

Developing
**CULTURALLY-INFORMED
WELL-BEING SUPPORT**

In Support of PEI's Immigrant Community





BACKGROUND

2020: Accelerating Challenges

Please select your 3 concerns or challenges

- ★1 Missing family and friends overseas
- ★2 Paying mortgage, rent, or groceries
- ★3 Finding or keeping a job
- ★4 Health or medical concerns
- ★5 Maintaining healthy relationships
- ★6 Children not doing well without social connection and structure of school (K-12)
- ★7 Challenges with online school (K-12)
- ★7 Viability of my business coming back online
- ★8 Learning English

Source: August 2020 PEIPIP Survey through the PEIANC

★Mental health risk factors



2020: SURVEY COMMENTS

“We all know that Covid19 make large and deep change special for mental health and psychological of people either local or newcomer... they think no ones care and no solutions for them”

“Being away from family overseas and not knowing when we can see each other again is the hardest part of all”

“Hard to find clients; hard to find vendors... do not know when will it finish and the business may be disappear but the expense is increasing debt still has to pay.... feeling unstable in everything”

“Mental Health service is not available in mother language for family members who can't speak perfect English.”

“Keeping healthy relationship was the biggest challenge”

“The gray future of our life”

2020: SURVEY COMMENTS

"Family member passed away, I can't go back home for the funeral and to be with family."

"Spouse is still overseas, taking care of elderly family members or business, other spouse and children are here alone."

'Elderly family members aren't well, I can't go back home to see them...'

"My children aren't doing well, the challenges of immigration was a choice I made, they didn't make this choice."

"Many of us moved for our children, if our children not doing well—how can we?"



2020: Declining Well-Being

In 2020, “**24%** of Canadians reported fair or poor mental health”. In contrast, “before the pandemic, **only 8%** of Canadians reported fair or poor mental health”

<https://www.ciim.ca/img/boutiquePDF/canadiandiversity-vol17-no3-2020-d3549.pdf>

2020: Declining Well-Being

**STATISTICS
CANADA
ADVISES:**

- “Recent immigrant participants more likely to report symptoms of anxiety than other Canadians”
- “Recent immigrants reported fair or poor mental health more often than other Canadians”
- “Mental health of more than half of recent immigrant participants has worsened since the implementation of physical distancing”
- “Recent immigrant participants financially affected by the pandemic exhibit higher levels of anxiety”

https://www.cdc.gov/mentalhealth/stress-coping/grief-loss/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fdaily-life-coping%2Fstress-coping%2Fgrief-loss.html

