

Building the Capacity of the Settlement Sector: Promising Practices on Anti-Racism and Anti-Oppression

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**Immigrant and Refugee
Mental Health Project**

camh
mental health is health



Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada

CAMH

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health teaching hospital and one of the world's leading mental health research centres.

CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre.

The Office of Health Equity at CAMH makes a continuous effort to reduce disparities in mental health through community collaborations and internal initiatives, including the Immigrant and Refugee Mental Health Project funded by Immigration, Refugees and Citizenship Canada (IRCC).

The Office of Health Equity

Our commitment is to *reduce disparities* in health and its determinants to ultimately *improve clinical health outcomes* for CAMH patients and clients.



**Research &
evaluation**



**Education
& training**



**Interpretation
services**

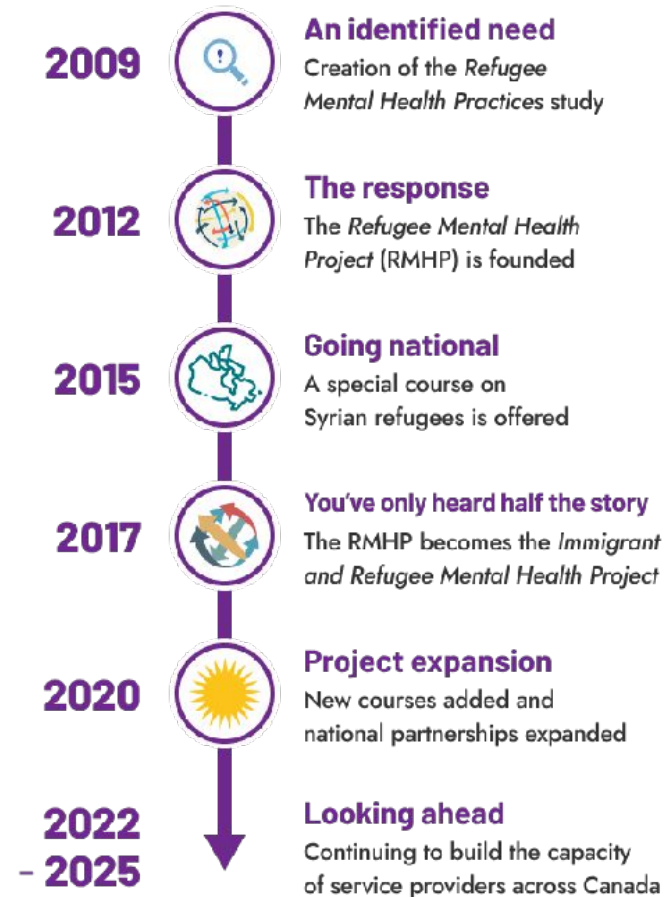


**Strategic
initiatives**

Collaboration and Convening: Immigrant and Refugee Mental Health Project

A bilingual (English and French), evidence-based, capacity-building initiative designed to enhance the knowledge, skills and networks of service providers to appropriately respond to the unique mental health needs of immigrants and refugees.

Funded by Immigration, Refugees and Citizenship Canada, the IRMHP offers a range of free, web-based training, tools and resources for settlement, social and healthcare sectors in Canada.



The CAMH logo is displayed in a large, light blue, sans-serif font at the top of the image. The background is a teal-tinted photograph of a modern glass-walled building with four people standing in front of it. The people are wearing face masks and lanyards. In the background, there are utility poles, a street lamp, and a multi-story brick building.

Evidence and Research: What we know

What We Know (1 of 2)

Economic and social conditions affect mental health:

We must consider several social determinants of mental health, including the migration journey.

Intersectionality affects discrimination and privilege:

Social identities intersect with each other and shape various advantages and disadvantages for immigrants and refugees, which can affect their mental health.

Social Determinants of Health:

In the in-transit and post-migration contexts, social determinants are consistently identified as the most important factors affecting the mental health of immigrants and refugees.

