

# CULTURAL BROKERS NATIONAL SURVEY:

## Understanding Cultural Brokers experiences of Racism while connecting immigrants and refugees with Canadian systems and institutions

### Research Team

Dr. Sara Torres, Associate Professor, School of Social Work, Laurentian University (Lead Researcher)  
Dr. Sally Ogoe, Project Coordinator/Research Associate (Environmental Scan), Laurentian University  
Dr. Amir Mousavi, Analyst/Research Associate, Laurentian University  
Ms. Renise Robichaud, Research Assistant, Laurentian University

### With support from:

Dr. Elmira Mirbahaeddin, Ms. Libby Alexander, Messrs. Pavel Chernousov, Reza Zandi, Dr. Pallabi Bhattacharyya and Ms. Harleen Jingher.

### Project Partners:

Yvonne Chiu, Joy Medori and Leslee McKay, Curriculum Team, Multicultural Health Brokers Coop  
Traicy Robertson, Samantha Lee and Jonathan Wade, Digital Network, Manitoba Possible  
Zarghoona Wakil, Gatherings Team, Umbrella Multicultural Health Brokers Co-op.

# OUTLINE OF PRESENTATION

- **Introduction**
- **Research Question and Objectives**
- **Literature Review**
- **Methodology**
- **Preliminary Findings and Discussion**
- **Recommendations and Strategies**

# INTRODUCTION

## **Definition of Cultural Brokering:**

- What is Cultural Brokering?
- What does it entail?

## **Importance of Cultural Brokers:**

- Role in connecting immigrants and refugees with Canadian systems.
- Contribution to health equity and social inclusion.

# RESEARCH QUESTION

**What systemic barriers and institutional racism do Cultural Brokers encounter, and how do these barriers impact their work?**



# OBJECTIVES

## **Frequency Challenges:**

- › Examine the frequency of racism and systemic obstacles faced by Cultural Brokers in their roles.

## **Assess Impact:**

- › Analyze how these challenges affect their ability to assist immigrant and refugee communities effectively.

## **Provide Recommendations:**

- › Offer strategies for building partnerships, implementing policy changes, and providing ongoing training to enhance the support for Cultural Brokers.

# LITERATURE REVIEW – EXPERIENCES OF RACISM

## Challenges in accessing Health Services

- Clients report dissatisfaction due to perceived discrimination or insensitivity
- Mental health concerns often dismissed or met with racist comments
- CBs burdened by need to "mend" gaps left by neglectful healthcare systems

## Hostile Social Environment

- CBs encounter direct hostility from mainstream community members
- Threats and insults for being perceived as allies of undocumented immigrants