2023: Heightened Challenges - Well-Being Risk Factors

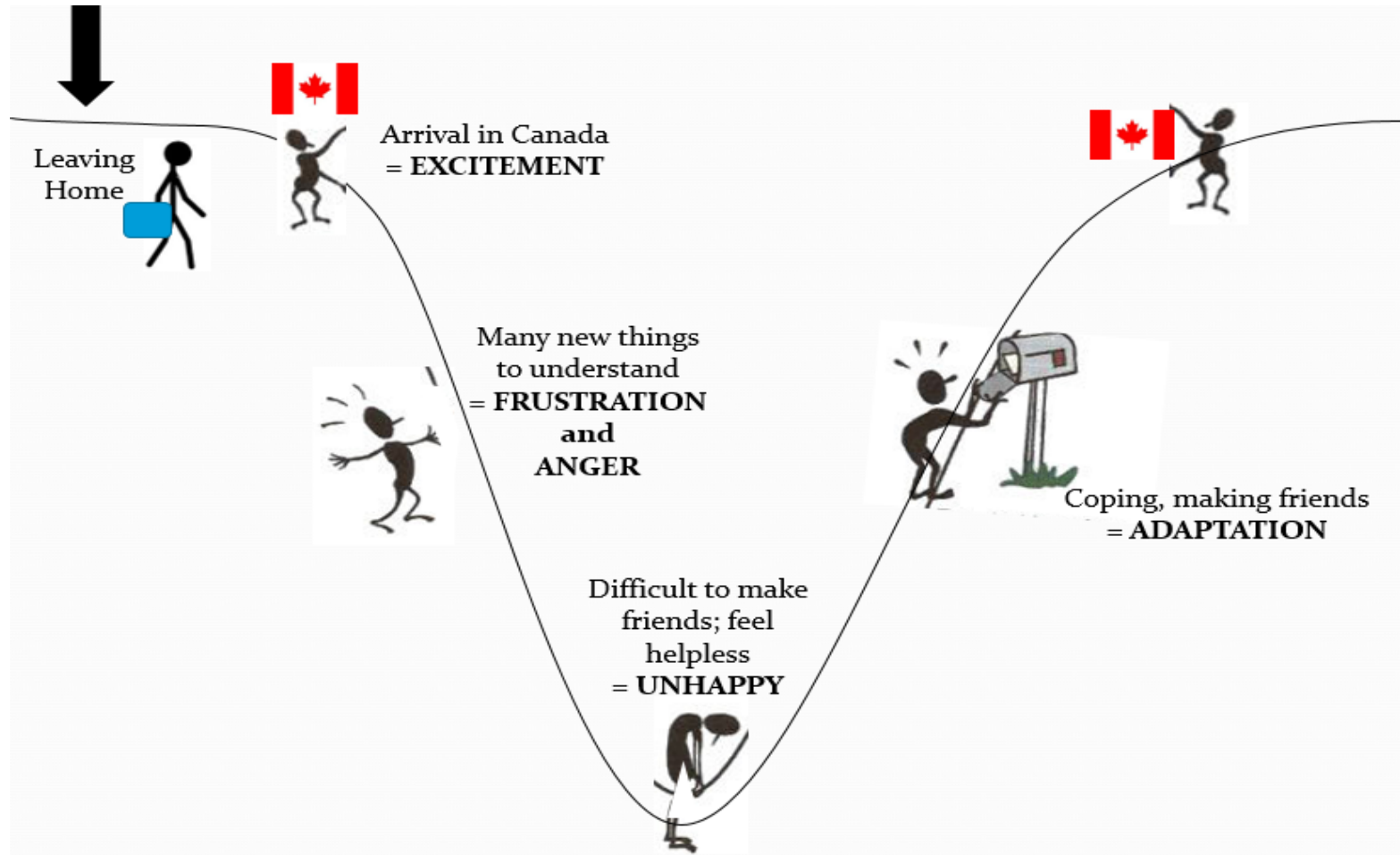
Currently, what are your three most difficult challenges?

		All Data (August 2023)	All Data (August 2021)	All Data (August 2020)
1	Health or medical concerns	↑ 53%	44%	27%
2	Finding or keeping a job	↑ 47%	42%	29%
3	Paying mortgage or rent	↑ 44%	25%	31%
4	Missing family and friends overseas	↓ 33%	39%	46%
5	Finding a place to live	↑ 25%	20%	8%
6	Viability of my business	↓ 21%	32%	14%
7	Learning English	↓ 16%	23%	13%
8	Mental health	≈ 13%	13%	12%
9	Maintaining healthy relationships	↓ 12%	15%	25%
10	Discrimination	≈ 11%	12%	6%
11	Daycare access	↑ 10%	8%	8%

PIP-IRSA Immigrant Check-in Survey August 2023

n=501

Well-Being Challenge: Culture Shock



Source: Unknown



TAKING ACTION

EXPANDING WELL-BEING SUPPORT

CHALLENGE:

- Newcomers faced a decline in their well being because of the pandemic, in a new environment, far from home. Accelerating challenges and trends *following* COVID have continued to contribute to well-being challenges.
- There is limited knowledge of symptoms, who to ask for help, and no (known) first-language support.



