

Community health approaches for Ontario's immigrants and newcomers during COVID-19

April 27, 2021

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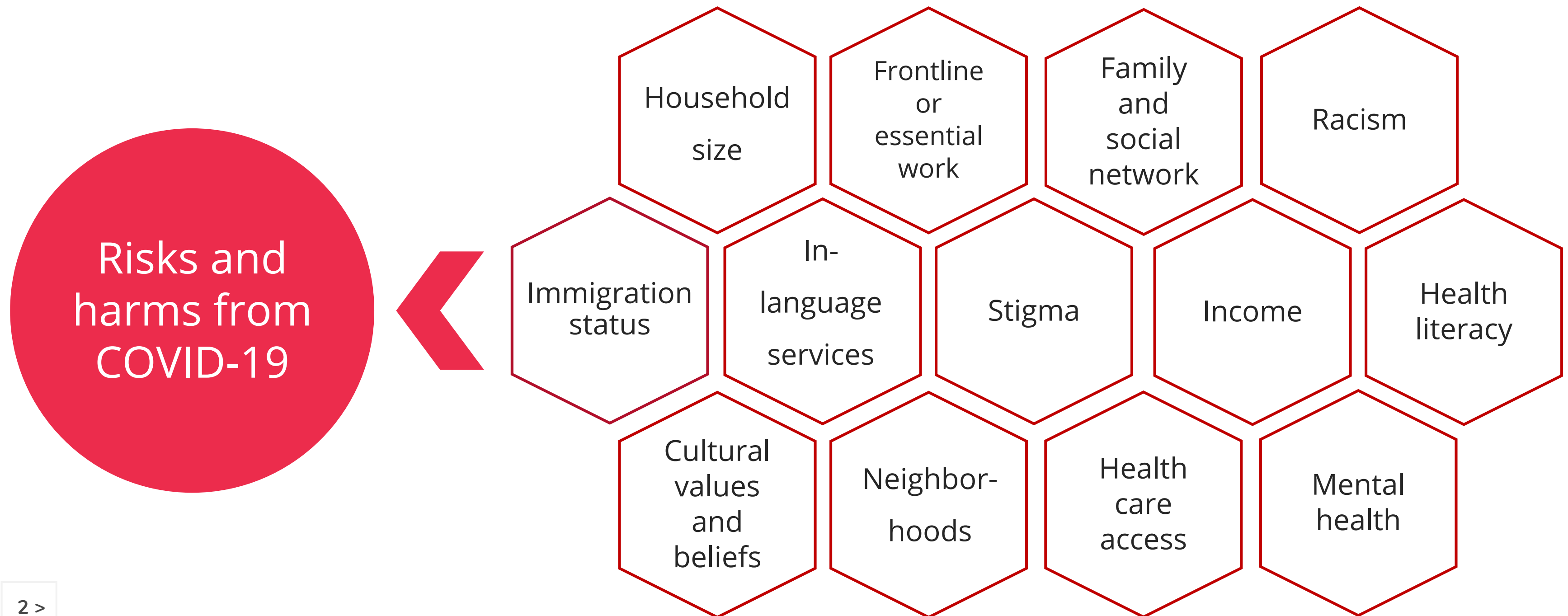
Alliance for Healthier Communities
Alliance pour des communautés en santé



Canada's source for
HIV and hepatitis C
information

catie.ca

The impact of COVID-19 on newcomers



Alliance advocacy during COVID-19

Implement paid sick leave for all essential workers

- Ontario needs a Stay-at-Home order, community vaccination plans, and paid sick leave for ALL workers to stop spread of COVID-19 variants, reduce the burden on health care (April 6, 2021)



- Address the social determinants of health during COVID-19, starting with paid sick days (Alliance pre-budget submission) (February 18, 2021)
- Letter to Premier Ford regarding paid sick leave (January 14, 2021)