# METHODOLOGY

## Recruitment of Participants

- › REDCap (platform) Recruitment Strategy
- › Outreach and Promotion

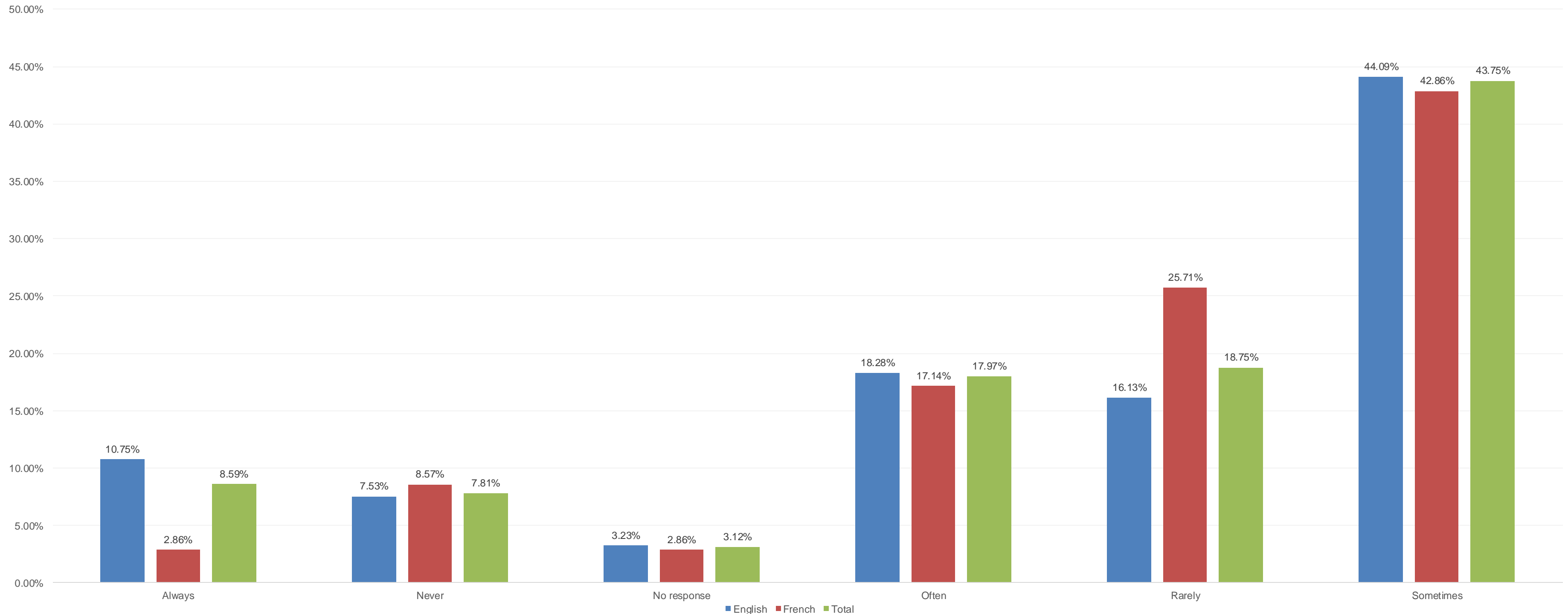
## Data Analysis

- › Descriptive statistics
- › One-Sample Proportion test
- › Kolmogorov-Smirnov Test

**PRELIMINARY FINDINGS  
AND  
DISCUSSION**



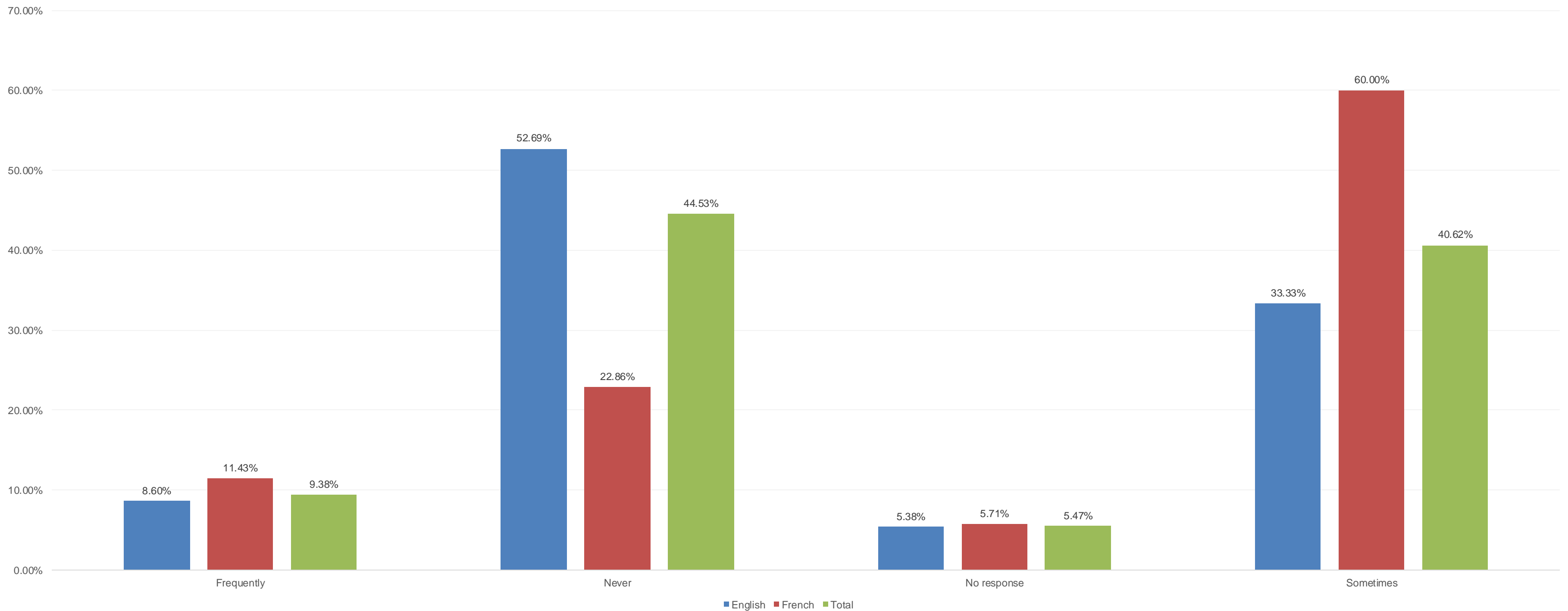
# How often do you face racism while connecting immigrant and refugees with Canadian systems and institutions?