RECOMMENDED ACTION:

- Increase access to culturally-sensitive, trauma-informed mental health support
- Provide supportive workshops and information to meet practical needs and at the same time introduce well-being education
- Remove “mental illness” language and focus on “well-being” promotion
- Develop and distribute a self-assessment tool and educational material; translate into multiple languages
- Develop well-being information that can be share in various languages to encourage those that are struggling and to normalize accessing support

HELPFUL GUIDES IN EXPANDING WELL-BEING SERVICES

Peel-Halton Advice: Providing Well-Being Support through Immigrant Serving Organizations

1. Peel-Halton Reference Document 1: https://www.languagepeelhalton.ca/Documents/IAOP_CrisisSupport_Sub-Committee_FinalReport-2017-2018.pdf

- Pg 4-5: Professional standards and liability
 - Pg 14: Can/ can't do mental health services within settlement associations
 - Pg 20-23: Working within the settlement team
 - Pg 25: Notes on parameters around professional standards and liability
- After page 25: Notes on how other settlement associations approach mental health work*

2. Peel-Halton Reference Document 2: <https://drive.google.com/file/d/1kM5R7GQARKOwy1Mrzk-zlMk3wFDLLHDR/view?usp=sharing>

- Pg 7-8: Background
- Pg 9-10: Mental health support embedded in settlement associations (trends and challenges)
- Pg 12: Mapping Mental Health
- Pg 14-17: Qualifications, job roles, boundaries
- Pg 20: Survey Results
- Pg 25-26: Mapping settlement and mental health processes

HELPFUL GUIDES IN EXPANDING WELL-BEING SERVICES

Hong Fook top three recommendations: one-on-one support, educational workshops, and information

Survey Results: Services Newcomers are Seeking

1. Counselling, therapy, or help for problems with personal relationships **(42%)**
2. Educational workshops **(40%)**
3. Information about mental health problems, treatment, or available services **(38%)**
4. Health care providers such as family physicians, pharmacists, nurse practitioners, psychiatrists, medical specialists (30%)
5. Alternative care such as acupuncture, naturopath, chiropractor, herbalist (24%)
6. Medication (13%)

**Take The Mental Health Journey Together
1982-2021**

Our Key Learnings and Experiences

January 26, 2021



Source: Hong Fook Mental Health Association Survey Results, findings shared with PEI partners in January 2021

RECOMMENDED WELL-BEING SERVICES

Action Plan for those Expanding Services to Immigrant Communities

COUNSELLING SUPPORT (ONE-ON-ONE)

- Increase mental health support through trauma-informed, culturally-sensitive counselling services.
- Educate and collaborate with other mental health service providers to prepare them for expanded mental health needs in the immigrant community.
- Education on mental health support needs and referral points for services, in support of PEI's immigrant community.

SELF-ASSESSMENT TOOL & INTERPRETERS

- Develop and distribute a mental health self assessment tool, with service access points (translate into multiple languages)
- Recommend Mental health/health interpreters and vicarious trauma training
 - Per McGill's research in transcultural psychiatry and those working with culturally diverse patients, first-language support is critical in high stress situations.
 - Consider interpreter's, trained for mental health support.

WELL BEING PROMOTION & EDUCATION

Small group learning sessions, social media posts reminding newcomers of wellness strategies, links to well being insight, and workshops/ interactive sessions on topics of interest or need.

Examples: triple P, other parenting, managing families online usage/social media, healthy relationships, mindfulness, culture shock, grief, managing anxiety and stress, coping strategies, where to seek support, etc.)

Ideas for session topics can be seen here (material can be purchased or provide a guide on topics of importance):

<https://ca.ctrinstitute.com/topics>

HELPLINE & DIRECTORY (PROVINCE)

- Island Helpline is only available in English and French and unable to do interpretation, are there other options?
- **Other helplines, like in Ontario:**
 - Multilingual Distress Line–1-877-298-5444. Support offered in 8 languages, including English, Mandarin, Cantonese, Spanish, Portugese, Hindi,, Punjabi, and Urdu; it does **not** have Vietnamese or Tagalog; it is **not** 24 hours (10am-10pm)

Good News: Province of PEI has opened a new 24/7 helpline that has integrated with Mobile Mental Health (as of Jan/2023): call toll-free 1-833-533-6983 (24/7) or visit www.princeedwardisland.ca/MHA.