What We Know (2 of 2)

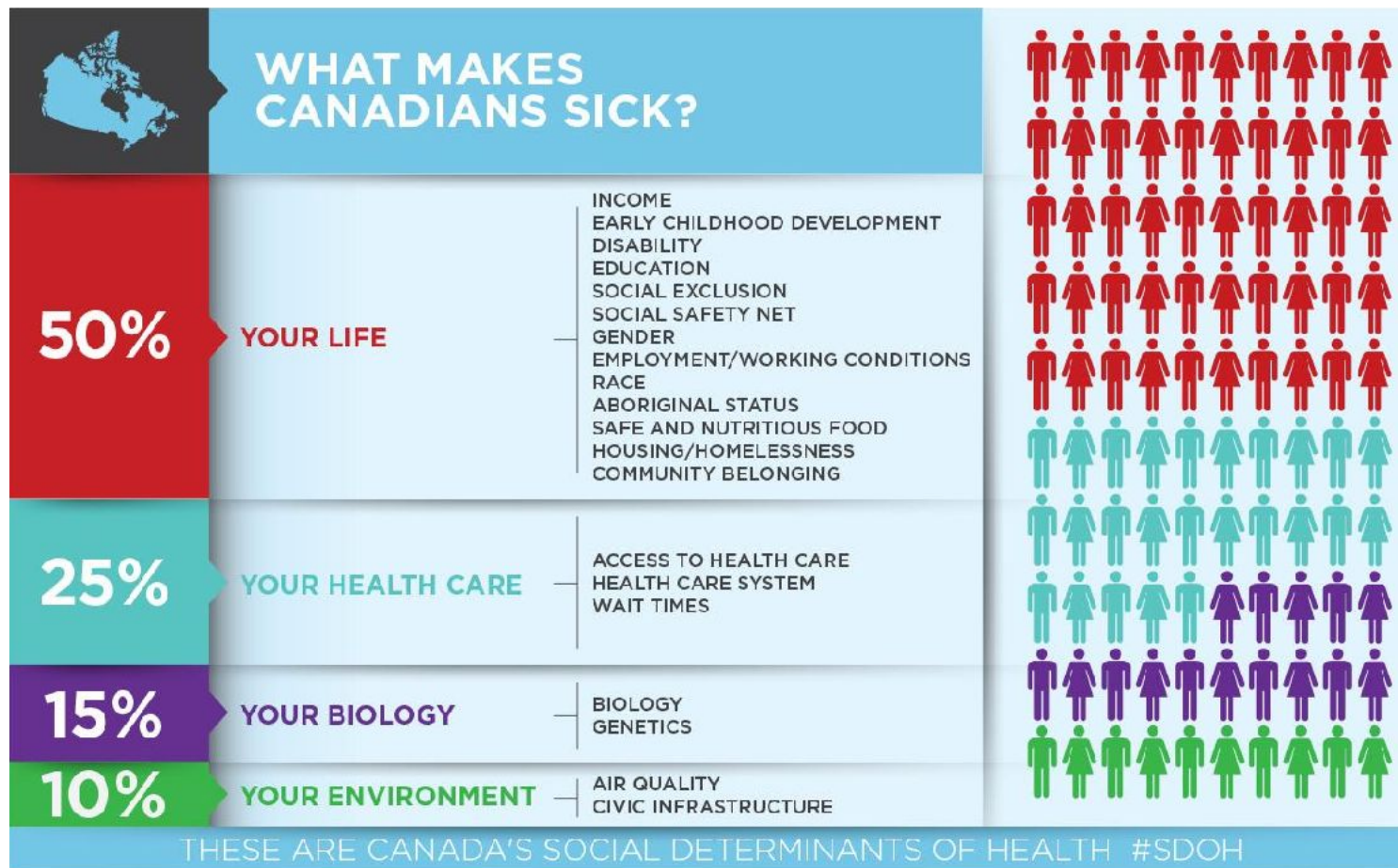
Refugees are resilient:

Psychological problems are often not mental illnesses but do impact settlement and thriving.