N size = 128

Source: National survey of Cultural Brokers 2023-24

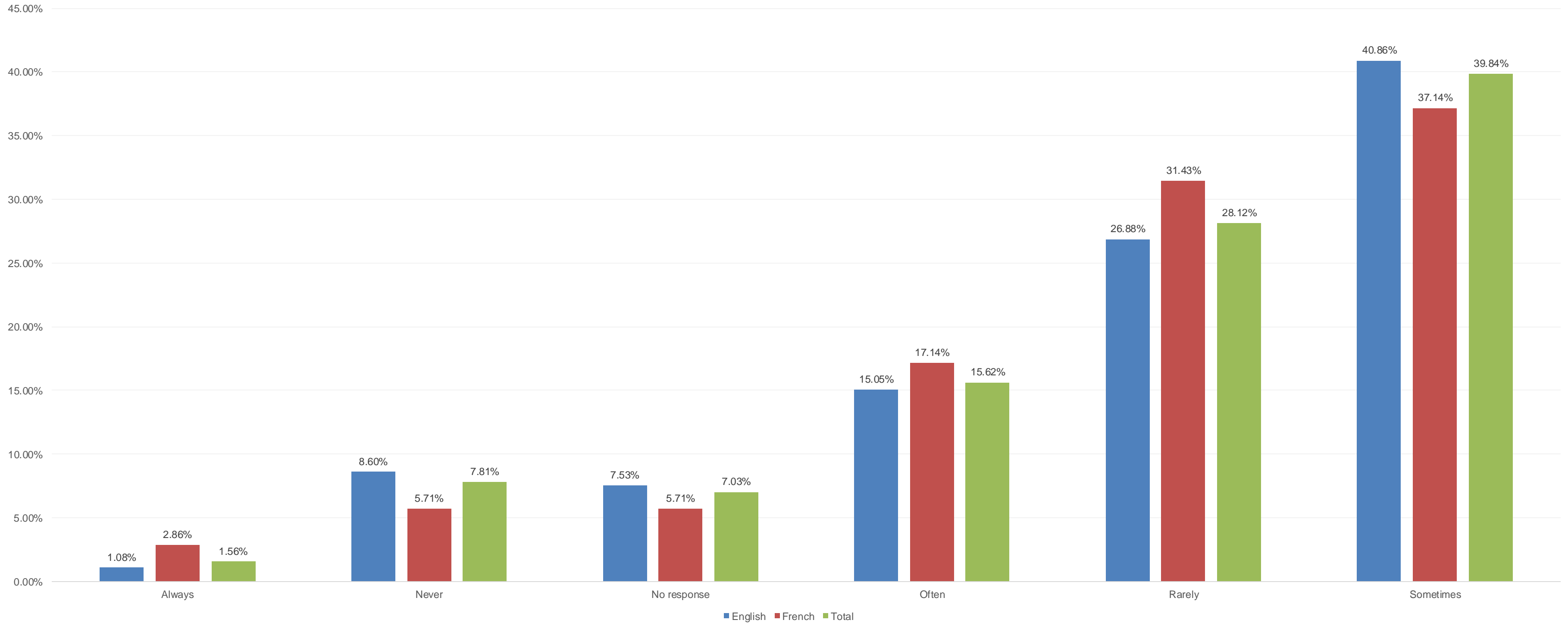
# Do you have clients (immigrant and refugee communities) you could not help due to unavailability of resources?



N size = 128

Source: National survey of Cultural Brokers 2023-24

# How often do you face difficulties in closing cases?



N size = 128

Source: National survey of Cultural Brokers 2023-24

# RECOMMENDATIONS AND STRATEGIES

## **Building Partnerships:**

- Strategies for cross-sector partnerships to ensure integrated support.

## **Policy Changes:**

- Advocate for reforms to address institutional racism within existing institutions and systems.

## **Training and Support:**

- The need for ongoing training and support for Cultural Brokers to address the challenges they face and enhance their skills.

# THANK YOU TO:

- Cultural broker Participants
- Funders (IRCC)
- Project Partners
- P2P Conference organizers
- Workshop attendees



**More Information on this project, please contact:  
Sara Torres at [storres@laurentian.ca](mailto:storres@laurentian.ca)**

**THANK YOU!**

# REFERENCES

1. Brar-Josan, N., & Yohani, S. C. (2014). A framework for counsellor-cultural broker collaboration. *Canadian Journal of Counselling and Psychotherapy*, 48(2).
2. Brar-Josan, N., & Yohani, S. C. (2019). Cultural brokers' role in facilitating informal and formal mental health supports for refugee youth in school and community context: a Canadian case study. *British Journal of Guidance & Counselling*, 47(4), 512-523.
3. Garcia, J. (2022). Latino community health workers: Meeting their community's emotional needs. [Unpublished manuscript or report if applicable].
4. Im, H., & Rosenberg, R. (2016). Building social capital through a peer-led community health workshop: A pilot with the Bhutanese refugee community. *Journal of community health*, 41, 509-517.
5. Jezewski, M. A., & Sotnik, P. (2001). Culture brokering: Providing culturally competent rehabilitation services to foreign-born persons. Buffalo, NY: Center for International Rehabilitation Research Information and Exchange.
6. Miller, R. L. (2022). Leveraging community-based mental health services for immigrant communities. *Community Mental Health Journal*. <https://doi.org/10.1007/s10597-022-00999-4>
7. Nunnery, D. (2015). Community health worker model: Challenges and opportunities. [Publication details or URL if available].