DEVELOPING CULTURALLY-INFORMED WELL-BEING SERVICES

Recommended Approach: Advice from Immigrant Health Professionals

“Touch the heart”: Speak to our heart (each participating culture recommended for a warm and empathetic counselling approach - like a pre-counsellor, helping get people comfortable with initial conversations on mental health, educating on mental health, and reaching into cultural communities to share insight and where to go for help.

No familiarity or words for mental health, don’t recognize symptoms- need to learn what the symptoms are, focus group participants described mental health as “feelings welling up in the heart” that “we don’t understand” or “know what to do with”. Focus on practical support, giving words to what they are struggling with, and culturally-appropriate interventions.

People don’t know who to talk to when scared, anxious, stressed, or having trouble managing.

Many kids struggle, we decided to move, it wasn’t their choice, but now it is our kids that have to face the consequences, the difficulties of immigration

All cultures spoke on needing practical education and information sessions: positive parenting, parent coaching, healthy relationships, the challenges of immigration, getting through the winter, etc.

Hong Fook also advised: focus on supportive language (such as “promoting wellness” or “mental well-being” vs. “mental illness” or “issues”). And- focus on practical steps people can take to increase both physical & mental health.

Source: <https://drive.google.com/file/d/1tsePLcHAvoPuRiiRwOmgUe5E14gYRGAY/view?usp=sharing>

DEVELOPING WELL-BEING SERVICES WITH SETTLEMENT ASSOCIATIONS

Fostering Well-Being within Immigrant Serving Organizations

Mental Health and Well-Being Service Information




PEIANC WOMEN'S CIRCLE



PEIANC Women's Circle offers a safe and welcoming space for women of all backgrounds to come together and share.

PEIANC Women's Circle will offer support and coping strategies for stress, families and parenting relationships, mental wellness, and a place to meet new people.

PEIANC WOMEN'S CIRCLE

In-person seats are limited and we are looking forward to meeting you.

PLEASE REGISTER BY Friday October 1st
carolyn@peianc.com or aynur@peianc.com

DATE: October 8th is first session and will run 5 weeks.
 TIME: 12 pm to 2:00 pm






LOCATION: Carriage House/Beaconsfield-2 Kent Street, Charlottetown

Facilitated by PEIANC Family Counsellors
 Carolyn Jenkins & Aynur Darian



Parenting Toolkit

A six-week series of sessions designed to create coping tools for parents

<p>WEEK 1</p>  <p>PARENTING STYLES</p>	<p>WEEK 2</p>  <p>BULLYING</p>	<p>WEEK 3</p>  <p>RELATIONSHIPS</p>
<p>WEEK 4</p>  <p>SCREEN TIME</p>	<p>WEEK 5</p>  <p>HEALTH & WELL-BEING</p>	<p>WEEK 6</p>  <p>COPING SKILLS FOR PARENTING</p>

