

Immigrant and Refugee Mental Health Project:
*Improving providers' knowledge and skills to
support immigrant and refugee mental health*

Pathways to Prosperity 2019 National Conference

Jewel Bailey, Centre for Addiction and Mental Health (CAMH) Toronto
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AGENDA

1

Background

2

The Project

3

Components
and
Relevance

4

Moving
forward



1

Background



CAMH

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health **teaching hospital** and one of the world's leading **research centres in its field**. It is fully affiliated with the University of Toronto. CAMH sets the standards for care, research, education and leading social change.

The Office of Health Equity has created ongoing collaborations and internal initiatives in the pursuit of health equity. This includes work with Immigrant, Refugee, Ethno-cultural and Racialized Populations, data collection, policy-related activities, research, and training.



2

Immigrant and Refugee Mental Health Project (IRMHP)



Introducing the Immigrant and Refugee Mental Health Project

A capacity building project which provides **online training, tools** and **resources** to settlement, social and health service professionals

Service providers have the opportunity **to connect and exchange ideas** with hundreds of peers across Canada and **obtain advice from experts in the field**



Project guidance and expertise

Subject matter experts (SMEs)

- experts from settlement, social or health service sectors
- extensive experience working with immigrants and refugees

Advisory committee

- provide recommendations on project activities
- promote the project and disseminate information
- provide updates on service providers' needs in their region



National representation

Provincial Organizations:

1. Alberta
2. British Columbia
3. Manitoba
4. New Brunswick – *bilingual*
5. Newfoundland and Labrador
6. Nova Scotia
7. Ontario
8. Saskatchewan

National Organizations

- Mental Health Commission of Canada

We are expanding our advisory committee and currently looking for representation from PEI and territories.



3

Project components & relevance



Online course



Two streams



**Settlement and social
service providers**



Health service providers

For more information on the course and to view the syllabus:
irmhp-psmir.camhx.ca/courses



Course overview

- **Module 1:** Immigration + the social determinants of health
- **Module 2:** Introduction to mental disorders
- **Module 3:** Mental health needs of special populations
- **Module 4:** Treatment and support (**HP**) + Counselling and case management (**SW**)
- **Module 5:** Service delivery, pathways to care and interpretation
- **Module 6:** Mental health promotion and partnerships
- **Module 7:** Self-care and self-awareness



Course key features

Self-directed

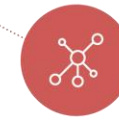
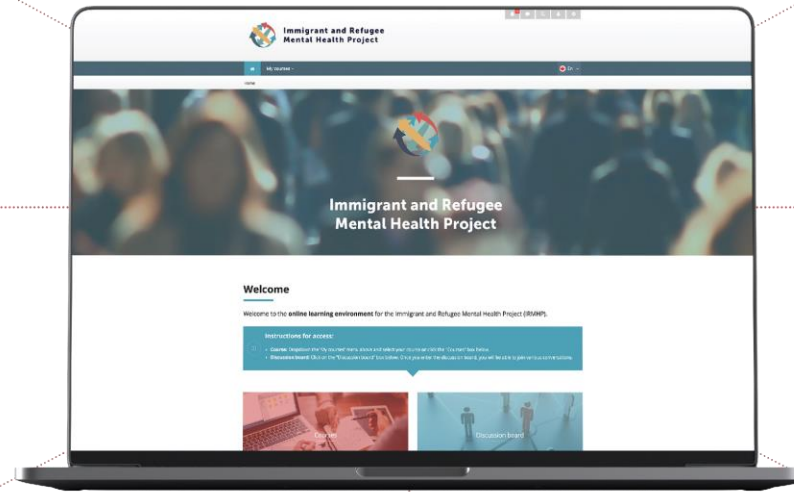
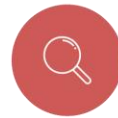
Students have six weeks to complete the course at their own pace

Essential information

- background information
- promising practices
- tools and resources

Evidence-based

Based on current research, built with subject matter experts and informed by a national advisory committee



Expert videos

40+ videos on various topics from experts on immigrant and refugee mental health

Interactive

Interactive quizzes and activities that explain complex topics

Networks

Opportunities to develop a national network of service provision through the community of practice discussion board

Evaluation

Ongoing evaluation gives us an opportunity to continuously improve and update the course

