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)

Traicy Robertson
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
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

Settlement Agency

Health care provider

Case Manager
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
I'M AFRAID THAT'S NOT GOOD ENOUGH
Who/What is a Cultural Broker

❖ Liaison and Advocate
❖ Cultural Guide
❖ Mediator

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 contact:

Traicy Robertson
Society for Manitobans with Disabilities

Trobertson@smd.mb.ca
Direct Line: 204 975-3121
Cell: 204 451-5365