



# Refugee Family Health & Wellness Program

Metropolis Conference  
March 23<sup>rd</sup>, 2018





Bridging people to S.U.C.C.E.S.S.

## **VISION**

A WORLD OF MULTICULTURAL HARMONY

## **MISSION**

S.U.C.C.E.S.S. BUILDS BRIDGES, SUPPORTS  
DIVERSITY AND FOSTERS INTEGRATION  
THROUGH SERVICE AND ADVOCACY



Bridging people to S.U.C.C.E.S.S.

## **S.U.C.C.E.S.S.**

Non-profit organization

44 years of service history

20+ offices across Metro Vancouver, Northern BC,  
Ontario, and Overseas

400+ staff

Three major service areas:

Social Service

Affordable Housing

Seniors Care



Bridging people to **S.U.C.C.E.S.S.**

## Refugee Family Health & Wellness Service – Program Description

- Funded by The Canadian Red Cross
- One-on-one And Group Support
  - Increase their connections to health services
  - Engage key community stakeholders
  - Advocate for systemic changes to improve refugee health & wellness





Bridging people to **S.U.C.C.E.S.S.**

## REFUGEE FAMILY HEALTH & WELLNESS SERVICE PROGRAM DESCRIPTION

The Settlement Health Support Worker Assists With:

- Medical form filling and gathering relevant medical documentation for appointments
- Registration at specialist appointments
- Referrals to community supports: health care providers/clinics/agencies/directories
- Medical appointment support (accompaniment)
- Transportation assistance (directions, transit tickets)
- Facilitate Women's Health Support Group (weekly)



Bridging people to **S.U.C.C.E.S.S.**

## Women's Health Support Group:

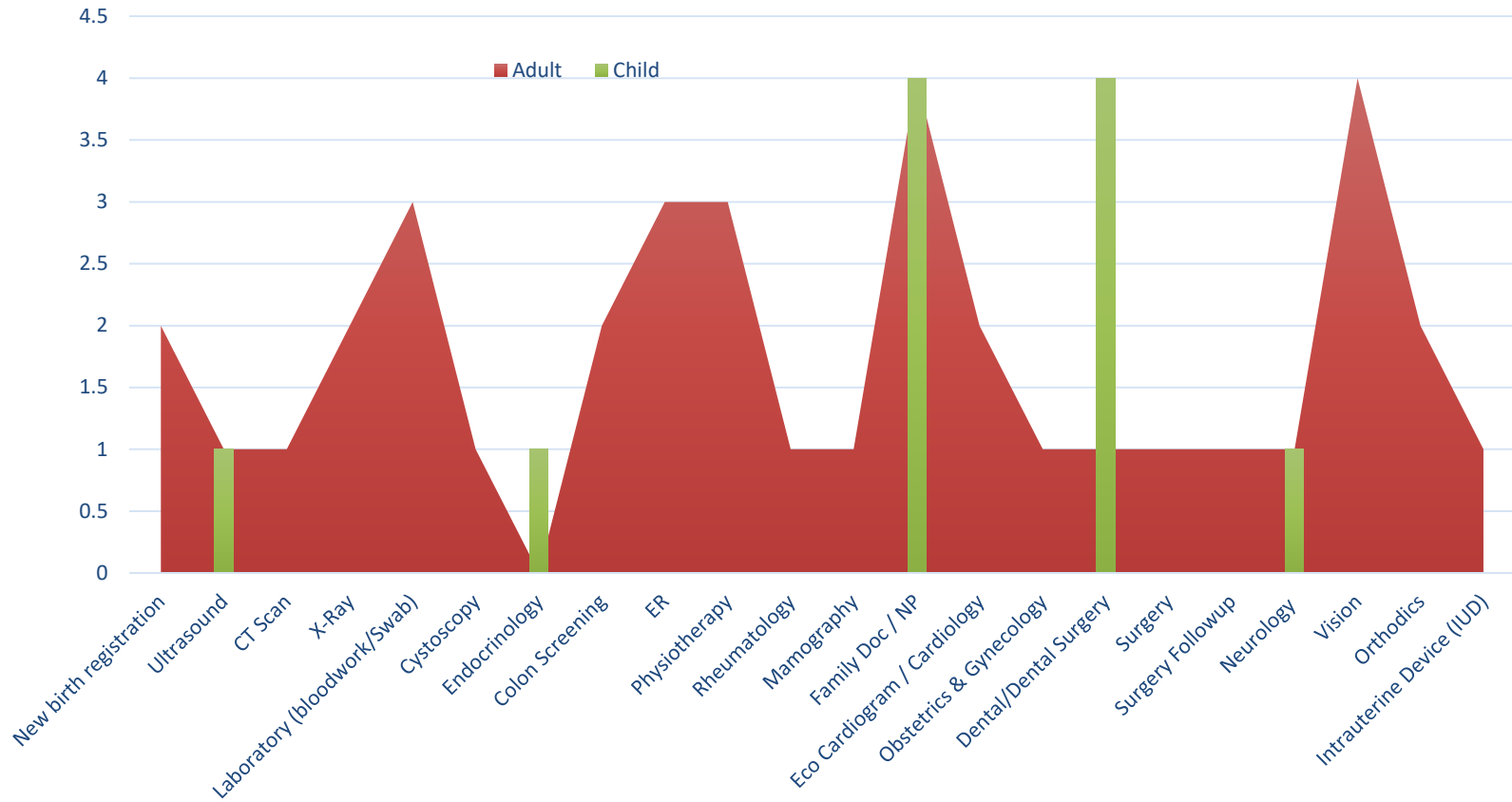
Holistic Approach To Health-related Topics Covered Each Week.