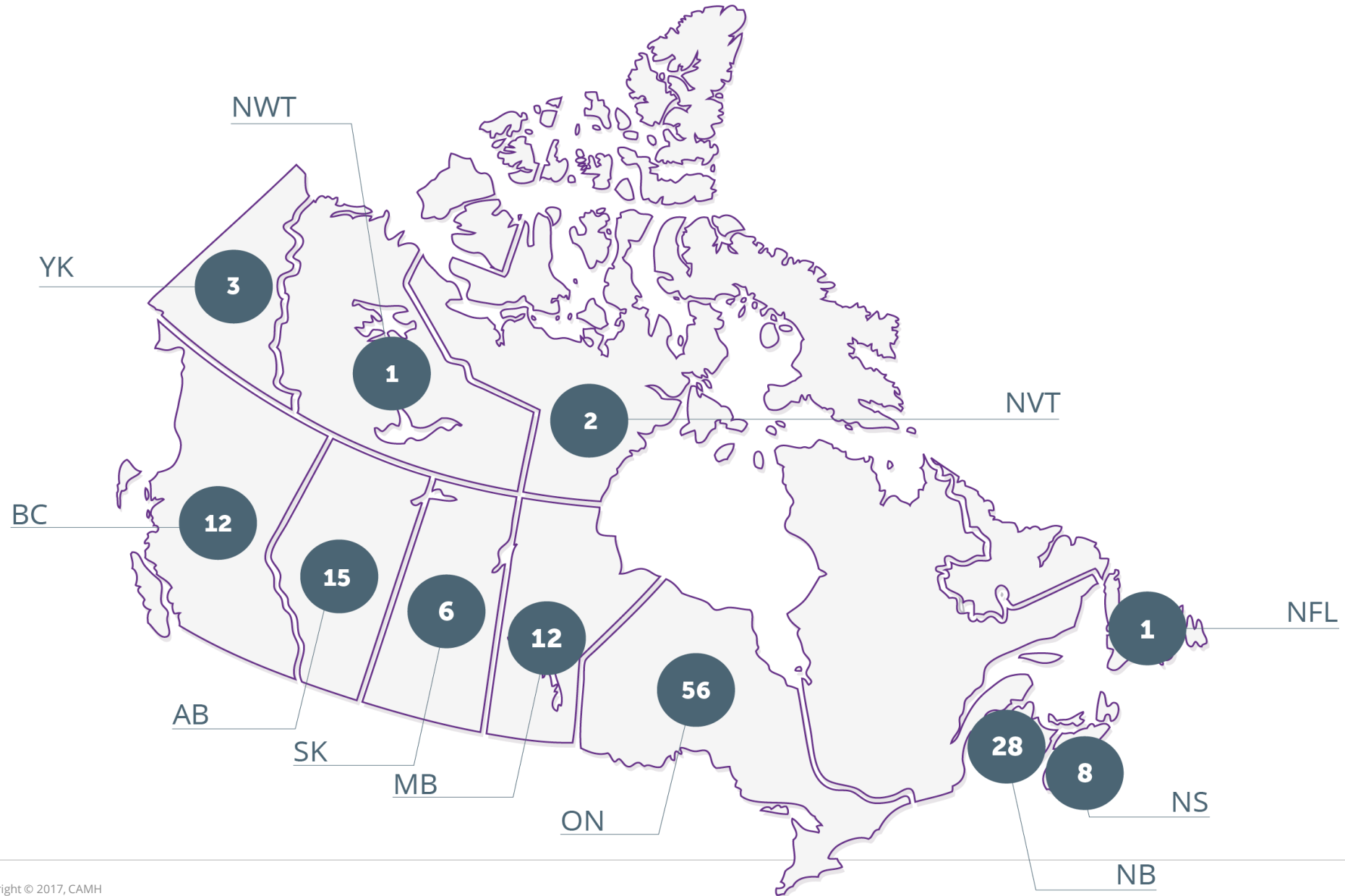


Course - relevance to small centres

- Provides knowledge on how to work with certain populations
- Professional development opportunity that might not exist in providers' community
- Easily accessible online platform 24 hours/, 7 days/week
- Responsive to sector needs



Providers in small communities/centres accessing course in 2018-2019



“Newcomers, they aren’t just settling in the major urban centers anymore. An online course like this can help build capacity outside of our urban centers which means that people are going to get better services everywhere in Canada.”

MHCC Representative, 2018



Community of practice, e-newsletter, webinars & toolkit of resources



Community of Practice: Discussion board

Description:

The Community of Practice discussion board is password-protected, private forum for service providers **across Canada**.

This platform consists of **over 4,000 members**: includes current course participants, previous participants and members of the community of practice.