EVERY TUESDAY STARTING FEBRUARY 22 FROM 5:30 TO 6:30 ON ZOOM

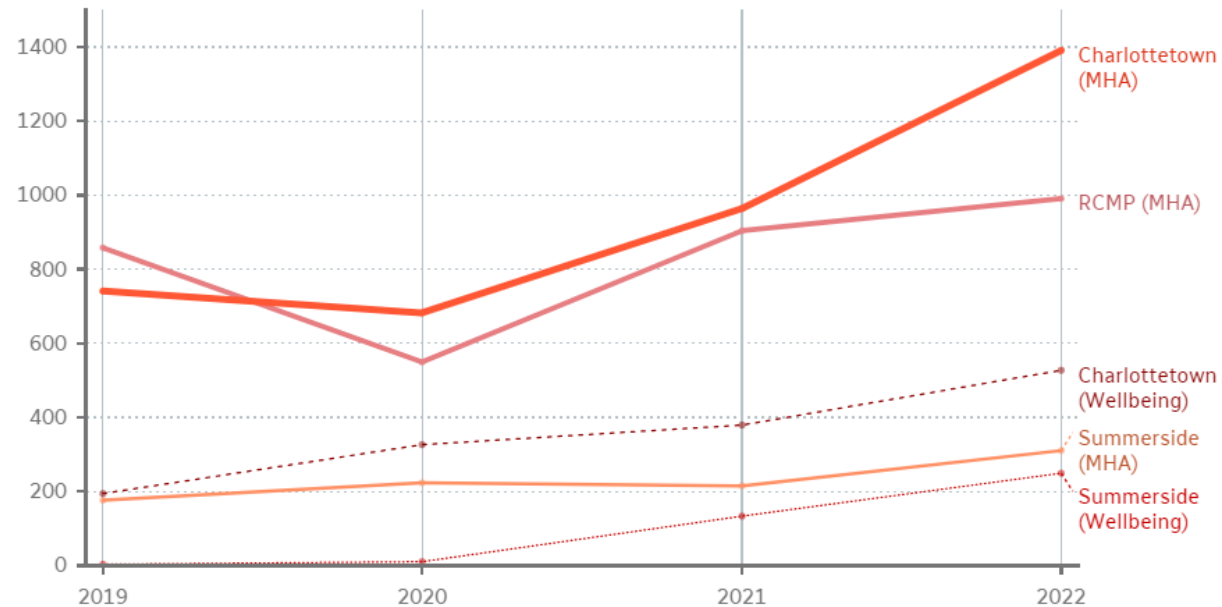
 

STILL A PRIORITY

MENTAL HEALTH TRENDS (GENERAL POPULATION)

Mental health-related calls to P.E.I. police forces

Calls made to the RCMP, Summerside and Charlottetown police forces for mental-health related reasons, 2019-2022. Calls made under the Mental Health Act (MHA) and wellbeing checks are noted on separate lines.



Actual number of wellbeing checks in 2019-20 would be higher, as data on wellbeing checks is only retained for two years. In addition, RCMP data for 2020 may not be accurate, given changes in file scoring practices.

Source: Charlottetown Police Services, Summerside Police Services, RCMP PEI (CBC)

<https://www.cbc.ca/news/canada/prince-edward-island/pei-police-mental-health-crisis-1.6871905?fbclid=IwAR2xvK8KKrXYinvmtDvhovCQIEkg98sC3ko5uniNARLmLpkip0I94O8MdQA>

MENTAL HEALTH TRENDS (CANADA-WIDE YOUTH)

Trigger Warning

Issues Discussed via Professional Counselling (phone and live chat)

Kids Help Phone, Canada

Issues Discussed	2021	2022	Mar-23	Trend
Suicide / Suicidal Thoughts	9%	12%	15%	↑
Peer / Partner Relationships	16%	20%	31%	↑
Family Changes/ Relationships	9%	12%	21%	↑
Mental / Emotional Health	44%	58%	79%	↑

Source: Kids Help Phone - <https://kidshelpphone.ca/get-insights/insights-by-location/>

Source: Kids Help Phone, “all of Canada” data pulled December 1st, 2022 & April 2023

Data source: <https://kidshelpphone.ca/get-insights/insights-by-location/>

MENTAL HEALTH TRENDS (PEI YOUTH)

PRINCE EDWARD ISLAND 2022 vs. 2023			
Phone and Live Chat			
Issues Discussed via Professional Counselling (phone and Live Chat)		2022 (full year)	2023 (Jan-Nov 2023)
Mental / Emotional Health	↑	66%	80%
Peer / Partner Relationships	↑	13%	29%
Family Changes / Relations ...	↑	33%	34%
Suicide / Suicidal thoughts ...	↑	9%	13%
School	↑	4%	13%
Emotional abuse	↑	6%	9%
Self-social identity / Discri ...	≡	2%	2%
Sexual violence / Abuse	↑	4%	9%
Physical violence / Abuse	↑	4%	9%
Bullying / Harassment	↑	1%	9%
Financial / Legal information	↓	2%	0%
Sex / Sexual Health	↑	2%	11%