Most effective responses:

Focus on mental health promotion and illness prevention as well as developing appropriate pathways to care

Social Factors are the Main Determinants of Health





Immigrant and Refugee Mental Health Course, Module 7: Health equity, anti-racism, anti-oppression, intersectionality and allyship


Stefanie Cali

Assistant Manager, Health Equity, Centre for Addiction and Mental Health (CAMH)

Immigrant and Refugee Mental Health Course

The Immigrant and Refugee Mental Health Project is a capacity-building project funded by Immigration, Refugees and Citizenship Canada.

The IRMHP provides online training, tools and resources to settlement, social and health service professionals across Canada to support their work with newly-arrived immigrants and refugees;





Immigrant and Refugee Mental Health Project

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Immigrant and refugee mental health course

Syllabus



Strengthen your capacity to effectively address the mental health needs of immigrants and refugees

Two Streams



**Settlement & Social Service
Providers**



Health service providers

For more information on the courses, visit irmhp.ca

Course Outline

Ten Modules (~25-30 hours over 6 weeks, accredited by University of Toronto)

1. Immigration and the social determinants of health
2. Introduction to mental illness and disorders
3. Mental health needs of key populations: Women
4. Mental health needs of key populations: Children
5. Mental health needs of key populations: older adults, survivors of torture, 2SLGBTQ+ people, persons living with disabilities
6. **Health services stream:** Treatment and support
Settlement and social services stream: Counselling and case management
7. **Health equity, anti-racism, anti-oppression, intersectionality and allyship (NEW)**
8. Service delivery, pathways to care and interpretation
9. Partnerships and mental health promotion
10. Self-care and self-awareness

Why we added this module

- Recognizing the diverse needs of immigrants and refugees to reduce health inequities
- Feedback from the National Advisory Committee and the sector
- Access to Subject Matter Expertise
- To highlight best practices

Module 7: Health equity, anti-racism, anti-oppression, intersectionality and allyship



oppression
immigrant
anti-oppression
anti-racism
refugee bias allyship
racism
power
anti-oppression
SDOH privilege
anti-racism refugee
anti-oppression
immigrant
intersectionality

Module 7 Learning Objectives (1 of 2)

- Define health equity and explain the importance of recognizing the diverse needs of immigrants and refugees to reduce health inequities.
- Discuss the different levels and forms of racism and its effect on mental health for new immigrants and refugees.
- Explain anti-Black racism and its impacts on mental health.
- Define bias and the role of implicit bias in racism.
- Identify possible ways of adopting an anti-racist approach and following the anti-oppression framework for improvising the mental health of immigrants and refugees.

Module 7 Learning Objectives (1 of 2)

- Define intersectionality and explain how intersecting identities can contribute to multiple levels of oppression for immigrants and refugees.
- Explain why the intersectional model is important for improving the mental health of immigrants and refugees.
- Describe cultural humility and discuss the key elements care providers need to focus on while treating people from different cultures.
- Define allyship and explain how care providers can use it to dismantle racism.

Module Design and Interactivity

Increasing participant engagement and knowledge translation through:

- Videos
- Mid-Module Knowledge Checks
- Featured Resources
- Review Questions
- Discussion Questions posted to the Community of Practice
- Case Scenarios and Reflection Questions



Imagine this scenario

Anti-Black racism and bias toward clients

How you can demonstrate inclusive practices in your professional and personal lives?

Provide two examples of how your services could be made more inclusive. Explain how these practices can foster allyship and solidarity.

Write your response here. After submitting, click the button below to see a discussion.