CoP discussion board - relevance to small centres

- Establish connections with participants from small centres
- Reduce isolation and discuss service provision for newcomers in small centres
- Exchange resources unique to small communities
- Gain access to experts not available in small communities - ask an expert how to provide adequate care and support to newcomers



Newsletter

- Over **6,500** subscribers across Canada
- Highlight promising practices and profile providers, sector updates
- Feature service provision in small centres and rural areas:
 - The Portage Learning and Literacy Centre



Immigrant and Refugee Mental Health Project

August 2019

The Portage Learning and Literacy Centre



The Portage Learning and Literacy Centre (PLLC) is a not-for-profit organization providing the residents of Portage la Prairie and surrounding areas an opportunity to realize their individual, literacy, educational, employment and life goals. We are a one-stop location offering a number of different programs and services, including High School for Adults, Adult Literacy, on-site daycare, Employment Assistance Services, Work Experience Program (for youth), Money Management Training and Settlement Services & Language Training for newcomers to Canada.



Webinars

Description:

The IRMHP hosts monthly webinars featuring presenters from across Canada. Webinars offer practical strategies or resources that providers can use to promote, support and treat the mental health of immigrants and refugees.



Toolkit

Description:

The Toolkit is a hub of resources provided throughout the online course. It is compiled to support service providers in appropriately responding to the mental health needs of immigrants and refugees.



4

Moving Forward



IRMHP research study

The purpose of the evaluation is to understand what affects and supports knowledge and behavior changes as a result of self-directed online learning for professionals. This will provide us with richer detail about course participants, the utility of the course and the course's impact on settlement and health care providers.



Online environment

Functionality, user-friendliness and presentation



Course

Structure, length and content



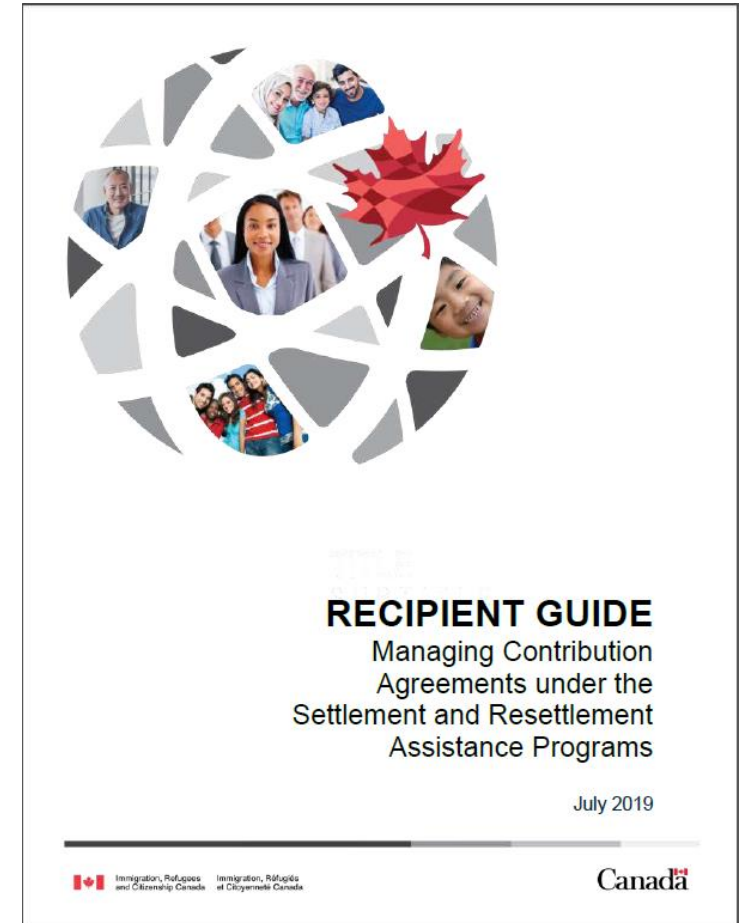
Learners

Demographics, motivation, knowledge/behaviour change



New initiatives

- Funded by IRCC for another five years
 - Develop management/leadership101 course
 - Create a special populations course for Yazidis
 - National outreach and expansion



Connections & feedback

Project leads:

Dr. Kwame McKenzie, Director, Office of Health Equity, CAMH
Aamna Ashraf, Manager, Office of Health Equity, CAMH

Project team:

Arda Baykal, Bilingual Communication Specialist/Education Specialist, CAMH
Beth White, Communications Coordinator, CAMH
Chantel Spade, Communications Coordinator/Education Specialist, CAMH
Erin Lee, Web Administrator/Communications Associate, CAMH
Jewel Bailey, Project Coordinator, CAMH

Email: IRMHProject@camh.ca

Website: <https://irmhp-psmir.camhx.ca/>