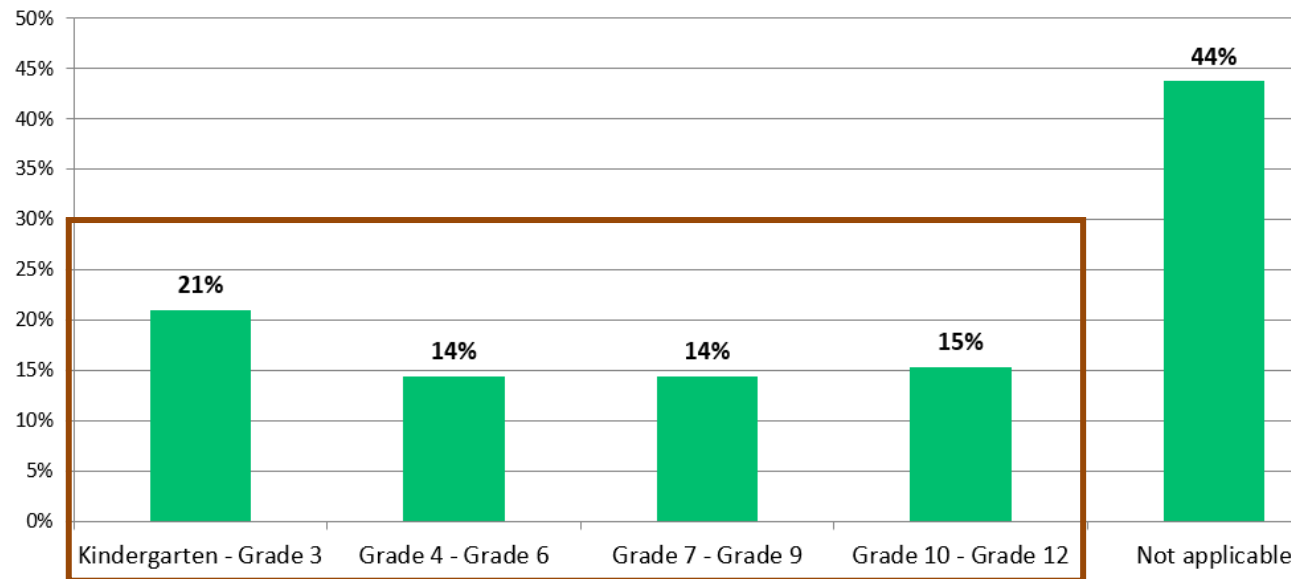
<https://kidshelpphone.ca/get-insights/insights-by-location/>

PEI IMMIGRANT SURVEY (IMMIGRANT YOUTH)

Q16: During the last year, did your child have a difficult time with their feelings or wellbeing?
(increased stress, culture shock, avoiding school, talk of self harm, or other wellbeing concern?)

Which child is is having a difficult time?