See discussion



Featured resource

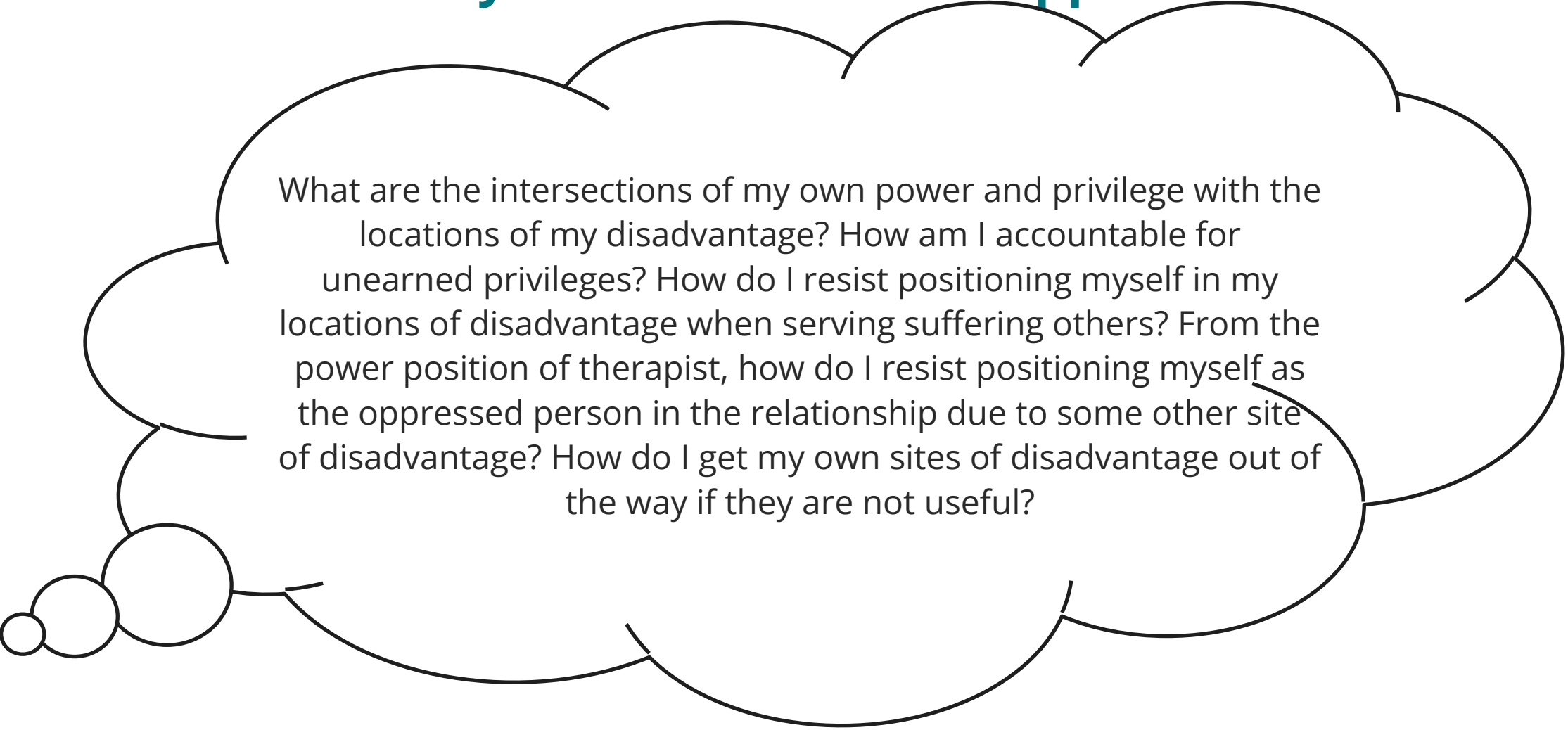
The Centre for Addiction and Mental Health and the Anti-Black Racism and Mental Health Advisory Committee created the "Dismantling Anti-Black Racism Strategy." It identifies key priority areas at the organizational, staff and clinical level, and includes 22 actions that aim to decrease anti-Black racism at CAMH.

Read this strategy

Why is this module important? Addressing Assumptions

- There is an assumption that equity training and support amongst racialized providers is not necessary
- Immigrants and Refugees bring a diversity of intersecting identities.
- Intersectionality is critical for providers to appreciate the complex layered experiences of their clients.
- Avoids a “one size fits all” approach.

Why is this module important? Concept of Intersectionality as a bi-directional approach



What are the intersections of my own power and privilege with the locations of my disadvantage? How am I accountable for unearned privileges? How do I resist positioning myself in my locations of disadvantage when serving suffering others? From the power position of therapist, how do I resist positioning myself as the oppressed person in the relationship due to some other site of disadvantage? How do I get my own sites of disadvantage out of the way if they are not useful?

