



Health and Mental Health Working Group
Meeting Minutes
Family Service Toronto
355 Church St, Wellesley Room
August 13th 2:00pm – 4:00pm

Agenda

1. Welcome and Introductions	10 min
2. Approval of Minutes	5 min
3. TSLIP Community of Practice	15 min
4. Recap of Trainings	10 min
5. Review of Draft Reports	55 min
• Cultural Competency Training for Healthcare, Galen Ostermann & Jacob Verhagen	
• Access to Healthcare for the Uninsured, Alison Stanley	
6. Dental Directory	10 min
7. Action Items	15 min

Attendance

Present:

Sophia Ali	Family Service Toronto, GUHD
Stephen Morrissey	Fred Victor
Stephanie Gellman	Hong Fook Mental Health Association
Lata Patel	Aids Committee of Toronto
Lynn Lien Le	Vietnamese Association, Toronto
Michelle D’Souza	Toronto Employment and Social Services
Orith Flores	Florence Booth House, Salvation Army
Kim Hannaford	Toronto Employment and Social Services
Carolina Teves	FCJ Refugee Centre
Sidonia Couto	Canadian Centre for Victims of Torture
Kisha Bokhari	Canadian Centre for Victims of Torture, MSW Student

Regrets:

Sogol Zand	Afghan Women’s Organization
Alex Irwin	George Brown College
Rosa Ribeiro	Parkdale Community Health Centre
Eileen Paulsen	Toronto Catholic District School Board
Natasa Boskovic	Newcomer Women’s Services Toronto

Staff: Nicole Watson, Kailey Morin

Student Placements: Alison Stanley and Galen Ostermann

1. Welcome and Introductions:

Each working group member was welcomed by LIP staff, and provided with a copy of the Meeting Agenda and the previous meeting's minutes.

Members were given an opportunity to introduce themselves/their agency and were invited to speak briefly about their previous involvement with LIP.

2. Approval of Minutes

The working group members agreed upon the details of the previous meeting's minutes.

3. Building a Community of Practice:

LIP staff provided background on the decision to pursue an online Community of Practice project including both member feedback and recent surveying of front-line settlement service staff completed by CIC. The Community of Practice structure and purpose was discussed, along with ideas for generating conversation.

LIP staff completed an overview of the Toronto South LIP Community of Practice's platform on LinkedIn. The capabilities and settings of the group were discussed. An instruction sheet was also distributed. Members were asked to join the group and to contribute to the original post by introducing themselves, their specialties, and their areas of interest for collaboration.

Members were also encouraged to start using the LinkedIn account to post questions or share resources. LIP staff reiterated the hope that the LinkedIn Community of Practice will become an important component of the LIP sustainability plan.

4. Recap of Trainings

The Health and Mental Health working group hosted two trainings over the summer. Both trainings focused on vicarious trauma, compassion fatigue and how to deal with occupational stress.

LIP member Sidonia Couto from the Canadian Centre for Victims of Torture (CCVT) reviewed the training she facilitated with colleague Mbalu Wembo (CCVT). The training entitled "Vicarious Trauma & Self-Care" held on June 24, 2014 was well attended with twenty participants. Feedback on the training was very positive with many participants noting the importance of the case studies presented. Sidonia is open to running the training a second time this winter if there is a demand.

LIP staff recapped the second training facilitated by Cindy Rose of Toronto Public Health (TPH) on July 31, 2014. This full-day training was also well attended with twenty-four members present. Titled "Care for the Care-Giver: Occupational Stress in the Care Giving Professions" this training included the development of self-care strategies and a self-care plan. A pre- and post- survey indicated a 68% increase in self-care planning following the session.

LIP member Stephanie Gellman, Hong Fook Mental Health Association also reminded working group members of the upcoming Journey to Promote Mental Health Trainings happening on August 19/20 & August 21/22. These trainings also cover self-care and vicarious trauma in addition to other topics such as burn out and migration factors. Trainings culminate in a certificate. Interested peers were encouraged to register through Stephanie.

5. Review of Draft Reports

Cultural Competency Training for Health Care Service Providers – Galen Ostermann; International Relations, McGill University & Jacob Verhagen; Political Theory, Acadia University

This research project looked to identify gaps in available cultural competency training, practical anti-oppression/anti-racism and health equity training for health service providers. Initial findings indicate that newcomers still face a great deal of barriers in accessing health care services. Next steps will focus on assessing cultural competency trainings for gaps and further developing the Cultural Competency Directory started by TSLIP staff in the spring.

Members also discussed the possibility of hosting a half-day condensed cultural competency training based off of the SickKids model in collaboration with Toronto Public Health (TPH). The training would be organized for health care service providers and settlement service providers and would provide a chance for learnings and cross-sectoral knowledge exchange. TSLIP staff will be in contact with TPH staff Sara Farrell, Health Promotion Specialist to organize the training.

Access to Healthcare for the Uninsured – Alison Stanley, Immigration & Settlement Studies, Ryerson University

This research project explored the current landscape of health services for uninsured newcomers within the City of Toronto. Utilizing current research and frontline staff accounts, this report identified methods to improve service delivery to this population.

