

Health and Mental Health Working Group
Meeting Minutes
Canadian Centre for Victims of Torture
194 Jarvis Street, 2nd Floor
May 28nd, 2014. 2:00 p.m. – 4:00 p.m.

Agenda

1. Welcome and Introductions	10 min
2. Approval of Minutes	5 min
3. Establishing Frontline Staff Trainings	25 min
4. Cultural Competency Directory of Trainings	30 min
5. Cultural Competency Training Content: Exploring Themes and Gaps	40 min
6. Action Items	10 min

Attendance

Sidonia Couto	Canadian Centre for Victims of Torture
Lata Patel	AIDS Committee of Toronto
Stephanie Gellman	Hong Fook Mental Health Association
Stephen Morrissey	Fred Victor
Lynn Lien Le	Vietnamese Association Toronto
Sogol Zand	Afghan Women Organization
Md Saiful Alam	Bangladeshi Canadian Community Services
Carolina Teves	FCJ Refugee Centre

Regrets:

Zena Birhany	Madison Community Services
Michelle Fung	Neighbourhood Link Support Services
Helen Poon	Hong Fook Mental Health Association
Cindy Rose	Toronto Public Health
Andrew Omurangi	South Riverdale Community Health Centre
Rosa Ribeiro	Parkdale Community Health Centre
Miu Lin Wong	Toronto Western Hospital
Cassandra Wong	Parkdale Community Information Centre

Staff: Nicole Watson, Kailey Morin

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.

LIP staff provided a brief summary on the history of the working group as this was the first meeting of the new fiscal year and some in attendance were new members.

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. Establishing Frontline Staff Trainings:

LIP staff briefly explained the training focuses for the upcoming year as outlined in the Action Plan which include, vicarious trauma, compassion fatigue, occupational stress, burn-out and self-care.

It was noted that the workshops would be offered through the summer months, and based on demand, may also be offered again in the Fall.

Two confirmed training opportunities discussed:

1. Occupational Stress Reactions in the Helping Professions – Cindy Rose, Toronto Public Health, Mental Health Nurse Consultant

This training focuses on occupational stress including burn-out, self-care and vicarious trauma. This full-day workshop will be capped at 25 participants to allow for optimal participation and interaction. The group was given two possible dates based on the facilitator's availability; Tuesday July 29th or Thursday July 31st. The group was asked to inquire with their organizations to see if they would be able to host this workshop. Lata Patel, AIDS Committee of Toronto, mentioned her agency may be able to host.

A conversation arose about the possibility of charging a nominal fee (~\$5) for refreshments and food since it is a full day workshop. LIP staff will put this request to the LIP Council on their next meeting on June 17th. It was suggested that the Success and Sustainability Committee may have valuable feedback on this as well.

2. Self-Care: Vicarious Trauma & Secondary Traumatization – Sidonia Couto, Mental Health Counsellor, Canadian Centre for Victims of Torture

This workshop is half a day (2-3 hours) and focuses on vicarious trauma. It will work through the terms and definitions, symptoms and warning signs, and will teach participants how to recognize these signs in both themselves and others. It also provides participants with prevention and intervention tips in both a personal and workplace context.

The workshop will be held at the Canadian Centre for Victims of Torture, 194 Jarvis Street, 2nd Floor and will be capped at 20-25 participants. The group was offered two possible dates for this workshop, Tuesday June 24th or Wednesday June 25th. The group chose June 24th as the preferred date for this workshop.

The working group inquired into the differences between the two workshops being offered. It was agreed that a written summary of each workshop would be supplied by Cindy and Sidonia and circulated to members. It was also decided that a limit of 2 staff per agency would be put in place.

Other Key Trainings

Stephanie from Hong Fook Mental Health Association mentioned “*Journey to Promote Mental Health*” which is a CIC funded training program that is intended primarily for OCASI members throughout Toronto. It consists of two-parts, each 8 hours long. The first focuses on the introduction to holistic health, migration stress, and empowering clients. The second is a more advanced session that delves into self-care, compassion fatigue, vicarious trauma, culture-bound illnesses and early identification. The training culminates in a certificate for participants.

This year, the Toronto training will be offered in August and there is a limit of 30 people. It is also provided in French once a year, as well as in webinar format. Stephanie said she would forward the webinar link to the group. The possibility of holding an additional Toronto training for LIP members was also discussed –LIP staff will continue to explore this possibility.

*Webinar Link : <http://journeytopromotementalhealth.wordpress.com/webinar-videos/>

Culturally-Bound Syndromes/Afghani Mental Health

Sogol Zand, Manager, Afghan Women’s Association expressed a desire to complete a needs assessment on the mental health services available for Afghani newcomers. A request was put out to member agencies who may be interested in partnering on such an initiative. The Canadian Centre for Victims of Torture and Access Alliance were mentioned as potential partners.

4. Cultural Competency Directory of Trainings

The topic of Cultural Competency Trainings was one the working group began to explore last year. This year, the group is tasked with identifying gaps in available cultural competency training for health service providers and exploring ways to provide support to others providing this training to ensure that medical professionals and staff understand cultural differences and how to serve diverse newcomer populations. As a first step in doing this LIP staff have begun to put together a Directory of Cultural Competency Trainings.