Why is this module important? Shifting from Cultural Awareness to Cultural Humility improves outcomes

Understanding and the recognition to the active engagement in an ongoing process of self reflection

+

accountability

Addressing Assumptions: Shifting from Cultural Awareness to Cultural Humility



Vince Pietropaolo - Benefits of cultural humility

Module Feedback

"I particularly enjoyed the in-depth exploration of cultural competence and its impact on mental health care. The practical case studies and role-playing exercises were valuable for understanding how to apply theoretical concepts in real-world scenarios. Additionally, the focus on trauma-informed care and the various strategies for supporting diverse populations provided a comprehensive view of the challenges and solutions in mental health practice."

– Health care provider stream, July 2024

"The subjects discussed in this course were of great importance to me, gave me valuable information for my work. Working with immigrant and refugee people requires constant learning. This course made me analyze better what to do in certain situations. Understanding mental health is paramount in our current days. Also, studying social isolation and discrimination is very important, as we can modify our own behavior when faced with various circumstances in the profession or outside it. Thank you for the opportunity."

– Settlement and social services stream, January 2024

Learn more

CONTACT US

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WEBSITE

English: irmhp.ca

French: psmir.ca





Elmwood
Community
Resource Centre

Equity in Action:

Inclusive Practices for a Healthy Workplace



Nina Condo

Executive Director

Hilda de Souza

Senior Director, People

Engagement and Programs





What is Equity?



refers to fairness or justice in the way people are treated, especially freedom from bias or favoritism. It ensures fair opportunities and access for all.





How does it benefit business and social cases?



Equity benefit businesses by:

- Increased productivity and creativity
- Better employee retention
- Enhanced reputation

Equity benefit social cases by:

- Create value
- Expand markets
- Uplift diverse identities

Diversity vs. Equity vs. Inclusion



Diversity

Diversity is the presence and acceptance of differences that may include race, gender, religion, sexual orientation, ethnicity, nationality, culture, citizenship, marital status, life and etc.



Equity

Equity is providing everyone with the unique resources and opportunities they need to reach an equal outcome.



Inclusion

Inclusion the outcome of a welcoming environment that incorporates diverse perspectives and equitable practices to ensure all people participate in decision-making.





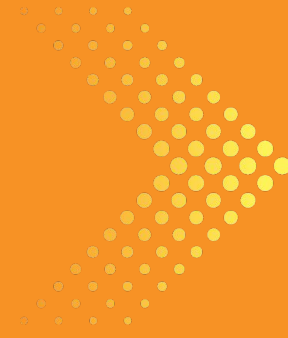
Inclusive practices for Equity



1. Creating an equitable workplace
2. Ongoing DEI Training.
3. Evaluate workplace Equity.



Policy Changes for Healthy Work Place



1. Prioritize Wage (compensation scale) Equity.
2. Promote hiring with lived experience and skills sets
3. Flexible Work Arrangements.
4. Inclusive policies for all employee dynamics.
5. Support Employee well-being.





CONFUSION

"diversity and inclusion are critical drivers of quality, of safety and innovation. And quite frankly, every important thing we do would be better with an inclusive culture".

UNDERSTANDING

"diversity and inclusion are critical drivers of quality, of safety and innovation. And quite frankly, every important thing we do would be better with an inclusive culture".



ECRC's Mission

to build a community in Elmwood with the resources and supports that make the neighbourhood a great place to live, work and raise a family. *Our motto is neighbours helping neighbours.*

The services we deliver include:

- family programs
- education and employment Programs
- mental health supports
- cultural programs
- support and information to newcomers that live in Elmwood community.

