



COSTI'S NEWCOMER WELLNESS MODEL

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COSTI IMMIGRANT SERVICES

COSTI continuously strives to be a leader in community service by using a client-focused, proactive, and innovative approach in planning, developing and delivering services.

Its programs ensure that regardless of language or cultural barriers, people who arrive in Canada are able to use their existing skills, learn new ones, and participate actively in all aspects of Canadian life.

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COSTI'S MISSION

To empower people from diverse communities to succeed and achieve their full potential by providing educational, employment, and social services.

COSTI'S ROLE



- Participate on the research Steering and Advisory committees
- Hire research analyst.
- Recruit and interview GAR clients for COSTI'S RAP program.
- Recruit and interview RAP staff
- Analyze and collate data.
- Prepare report.

Benefits of Partnership



- Each partner brings their own unique experience and model of service.
- Each partner brings their own expertise.
- Results more robust.
- Learn from each other
- Different perspectives to navigate challenges

Rationale/Need



- Improve the response to GARS in mental health distress.
- Procedure for early intervention/early response.
- Learn how to support needs of RAP workers.

COSTI'S VALUES



- **Leadership**

We stand and take action for positive change in our community.

- **Diversity**

We value and respect each person's differences and unique contributions.

- **Empowerment**

We acknowledge the potential of every person and facilitate their growth and self-sufficiency.

- **Compassion**

We support and care for each other.

- **Excellence**

We are committed to high standards in all we do.

- **Innovation**

We embrace change, support continuous improvement and encourage new solutions.

- **Accountability**

We do what we say we will.

NEWCOMER WELLNESS CENTRE



Development of a wraparound model of service for all newcomers.

- Settlement Services
- Hostel Services
- Housing
- Mental Health
- Resettlement Assistance Program
- Client Support Services
- Educational Services
- Community Engagement

NEWCOMER WELLNESS SERVICES



At COSTI's Family and Mental Health Services, trained multilingual staff support newcomers to achieve wellness:

- Community engagement for prevention and awareness-raising
- Counseling which is:
 - holistic
 - an active process
 - trauma-informed
- Research to inform programs and service delivery

PRINCIPLES OF TRAUMA INFORMED CARE



Safety – physical and emotional safety



Trustworthiness – task clarity; worker upholds clear consistent boundaries and supports client to trust themselves



Choice – client must have choice; right to choose



Collaboration – worker and client develop plans together



Empowerment – facilitate client control over goals and approach to achieve them



Cultural and Historical and Gender Issues-
acknowledge

CULTURAL HUMILITY

Cultural humility is a practice of self-reflection on how one's own background and the background of others, impact teaching, learning, research, creative activity, engagement, leadership, etc.

KEY ATTRIBUTES OF CULTURAL HUMILITY

- Openness
- Self-Reflection/Awareness
- Lifelong learning
- Institutional accountability
- Empathy and compassion
- To be “other-oriented”
- Acknowledging Power Imbalances and Balancing power imbalances



REFERENCES

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