

***Cultural Brokering as a Community  
Inclusion Practice, Building Bridges to  
Understanding, Integration and  
Independence for Newcomers Living with  
Disabilities and their Families.  
(Within the CHW Model)***

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Society for Manitobans with Disabilities**

# Society for Manitobans with Disabilities (SMD)

- ❖ SMD is a family of organizations that are working together to improve the lives of persons with disabilities in Manitoba
- ❖ Our vision is an inclusive and accessible society
- ❖ Our mission is to work together to eliminate barriers to full and equal participation.

# SMD Services

- ❖ Case Management/Counselling Services
- ❖ Therapy for Children
- ❖ Communication Centre for Children
- ❖ Children's Leisure and Recreation Services
- ❖ Employment Services for Adults
- ❖ Life Skills Programming for Adults
- ❖ Services for Individuals who are Deaf and Hard of Hearing
- ❖ Wheelchair Services
- ❖ Newcomer Navigation and Support Program  
Community Inclusion and Support  
Services

# Newcomer Navigation and Support Program

Formerly known as the Ethno-Cultural program, works with newcomers with disabilities, whose first language is not English, and helps them to navigate the various support systems and sectors available to support them.

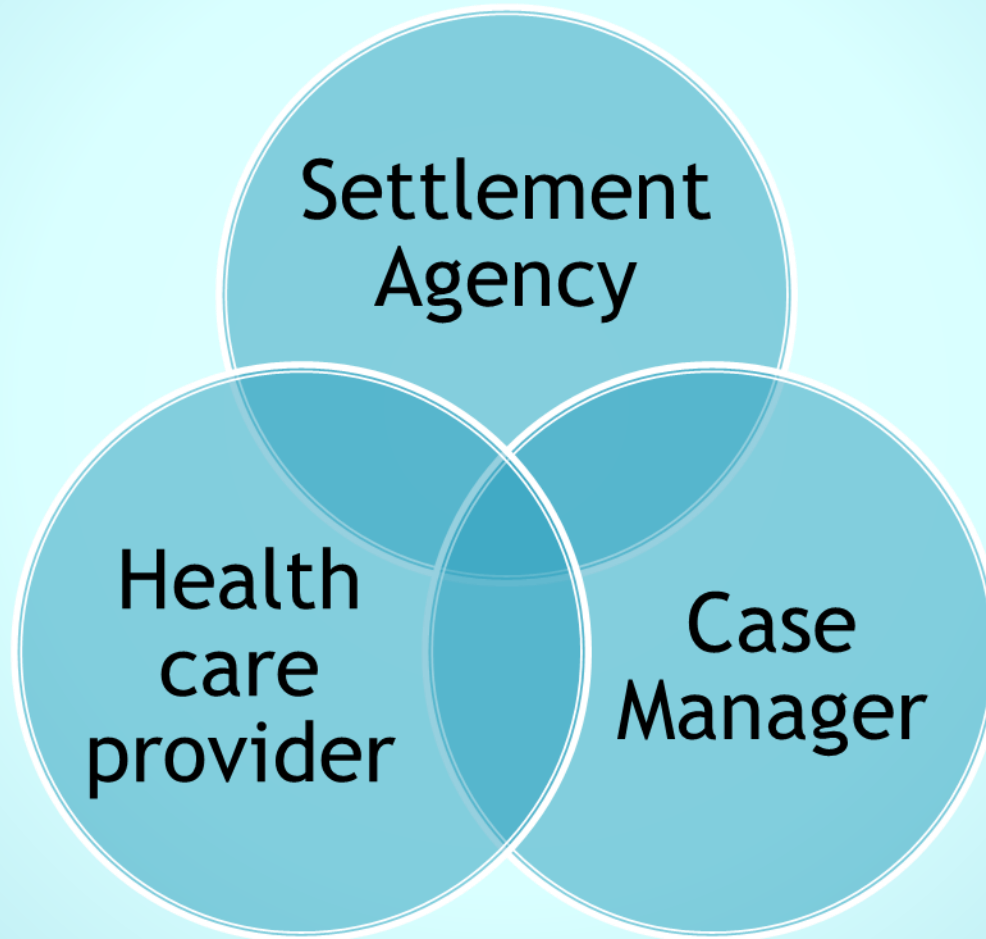
# Our small but mighty team!!!



# Program Goals

- ❖ Newcomers with disabilities will have equitable access to programs and services they need to maintain their independence
- ❖ Service providers will be sensitive to their needs of and the related needs of their communities
- ❖ Newcomer communities will be more aware of and more understanding of the resources and services to support people with disabilities.

# Newcomer Support Agencies







# Interpretation Services Can Help

Various Health Authorities have Language Access Services:

- ❖ Enhance patient safety
- ❖ Increase patient understanding and satisfaction
- ❖ Improve quality of care
- ❖ Ensure informed consent
- ❖ Improve patient access to care
- ❖ Protect confidential patient information
- ❖ Build relationships between you and the patient
- ❖ Meet your professional and legal obligations

@LateNightSeth



**I'M AFRAID THAT'S  
NOT GOOD ENOUGH**

# Who/What is a Cultural Broker

- ❖ Liaison and Advocate
- ❖ Cultural Guide
- ❖ Mediator
- ❖ Change Agent

Source: Bridging the Cultural Divide: Health Care Settings: The Essential Role of Cultural Broker Programs, NCCC, 2004

# Characteristics and Attributes

- ❖ Understands a community's traditional health beliefs, values, and practices and changes that occur through acculturation
- ❖ Understands how a diverse community's culture differs from the mainstream service system's culture
- ❖ Understands personal wellness, safety and ethical/legal responsibilities

Adapted from: Bridging the Cultural Divide: Health Care Settings: The Essential Role of Cultural Broker Programs, NCCC, 2004

# Characteristics and Attributes (cont)

## Skills

- ❖ **Intercultural Communication:** Can explain cultural nuances of both verbal and non-verbal communications of one culture to another culture
- ❖ **Networking:** Adept at building meaningful relationships between providers and clients

Adapted from: Bridging the Cultural Divide: Health Care Settings: The Essential Role of Cultural Broker Programs, NCCC, 2004

# Characteristics and Attributes (cont)

## Skills

### **Negotiation:**

- ❖ Negotiates with service delivery systems and communities

Adapted from: Bridging the Cultural Divide: Health Care Settings: The Essential Role of Cultural Broker Programs, NCCC, 2004

# Building Bridges to Understanding



# Thank you!

For more information on our program please  
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