** Members were provided with a draft copy of the Cultural Competency Directory.*

The directory provides a brief summary of available training and training providers. It was mentioned that efforts were being made to have a student or volunteer source the rest of the directory. It was noted that upon completion, the directory would be posted on the LIP website and working group members would be responsible for the development of a distribution plan. Members suggested that research should also be done to determine what training medical students/health care professionals receive. Toronto Public Health, Health Pillar working group and Dr. Kenneth Fung, Toronto Western Hospital/University of Toronto, were listed as possible partners in moving the project forward.

5. Cultural Competency Training Content: Exploring Themes and Gaps

Using the Draft Cultural Competency Directory and several additional resources provided by LIP staff, members engaged in an exploration of themes and gaps in existing trainings.

Additional Resources Provided

- About the Health Care Professionals Course, CAMH
- Practice Guideline for Culturally Sensitive Care, College of Nurses of Ontario
- Rainbow Health Ontario Training and Education Resources
- Workshops for Clinicians, SickKids

Group Discussion on “Gaps”

- How to deal with language barriers –interpretation and communication issues (have policy in place)
- Understanding of the Interim Federal Health Program (IFHP) and where to refer uninsured clients
- Knowledge of culturally sensitive language
 - Stigma associated with sector specific terminology
 - Use of lingo and acronyms
 - Healthcare practitioners often assume knowledge of what they deem to be “basic” terminology
- Programs and resources often have a white gay male sex positive focus but this may not work for other populations
- LGBTQ Newcomers
 - Trainings should address unique needs of LGBTQ newcomers and create culturally appropriate, inclusive resources
 - Need to recognize issues with intake process (i.e. lack of perspective from medical staff at intake, transphobia in the healthcare sector, misconceptions/stereotypes about appearance “looking queer”)
 - Need to integrate explanations of migration factors into trainings, including the overwhelming barriers LGBTQ newcomers face
- The recognition that the framework of “cultural competence” is a Western construct and the consequences or effect of that (i.e. the focus on individual therapy is a Western solution, but other communities may find more value in social/community/familial support)
- Assumptions of cultural/ethno-specific referrals (not always preferred); i.e. fear of disclosure, community connections, etc.)
- Do medical ethics trainings integrate cultural competency? If not, they should.

6. Action Items

Next Steps		Who
Archived Webinars	To distribute link of archived webinars from the Journey to Promote Mental Health Project.	Stephanie Gellman, Hong Fook
Confirmation of Space	To confirm space/location for July 29 th or 31 st to host TPH “Occupational Stress” workshop	Lata Patel, ACT
FCJ Training Information	Follow-up e-mail to be sent outlining currently offered trainings.	Carolina Teves, FCJ Refugee Centre
Fees for Trainings	Suggest notion of nominal fee for full day trainings to Executive Committee and possibly Success & Sustainability Committee	TSLIP Staff

Health Pillar Committee	Explore the possibility of presenting some preliminary findings regarding Cultural Competency trainings for healthcare service providers at a future TPH Health Pillar meeting.	ALL members		
Journey to Promote Mental Health	Circulate information on the training scheduled for August 2014 in Toronto. Investigate the possibility of hosting a second training for LIP members.	TSLIP Staff and Stephanie Gellman, Hong Fook		
Multi-Faith Guide	Circulate "Multi-Faith Guide for Healthcare Professionals".	TSLIP Staff		
Needs Assessment	Follow-up on progress and/or partnership development related to needs assessment on mental health services for the Afghan community.	Sogol Zand, Afghan Women's Association		
Student/Volunteer	Explore possibility of bringing in a student placement or volunteer to assist with the completion of the Cultural Competency Research & Directory.	TSLIP Staff		
Summary of Trainings	Presenters to provide brief summary of key training topics.	Sidonia Couto, CCVT and Cindy Rose, TPH		
Trainers Contact Information	<p>For members interested in booking trainings at their agencies.</p> <table border="1"> <tr> <td> <p>Sidonia Couto, M.S.W, RSW Mental Health Counselor Canadian Centre for Victims of Torture 194 Jarvis St., 2nd Floor, Toronto, M5B 2B7 Tel: 416-363-1066 ext 227 Fax. 416-363-2122 www.ccvvt.org</p> </td> <td> <p>Cindy Rose, RN, BscN Mental Health Nurse Consultant Toronto Public Health 850 Coxwell Ave, Ground Floor Toronto, Ontario Tel: 416-338- 1695 crose@toronto.ca</p> </td> </tr> </table>		<p>Sidonia Couto, M.S.W, RSW Mental Health Counselor Canadian Centre for Victims of Torture 194 Jarvis St., 2nd Floor, Toronto, M5B 2B7 Tel: 416-363-1066 ext 227 Fax. 416-363-2122 www.ccvvt.org</p>	<p>Cindy Rose, RN, BscN Mental Health Nurse Consultant Toronto Public Health 850 Coxwell Ave, Ground Floor Toronto, Ontario Tel: 416-338- 1695 crose@toronto.ca</p>
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Community Notices:

- June 13th University of Toronto – Psychosis and Alternative Treatment Conference (\$100/full day) at Hart House
- June 16th Demonstration from Doctors on Refugee Health at 73 McDonald Street

Next Meeting Date

Wednesday August 13th, 2014 from 2:00-4:00pm location Family Services Toronto, 355 Church St, Wellesley Room.