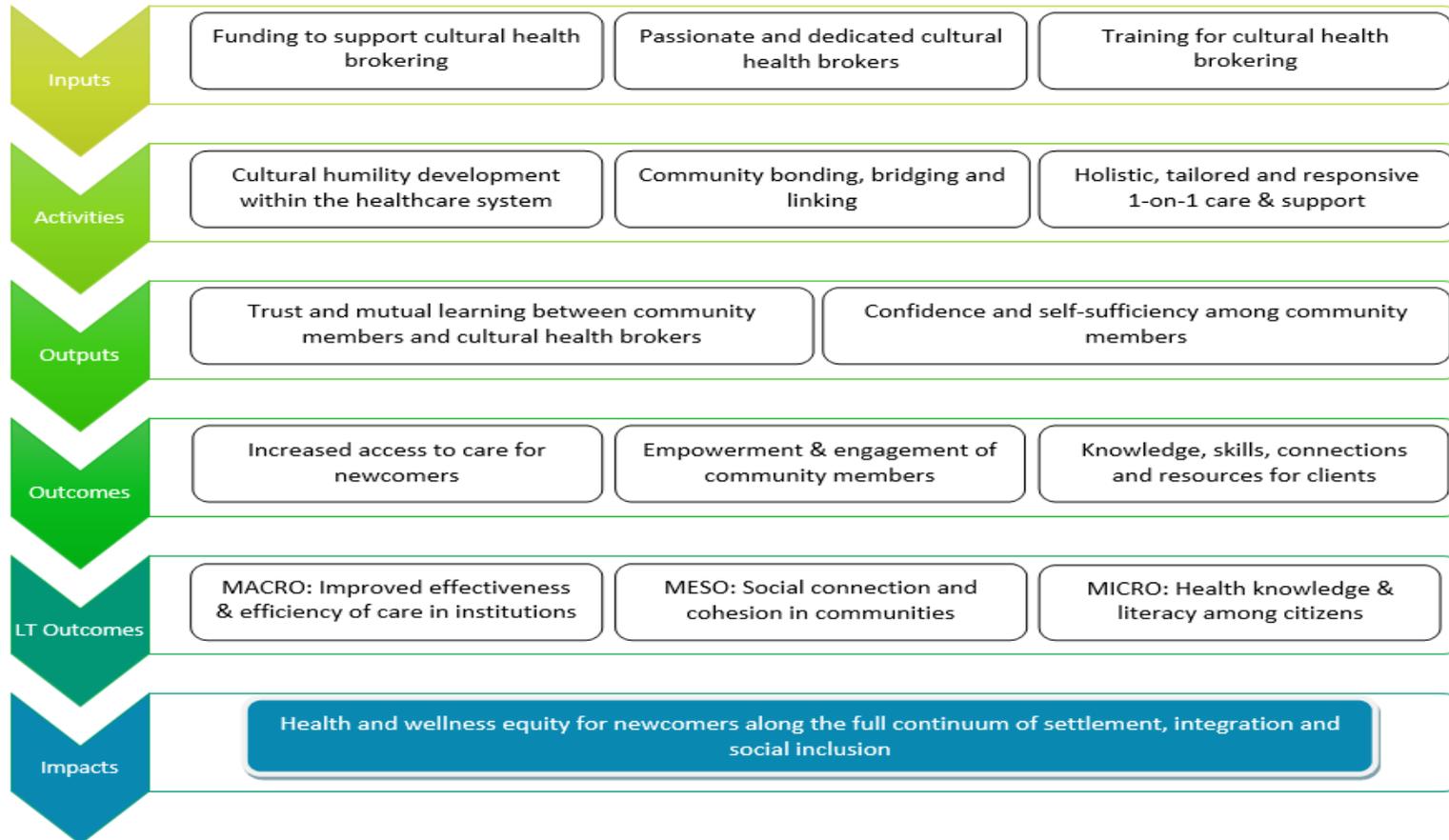
- ▶ Topics:
 - ▶ Community engagement strategies
 - ▶ Health and safety
 - ▶ Self-care, professional boundaries and ethics
 - ▶ Core competencies
 - ▶ Success stories