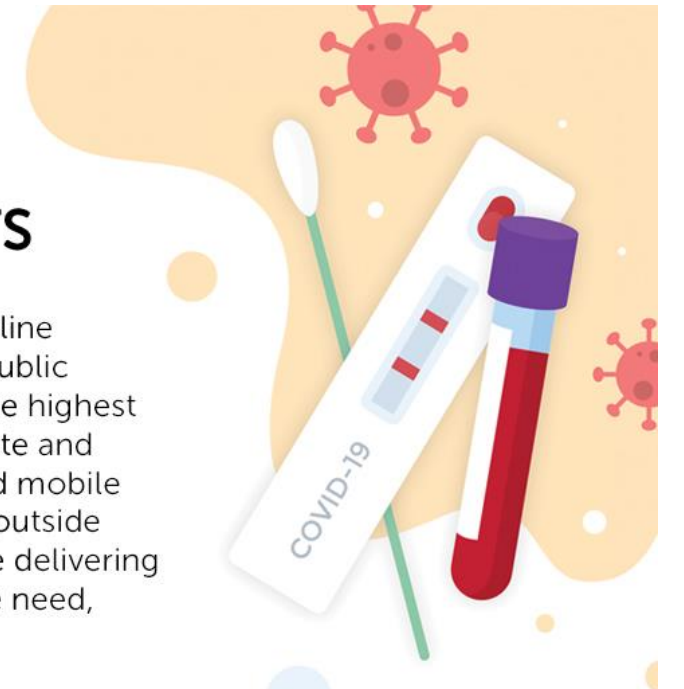
Alliance advocacy during COVID-19

Pandemic Response

- [Community health providers across Ontario continue to offer steadfast supports to marginalized people](#) (Blog - January 5, 2021)
- [To effectively support marginalized people most impacted by COVID-19, Ontario needs a community response strategy](#) (Blog – November 17, 2020)
- [Ontario needs testing strategies that work for everyone](#) (September 23, 2020)
- [Letter to Minister Elliott and Dr. Philpott regarding the collection of race and sociodemographic data](#) (July 3, 2020)
- [Letter to Minister Elliott, Minister McNaughton and Dr. Williams regarding public health guidelines for asymptomatic migrant agricultural workers](#) (June 29, 2020)
- [Letter to Deputy Minister Janet Menard, Chief Coroner for Ontario Dr. Dirk Huyer and Ontario Health President and CEO Matthew Anderson regarding supports for migrant agricultural workers during COVID-19](#) (June 8, 2020)

LEADING COVID-19 COMMUNITY-BASED TESTING AND SUPPORTS

Community providers continue to lead frontline COVID-19 testing, supports to isolate, and public health messaging in areas of Ontario with the highest rates of the virus. In many kinds of congregate and challenging situations, including pop-up and mobile testing in shelters, community centres, and outside apartment complexes, Alliance members are delivering the COVID-19 supports marginalized people need, where and when they need them.



MIGRANT FARM WORKERS DESERVE BETTER FROM ONTARIO

Governments must act now to protect the human rights of these essential workers and address health, housing, and labour inequities laid bare by COVID-19.



Alliance advocacy during COVID-19

Anti-Racism

- [Statement on anti-Asian racism and violence against Asian women](#) (March 23, 2021)
- [Anti-Black Racism impacts health and as healthcare organizations we must act now](#) (June 2, 2020)
- [Statement from Black health leaders: Anti-Black Racism is a Public Health Crisis](#) (June 1, 2020)



Statement on anti-Asian racism and violence against Asian women



CATIE statement on COVID-19 measures

CATIE denounces inadequate public health measures across Canada that have **failed** to:

- Provide paid sick leave or time to vaccinate
- Close non-essential workplaces
- Provide respiratory protective equipment and ventilation
- Prioritize vaccination for those at highest risk
- Address structural racism and other determinants of health

Objectives for today

- Share frontline perspectives and advice on how you can support immigrants and newcomers.
- Discuss future and ongoing challenges for your practice and how we can address them.



Agenda

1. Individual presentations and reflections

- **Paula Day,**
Ottawa Newcomer Health Clinic
- **Manvir Bhangu,**
Punjabi Community Health Services
- **Cliff Ledwos,**
Access Alliance Multicultural Health and Community Services
- **Giovanni Rico,**
Toronto South Local Immigration Partnership

2. Group discussion and Q&A



Type your questions
and comments in
the chat box!



A screenshot of a software interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below it is a 'Audio' panel with a 'Sound Check' indicator and a volume level. The audio settings are set to 'Computer audio' and 'MUTED'. The microphone is identified as 'Microphone (HD Webcam C510)' and the speakers as 'Speakers (High Definition Aud...'. Below the audio panel is a 'Questions' section with a text input field containing the placeholder text '[Enter a question for staff]'. On the left side of the interface, there is a vertical toolbar with icons for navigation, mute, video, and a hand icon.



OTTAWA NEWCOMER
HEALTH CENTRE

CENTRE DE SANTÉ POUR
NOUVEAUX ARRIVANTS D'OTTAWA

Community Health Approaches for Ontario Immigrants and Newcomers during COVID-19

Presented by Paula Day



Successful Partnership Initiative of:
Catholic Centre for Immigrants and Somerset West
Community Health Centre



ONHC Services

- Ottawa Newcomer Clinic
 - Provides temporary primary care for newly arrived government assisted refugees and refugee claimants in Ottawa
- Integrated Mental Health and Trauma Care
 - Short and long term psychotherapy and navigation support for clients needing mental health services
- Multicultural Health Navigator program
 - Language specific Basic health system education and navigation; link to services for clients
- Ottawa Language Access- **social enterprise**
 - Affordable Professional Medical Interpretation