The eight recommendations are as follows:

1. Support the elimination of the three-month wait period for OHIP;
2. Support the re-instatement of the Interim Federal Health Plan benefits prior to the 2012 cuts;
3. Lobby for increased funding for Community Health Centres, dedicated uninsured clinics, and midwives;
4. Facilitate discussions between hospitals and frontline agencies to establish consistent hospital and administrative fees;
5. Establish a knowledge-sharing network on available services for the uninsured;
6. Increase training of staff and volunteers to reduce administrative confusion;
7. Increase public education efforts; and
8. Enhance collaboration between the settlement and legal sectors.

**For a more elaborate description of the eight recommendations please refer to the full report.*

Working group members were given an opportunity to rank order the recommendations outlined in the report in order of priority. The exercise demonstrated that *all* eight recommendations were deemed highly important with each recommendation being identified at least once by members as being *the most important*. Through discussion, members agreed that tackling recommendation 5) *establishing a knowledge-sharing network on available services for the uninsured* by reviving the list of clinics for the uninsured, was a good place to start.

Note: Following the meeting Alison's full report "Examining the Landscape of Health Services for Uninsured Residents" was circulated to working group members by e-mail following the meeting and posted on the Toronto South LIP LinkedIn Community of Practice to allow TSLIP members a further opportunity to provide feedback, comments and suggestions. Feedback received through the Community of Practice is pictured below.



Toronto South Local Immigration Partnership

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Please provide feedback on the draft research report: Health Services Landscape for the Uninsured Manager's Choice

Alison Stanley
MA Candidate, Immigration and Settlement Studies, Ryerson University
Top Contributor

Hello everyone!

Over the course of the summer as a placement student with the Toronto South LIP, I have been working on a research project examining the current health service landscape for uninsured residents in Toronto. Over the past few weeks, I have been conducting research through a combination of an environmental scan/literature review and through interviews conducted with a total of 11 front line staff.

The draft version of the report has been posted to the Toronto South LIP website. To access the report, please go to <http://www.torontolip.com/Publications/Resources/TorontoSouthLIPResearch.spx> and click "Draft – Toronto South LIP Research Report – Health Services Landscape for the Uninsured"

I encourage everyone to review the report as we are hoping it will encourage discussions and collaboration within members of the LIP to find ways to improve service access for this population. I am current finalizing the research report, and would appreciate any feedback before we post the final version on the website. Please feel free to post comments below on any ideas, questions, suggestions, criticisms, or general feedback on the report! If you wish to keep your feedback confidential, you can email me directly at alison.stanley@ryerson.ca

Thank you!
[Toronto South LIP Research torontolip.com](http://torontolip.com)

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Comments

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Elmira

Elmira Galiyeva
Coordinator, Toronto North Local Immigration Partnership, Thorncliffe Neighbourhood Office

Alison, thank you so much for the report! You did a wonderful job! I think your overview of the key health issues and access barriers for the uninsured is very comprehensive and your excellent recommendations could be used to promote creation of new and enhancing existing services for the uninsured. In the the future, it would be interesting to look into mental health needs and service gaps in particular. Thanks again!

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👍 [Nicole Watson](#) likes this



Zahra

Zahra Mohammadi Bolouk
Women & HIV/AIDS Initiative Coordinator at AIDS Committee of Toronto

Thank you very much ! Great job!
Like (1) • Reply privately • Delete • 1 day ago
👍 [Alison Stanley](#) likes this



Alison

Alison Stanley
MA Candidate, Immigration and Settlement Studies, Ryerson University
Top Contributor

Thank you to everyone for the comments and feedback received so far! I agree with you Elmira that an increased focus on mental health needs is an important point going forward.

I encourage others to read the report and contribute comment and feedback to further the discussion!
Like • Reply privately • Delete • 13 hours ago

6. Dental Directory

Toronto South LIP staff spoke briefly about creating a Directory of Low-Cost/Affordable Dental Services. TSLIP member Miu Lin Wong, Toronto Western Hospital mentioned that a binder of information on available services (including Dental) had been developed in the past. Updating this resource package is something LIP staff will explore.

6. Action Items

Next Steps		Who
Circulate Report	Circulate Alison Stanley's report on <i>Examining the Landscape of Health Services for Uninsured Residents</i> . Comments/Feedback can be sent to Alison at alison.stanley@ryerson.ca	All Members + TSLIP Staff
Online Community of Practice	Members are asked to join the Toronto South LIP LinkedIn group and introduce themselves. Members are encouraged to start using the platform for questions, conversations and topics of interest	All Members + TSLIP Staff
Conduct Social Media Analysis	Conduct a social media analysis of TSLIP's current engagement with Twitter, YouTube and LinkedIn	TSLIP Staff
Share E-Mail	Share e-mail on proposed changes to legal clinics	Steve Morrissey, Fred Victor + TSLIP Staff
SickKids Manual	Distribute an electronic copy of the SickKids Train-the-Trainer manual to working group members	TSLIP Staff
Explore Dental Directory	Work towards developing or updating existing Dental Directory and other resources	Miu Lin Wong, Toronto Western Hospital & Lisa King, TPH + TSLIP Staff
Marketing & Outreach	Begin to explore further ideas of TSLIP member organizations marketing and outreach	All Members + TSLIP Staff

Next Meeting Date:

To be determined. If your agency would like to host our next meeting, please contact Nicole Watson, Community Engagement Coordinator at nwatson@ccvt.org.