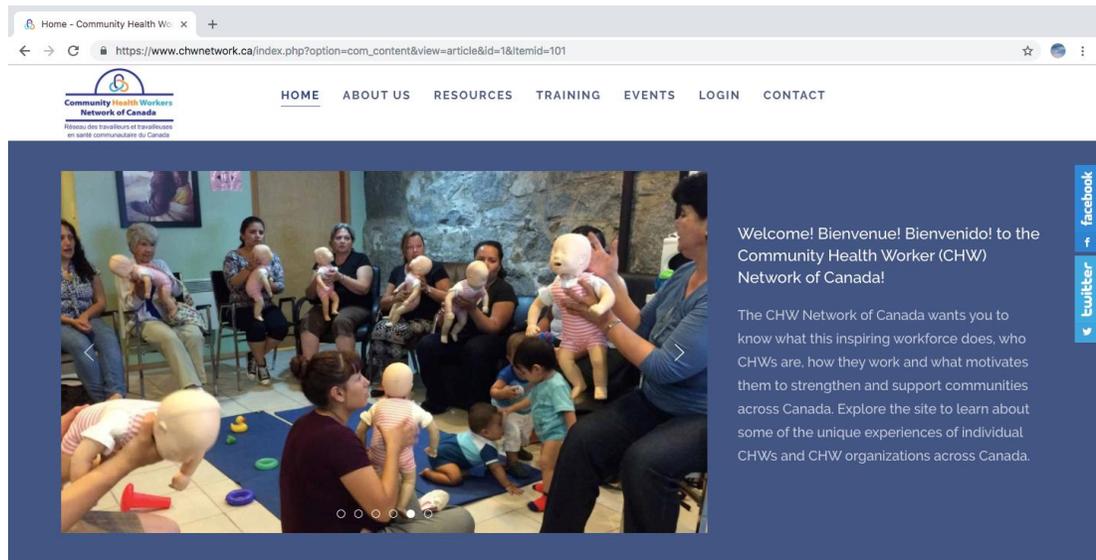
MHW National Gathering



Strategic Planning Meeting



Digital Learning Network



The CHW Network of Canada is an emerging pan-Canadian organization of community health workers and allies. We are working to:

1. Advance CHWs' practice while preserving the identity and character of CHWs' work.
<https://www.chwnetwork.ca/index.php#>

- ▶ Platform for knowledge sharing and help keep the network connected after the conference
- ▶ First steps launched at the Gathering in June 2018
- ▶ Synchronized with social media to maximize access to resources and ongoing MHWs activities with their communities across Canada
- ▶ WhatsApp group spontaneously created by participants after the Gathering

www.chwnetwork.ca

Lessons Learned

- ▶ The Gathering was a well-received, timely event with significant impact for the MHWs in attendance. It was successful in facilitating:
 - ▶ Authentic peer connections, breaking the isolation of MHWs
 - ▶ Positive feelings about their work and a desire to mobilize as a workforce
 - ▶ Professional and personal development, leading to new ideas to incorporate into their practice
 - ▶ Increased knowledge of and access to resources through connections to other organizations and the launch of the Digital Learning Network

Lessons Learned

- ▶ MHWs identified strategies for moving forward:
 - ▶ Create a training manual with clear definition of the role, core competencies and scope of practice
 - ▶ Standardize the practice and gain recognition for MHWs
 - ▶ Share MHWs stories to highlight the impact of their work
 - ▶ Support health economics research on the effectiveness of MHWs
 - ▶ Maintain and increase collaboration between MHWs across Canada
 - ▶ Advocate for systemic change to improve health equity for newcomers

Funders

- ▶ The Multicultural Health Workers National Gathering, the Strategic Planning Session and the Digital Learning Network was generously supported by:

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Thank you

“It’s a testament to the work that MHWs do with community members that the Gathering was a space of open sharing, of vulnerability, and connection that led to strong relationships”

– Esther Hsieh, Executive Director of Umbrella Co-op

