



Umbrella Multicultural Health Cooperative

Member-driven • Culturally-connected • Equitable health care.

**Family Health, Resilience and Cross-Cultural Health Brokers Response
during the COVID-19 Pandemic**

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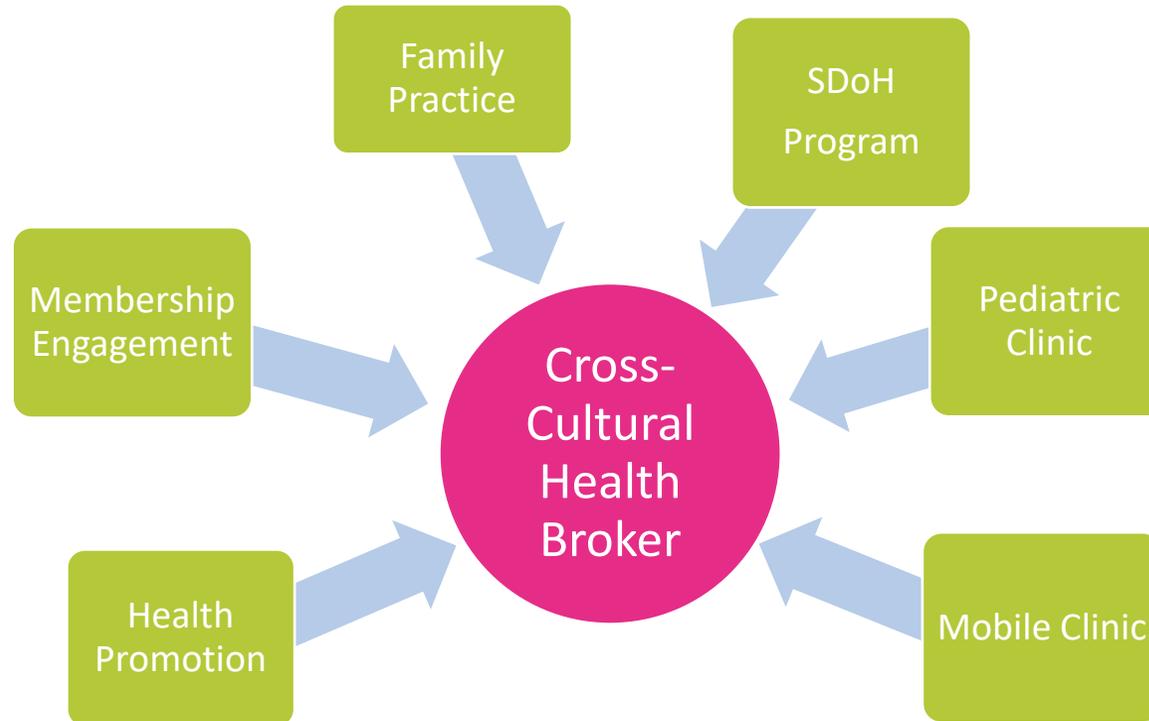
Land Acknowledgement



Umbrella Multicultural Health Co-op



Cross Cultural Health Brokers



Impact of COVID-19 Pandemic

COVID-19 disproportionately affects racialized, im/migrant and visible minority groups

- Language gaps to access mainstream health information and updates
- Precarious, low pay essential work held by newcomers
- Congregated housing (living quarters for migrant agricultural workers, family homes) exposing entire families and workers to COVID-19 virus
- Income loss - lack of access to government benefits for community groups (i.e. migrant agricultural worker, undocumented migrants, asylum seekers)
- Caregivers (especially mothers) feeling overwhelmed by pandemic and responsibilities
- Family separation and mental health impacts



Cross-Cultural Health Brokers Response

- Identify and support patients' needs and advocate within CHC and to other service providers
 - Covid-19 community vaccination clinics in a safe and welcome space, accessible for all and with interpretation
- Check-in calls to patients and members throughout the pandemic



Cross-Cultural Health Brokers Response

- Provide trusted, culturally and linguistically appropriate health information
 - Translated Public Health recommendations and updates
 - YouTube videos with information in 5 languages
 - Health promotion sessions for migrant agricultural workers quarantined at government hotels

Find information on basic recommendations and more in English, Spanish, Dari, Arabic and Tigrinya

— CURRENT PUBLIC HEALTH RECOMMENDATION UPDATE

Arabic

2021-November-22 تحديث الصحة العامة - لقاح كوفيد ١٩ للأطفال من سن ٥ سنوات الي ١١ سنة
وجرعة معززة للبالغين

Dari

2021-November-22 واكسين كويد ١٩ برای اطفال ٥-١١ سال و دوزتقويت كنده برای بزرگسالان

English

Vaccine for Children aged 5-11 and booster doses_22-November-2021

Spanish

Vacuna COVID-19 para niños de 5-11 años y una dosis de refuerzo para adultos_22-Novembre-2021

Tigrinya

ከታብት ኮቪድ-19 ካብ 5 ክሳብ 11 ዓመት ቈልዑን ; ንዓበይቲ ዝኸውን ንኣቆዳሙ
ዝተወሰደ ከታብት መበርቲዒ ከታብት (booster dose)_22 ሕዳር 2021



+ PAST PUBLIC HEALTH RECOMMENDATION UPDATES

+ BASIC COVID-19 INFORMATION

+ SOCIAL DETERMINANTS OF HEALTH

+ HELPFUL INFOGRAPHICS AND VIDEOS

www.umbrellacoop.ca/covid-19-response/



Cross-Cultural Health Brokers Response

- Address Social Determinants of Health as root causes of health issues
 - Immediate response to the structural barriers in the application process for income support
 - Emotional and peer support through virtual appointments
- Train patients to use Telehealth technology to access medical care
 - Troubleshooting and testing software to attend appointments such as Doxy me and Zoom
 - Patient education on the **consent** use of video technologies



"We do not just interpret during medical consults; we also advocate for patients' needs"

– CCHB



CCHB's Essential Role in COVID-19 Pandemic

- Adaptability to respond to communities' needs
- Providing both health and social services from a safe environment
- Rooted in **established, trusting relationships**
- Improve health outcomes



Picture taken before March 2020



Thank you!



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