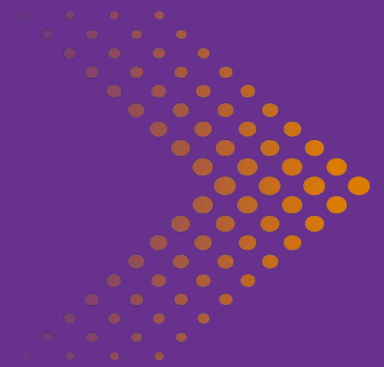
Below are some of the initiatives ECRC has undertaken in the past few years to create an equitable and inclusive workplace:

1. Application of an equity audit checklist
2. Regular Equity, Diversity, and Inclusion (EDI) training and conversations
3. Anti-Oppressive Framework for service delivery
4. Development of an equity lens wheel for staff to utilize
5. We developed training modules on the following:
 - Anti-racism workshop for the general public and tailored Highschool students (youth programs)
 - Customized training on anti-racism training for service providers
 - Coping with Racial Trauma workshop for racialized individuals,
 - Effective Allyship
 - Ubuntu-Anti racism toolkit.
 - Decolonizing practice for non-Indigenous organization





At ECRC, we pursue our **Equity**, **Diversity**, and **Inclusion** goals through an anti-oppressive and equity lens; we welcome people from all experiences, backgrounds, races, and genders onboard by intentionally recruiting Black, Indigenous, People of Colour (BIPOC) and other equity-seeking groups both as employee and as Board of Directors via an easily accessible online application on our website.





Commit to Equity



- Be aware and informed.
- Small changes create huge impact to everyone's life.
- Platinum Rule.



Diversity is a **fact**.

Equity is a **choice**.

Inclusion is an **action**.

Belonging is an **outcome**.

-Arthur Chan



Thank you for
listening!



Sources

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Building Inclusive Workplaces in the Settlement Sector and our Communities: Best Practices and Strategies

