



OTTAWA NEWCOMER
HEALTH CENTRE

CENTRE DE SANTÉ POUR
NOUVEAUX ARRIVANTS D'OTTAWA

Multicultural Health Navigator Program



Hosted by Somerset West Community Health Centre

Funded by Champlain LHIN



Evidence

Immigrants and Refugees

- disproportionately exposed to social determinants of health
- tend to access services less
- face numerous barriers when they do access services



Evidence

Immigrants and Refugees

- Lack of health information is a barrier to accessing health care
- Health care professionals are sources of health information
- General Practitioners - most used health care service by refugees

Sheikh-Mohammad,
Macintyre, Wood, Leask,
& Isaacs, 2006



Background:

Multicultural Health Navigator

- Implemented at OLIP discussions
- Permanent funding received in 2015
- Regional program
- Navigation services for newcomers to Ottawa (primarily seeing refugees)
 - Basic health system education
 - System navigation and referral
- 9 language communities



Multicultural Health Navigator program

– Priorities:

- Educate and empower clients
- Bridge gap between client and community services/service providers
- Advocacy at the individual and systemic levels

– Roles

- Conduct home visits
- Linking clients to PHCP in the community
- Refer to other services (reduce duplication)



Challenges

- Takes more time to teach vs doing it for them
- Limited resources
- Not everyone learns the same way or at the same pace
- Balancing act between doing and empowering
- Shortage of staff time, and accessibility to services



Educating/Empowering Clients

- Health and mental health promotion- *mental health navigator*
- Meet clients where they are at (home visits)
- One-Note internal resource directory(tool)
- Education modules
 - Appointment management
 - Role of health services providers including interpreters
 - Rights and responsibilities
 - Informed Consent and Confidentiality etc



Educating Service Provideres

- Educate about role and scope of navigator
- Outreach and collaborate with clinics, pharmacies, and other organizations
- *Use internal tools like our website to be a main source of resources and connection point*



References

Sheikh-Mohammed, M., Macintyre, C. R., Wood, N. J., Leask, J., & Isaacs, D. (2006). Barriers to access to health care for newly resettled sub-Saharan refugees in Australia. *Medical Journal of Australia*, *185*(11-12), 594–597.

Mental Health Commission of Canada. (2016). *The Case for Diversity: Building the Case to Improve Mental Health Services for Immigrant, Refugee, Ethno-cultural and Racialized Populations*, Ottawa, ON: Mental Health Commission of Canada.



Questions?

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GRACIAS!