Covid19 Related Challenges

- Pandemic restrictions: halted the flow of refugees to Canada
- Virtual visits: challenges
- Digital inequity
 - Many newcomers have limited access to smart devices
- Language barrier
 - Using a third party cultural interpreter for the virtual visits increase for risk for misunderstanding/misinformation
- Fragmented care
 - Delayed care due to pandemic restrictions
 - Cancellation of programs essential for assisting newcomers with adjusting to a new country



Covid19 Related Challenges

Health Inequities

Newcomers/ Immigrants are unequally impacted by Covid19

- Higher representation in covid-19 positive cases
- Work frontline jobs
- Lower healthcare utilization
- Language barriers
 - Misinformation about public health directives
- Multigenerational household hard to follow prevention strategies when living in 1 bedroom apartment
- Stigma and fear around testing and positive results

Supporting Immigrants/Newcomers During Covid19

- Ottawa Newcomer Clinic
- Continuing with in-person health visit when possible due to the challenges of virtual visits
- Vulnerable client list developed at the beginning of the pandemic and established plan for health check-ins
- Immunizations, TB testing, cervical cancer screening continued with new arrivals since they are a high-risk group
- Mental health counselling and Multicultural Navigators programs only providing virtual visits with home visits in urgent cases



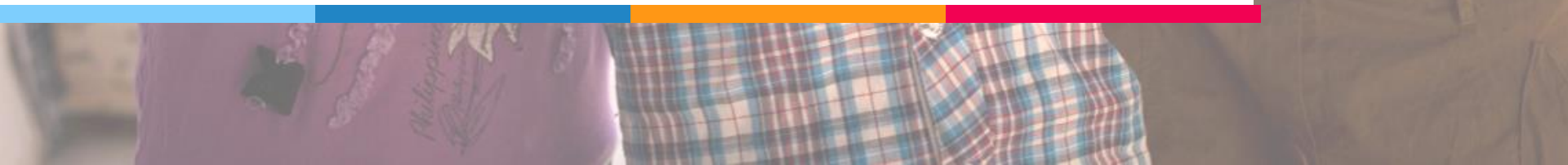
Supporting Immigrants and Newcomers During Covid19

- Community outreach support with Testing
- Supporting clients who are self-isolating with wraparound care ie. arranging food delivery, medications and food voucher cards.
- Community multilingual education events on Covid19 Wise practices, addressing vaccine hesitancy, booking support for vaccines
- Supporting the administration of Covid19 Isolation Fund for Undocumented clients
- Supporting vaccination clinics at congregate living shelters where newcomers are living





Thank you | Questions?



Covid-19 Strategic Plan

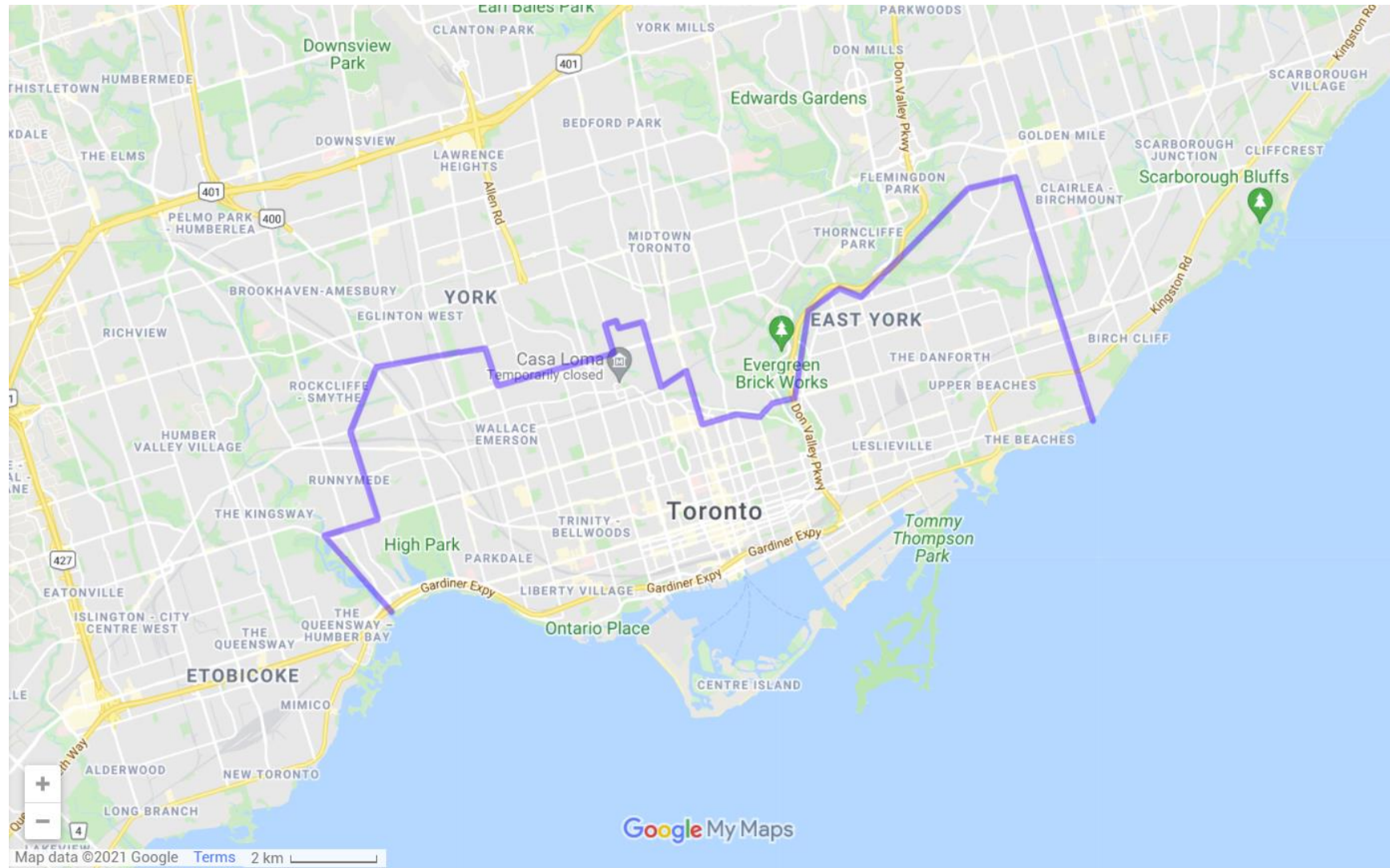
Toronto South Local Immigration Partnership