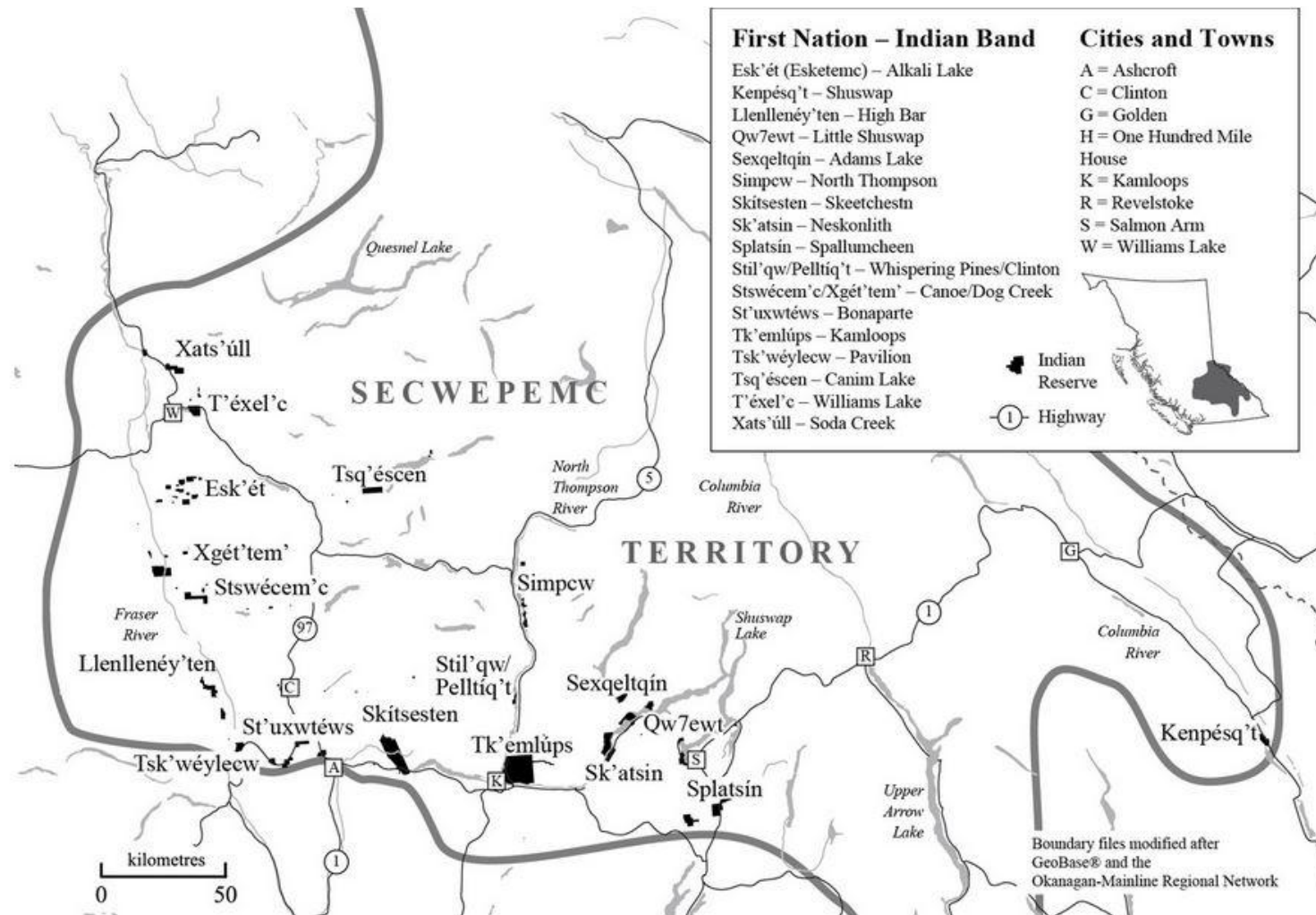


Presenter:

Rajneet Chhatwal, Intercultural Competency Project Lead,
Kamloops Immigrant Services

Land Acknowledgement

We are grateful to live and work in the ancestral, traditional, and unceded territory of the **Secwepemc Nation**.



KIS is Small Centre in the Thompson-Nicola Region, BC

- **Population 135,492**
- **One of the fastest-growing cities in Canada**
- **Known as the Tournament Capital of Canada for Sports and outdoors activities**
- **Domestic Airport**
- **13,185 Newcomer immigrants (PR)**
- **2,875 (TR)** (Census 2021)
- **4,296 International Students**



Kamloops Immigrant Services - In context



44 years
assisting
Newcomers in
Kamloops



No existing
Local
Immigration
Partnership
(LIP)



Help over
1900 new
clients
annually



36 Full-time
employees
6
departments



How we integrate equitable practices into our workplace

1. Competitive Wages and Benefits
2. Team Building and Cultural Appreciation
3. Professional Development and Empowerment
4. Fostering Collaboration and Holistic Services
5. Investment in Bamboo HR - Streamline
6. Equity in the Workplace – Trading Office Pilot Project
7. Community Engagement and Special Events
8. Health, Wellness, and Regular Check-ins



A woman in a light-colored dress stands at the front of a meeting room, pointing to a large screen. The screen displays six colored boxes with text: 'Learning on how to be an ally' (orange), 'Cultural sensitivity' (yellow), 'Reduced stereotyping and insensitivity' (red), 'Inclusive Leadership strategies' (green), 'Realization of unearned privileges' (purple), and 'Enhanced collaborative efforts' (orange). Several people are seated around a long wooden table in the foreground, looking towards the presenter. The room has large windows on the left and a whiteboard on the right.

The EDI Project: Free Training For Workplaces in our Community (TNRD)



Vision

- Foster cultural appreciation in our community through workplaces.
- Break down bias in teams.
- Improve onboarding procedures.
- Inclusive Leadership for improved employee retention.
- Equip leaders with conflict resolution strategies for multicultural teams.
- Promote newcomers' integration support.

Impact



In the last three months since launching our workshops, we have achieved the following:

- Organized 22 workshops.
- Engaged 8 local businesses.
- Partnered with the City of Kamloops HR Advisors Team.
- Collaborated with 11 non-profit organizations.



Looking Forward

- Secure Funding: Apply for grants and explore sponsorships to ensure project sustainability.
- Continue: Host regular workshops to reinforce EDI practices, refining content with feedback.
- Expand: Offer specialized EDI workshops in neighboring communities like Chase, Merritt, and Shuswap.
- Outreach: Boost visibility through local partnerships, events, and social media.
- Our community is ready for a Local Immigration Partnership (LIP).



Thank you!



Q & A