- **Physical Health**
- **Environmental Health**
- **Social Health**
- **Emotional Health**
- **Mental Health**
- **Spiritual Health**



Bridging people to S.U.C.C.E.S.S.

### Types of Accompaniments (Oct-Dec 2017)





Bridging people to S.U.C.C.E.S.S.

## PARTNERSHIPS



- **Guildford Health Unit**
- **Fraser Health**
- **Diversity & Community Engagement/Surrey Police**
- **Surrey New Canadian Clinic**





Bridging people to S.U.C.C.E.S.S.

# Women's Health Support Group: SURREY GRANDMOTHERS (A Grandmother to Grandmother Campaign)





Bridging people to S.U.C.C.E.S.S.

# Outcomes

## One-on-one Health Support:

- 98% reported an increase in their knowledge of health & wellness services and information
- 98% reported an increase in their confidence & comfort accessing health services
- 96% reported a strength of their English language capacity
- 96% reported sharing their knowledge with friends and family



Bridging people to S.U.C.C.E.S.S.

# Outcomes

## Women's Health Support Group:

- 99% reported an increase in their knowledge of health & wellness services and information
- 99% reported an increase in their confidence and comfort accessing health services
- 99% reported an increase in their social networks, sense of safety & belonging
- 99% reported sharing their knowledge with friends & family



Bridging people to **S.U.C.C.E.S.S.**

## **Successes:**

- Vulnerable refugee women and their families accessing health care
- Physicians more aware of needs and services available to them
- Refugee health clinic established
- Partnerships established – facilitates dialogue



Bridging people to **S.U.C.C.E.S.S.**

## Refugee Family Health & Wellness Service Challenges - Year 1

- High number of referrals received
- English language barrier causing delays in navigating the complexities of the healthcare system
- Challenges working with traumatized clients (fear of the unknown)
- Challenges in meeting the demands of the number of clients needing this service



Bridging people to **S.U.C.C.E.S.S.**

## Refugee Family Health & Wellness Service Challenges - Year 2

- Lack of knowledge about accessing the Provincial Language Services (PLS).
- Some staff at medical facilities/departments are unable to comprehend the role of the Settlement Health Support Worker
- Distance, big families (multiple children) and medical conditions (sick, injuries, pregnancies) affecting regular attendance from clients to one-on-one and/or group sessions