April 27, 2021

Introductions

- ▶ What is the Toronto South Local Immigration Partnership (TSLIP)
 - ▶ The Toronto South Local Immigration Partnership is a partnership focused on developing a local newcomer strategy that coordinates and enhances service delivery to newcomers while promoting innovation and efficient use of resources.
 - ▶ The objectives of our LIP are:
 - ▶ To improve the social and economic integration outcomes of vulnerable newcomer populations through the creation and implementation of a settlement strategy and a newcomer service action plan.
 - ▶ To involve newcomers, Immigrant serving organizations, employers and other neighbourhood stakeholders in a process to develop a Partnership Council and create and promote the newcomer strategy.
 - ▶ To create and implement a detailed newcomer service action plan and new pilot initiatives in the areas of service coordination and mentoring in our catchment area.

TSLIP “Catchment Area”



Strategic Plan During Covid-19

- ▶ TSLIP was forced to change dynamic during Pandemic
- ▶ Priority should be newcomer engagement as well as information
- ▶ How best to help partners
- ▶ What are the needs

Strategic Plan During Covid-19

- ▶ Needs Assessments
- ▶ Consultation of Partners
- ▶ Priorities where
 - ▶ Supporting a “just recovery” from Covid-19
 - ▶ Access to services/Access to Technology
 - ▶ Newcomer Employment
 - ▶ Health and Mental Health

Activities and Resources Developed Just Recovery

- ▶ Providing anti-racism and anti-xenophobia PD opportunities to staff of TSLIP member agencies.
- ▶ Back to school Town Hall
- ▶ Providing anti-racism and anti-xenophobia PD opportunities to Newcomer Council, facilitating Newcomer Council engagement in anti-racism work.
- ▶ Creating a repository of existing professional development trainings/webinars.
- ▶ Creating a repository of “best practices” encompassing virtual platforms, privacy and service delivery standards.

Activities and Resources Developed Just Recovery (Continued)

- ▶ Supporting grass roots peer-led efforts to support newcomers (through providing accurate information, ensuring groups are connected to service providers, etc.)
- ▶ Conducting a review of service provider technology needs within our catchment.
- ▶ Creating a repository of resources for settlement service employers encompassing risk assessment, liability, etc.
- ▶ In collaboration with other Toronto LIPs conducting periodic newcomer needs assessments.

Activities and Resources Developed Access to Services/Access to Technology

- ▶ Conducting a review of newcomer technology needs within our catchment.
 - ▶ Report published November 2020
- ▶ Creating a set of policy recommendations to close the access to technology gap among newcomers.
 - ▶ From report partnership collaboration with leading agencies to fill gap experienced by newcomers

Activities and Resources Developed Employment

- ▶ Creating a repository of legal information for workers returning to employment.
 - ▶ Online events on Employment, Workers rights, and Self-Care
 - ▶ Repository of Legal Education: educating newcomers on employment, benefit entitlements & tenants' rights.

Activities and Resources Developed Health and Mental Health

- ▶ Frontline Staff Support Network
- ▶ Training For Language Teachers
- ▶ Access to Mental Health Resources in Multiple Languages