Please check all that apply

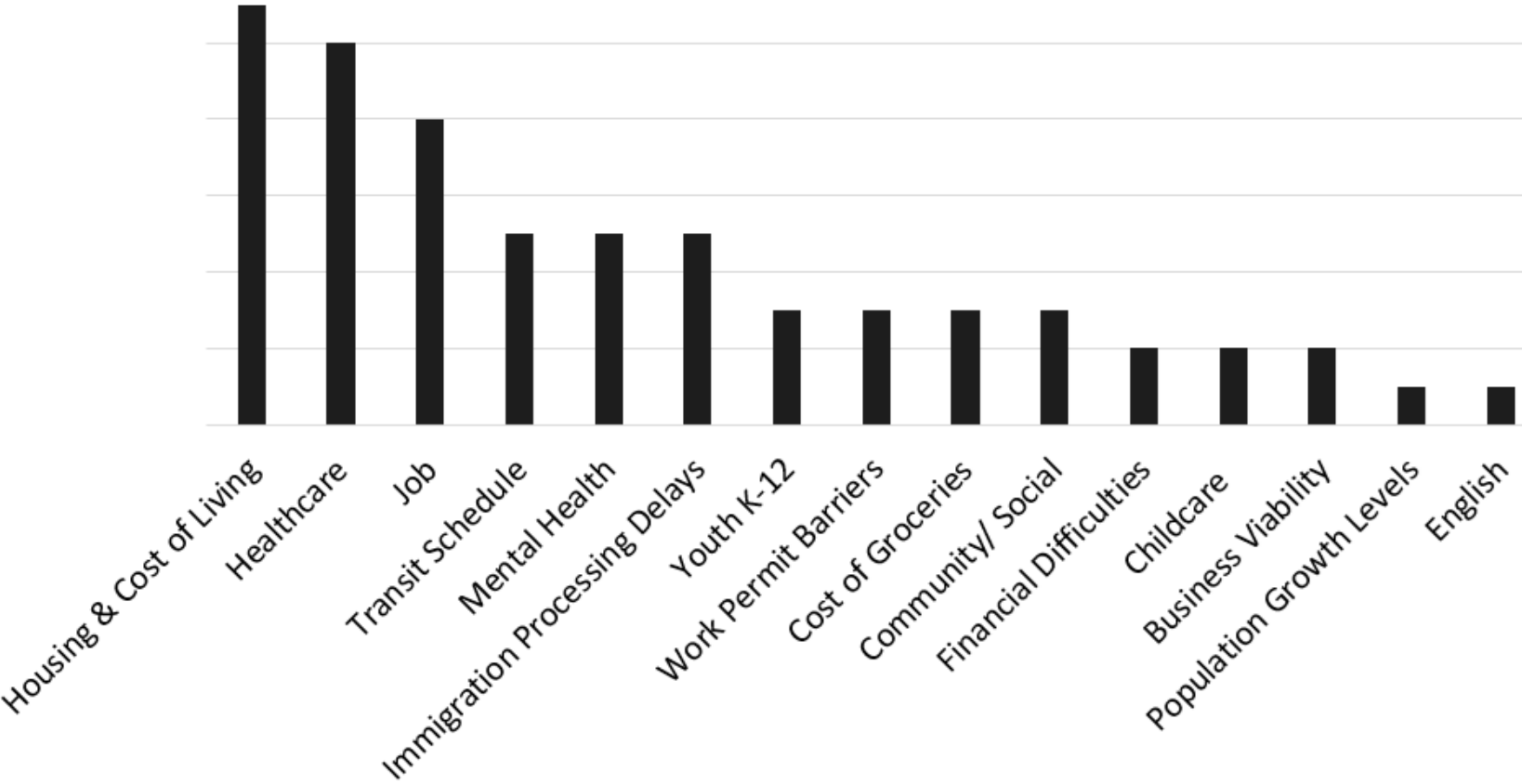


Source: PIP-IRSA 2023 Immigrant Check-In Survey

n=225

DISCLAIMER: DATA REFLECTS PARENTS PERCEPTIONS, PLEASE FOLLOW WELL BEING RESEARCH THROUGH THE CPHO

PEI IMMIGRANT SURVEY (CHALLENGES IMMIGRANTS REPORT)



Source: PIP-IRSA 2023 Immigrant Check-In Survey
QUALITATIVE ANALYSIS OF Q10 COMMENTS

A monarch butterfly is shown with its wings spread. The left side of the butterfly, including its wings and body, is rendered in grayscale. The right side, including its wings and body, is in full color, showing the characteristic orange and black patterns of a monarch butterfly. The butterfly is positioned against a background that is split vertically: the left half is a dark, textured gray, and the right half is a bright blue sky with white clouds. A white rectangular box is centered over the butterfly's body, containing the text "A BETTER TOMORROW" in a dark blue, serif font.

A BETTER TOMORROW



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