

Promoting Emotional Well-Being in Refugee Newcomer Families in Waterloo Region : The Case of Sanctuary Refugee Health Centre

A Presentation Prepared For CYRRC Forum

By

Jean de Dieu Basabose & Dr. Dillon T. Browne

Whole Family Lab, Department of Psychology, University of Waterloo

Content

Introduction

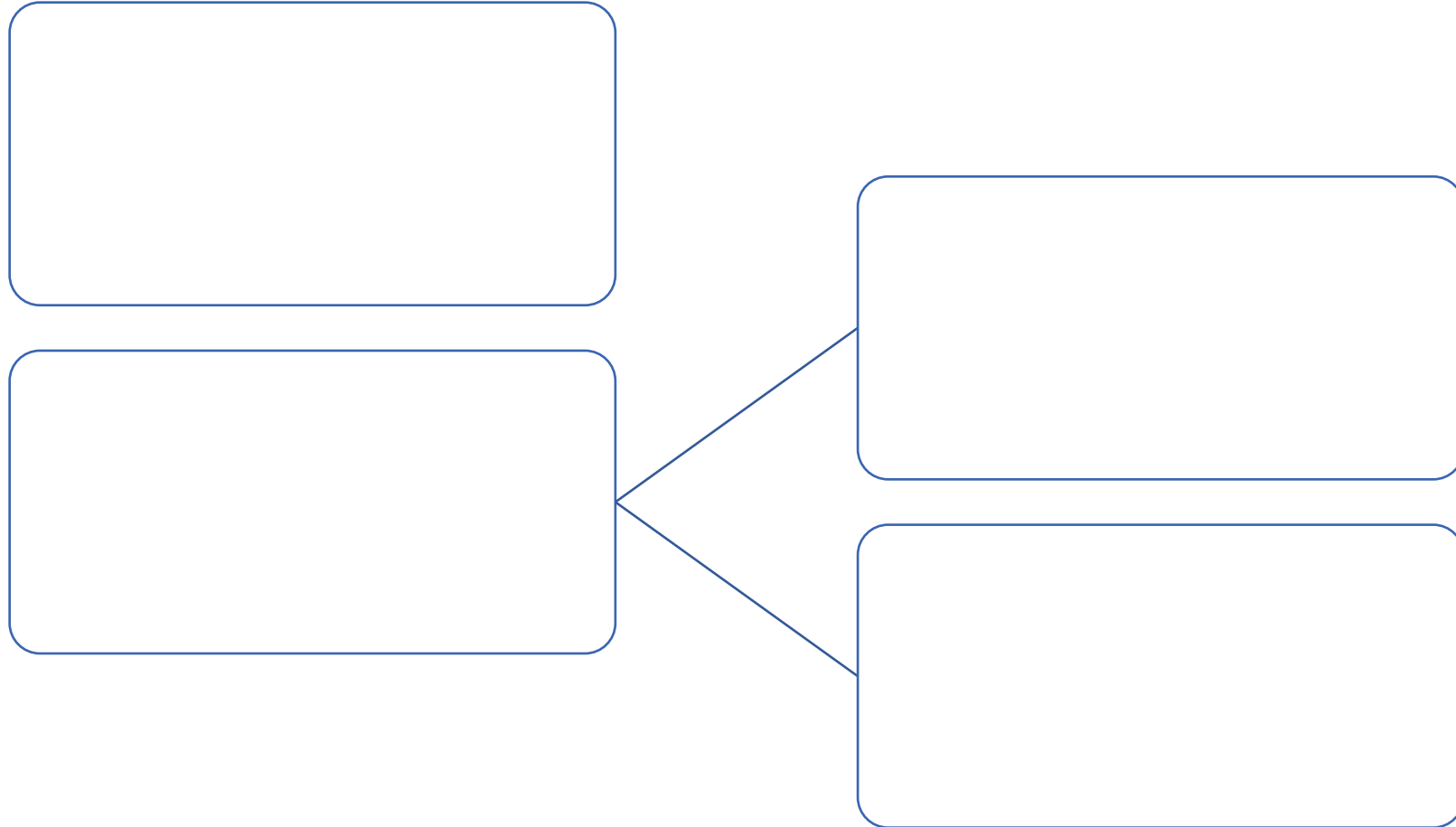
The Study Objectives

Research Process

Brief Description of the Sanctuary's Pathway Model of Intervention

Key Learnings

Introduction : About Whole Family Research



WLF's Goal & Interest in Refugee Family (RF) Research

Main Research Themes

Overall Goal:

To Promote the resilience, effective integration, and well-being of RFs in their host communities.

Four empty rounded rectangular boxes stacked vertically, intended for listing the main research themes.



WFL- Sanctuary Refugee Health Centre Partnership

In 2019, a partnership was formed between WFL and Sanctuary to conduct a study on promoting emotional well-being in newcomer refugee families in Waterloo Region.

Sanctuary is the largest refugee clinic in Waterloo Region.

The Centre was established in 2013. It provides services to over 5,000 newcomer refugee patients.



The Study objectives

To better understand the emotional well-being of newcomer families and to improve the tracking of emotional outcomes for refugee children and families in the context of community services.

Research Process



IN SEPTEMBER 2019,
THE FOUNDATION
FOR CONDUCTING
THE RESEARCH
WAS LAID.



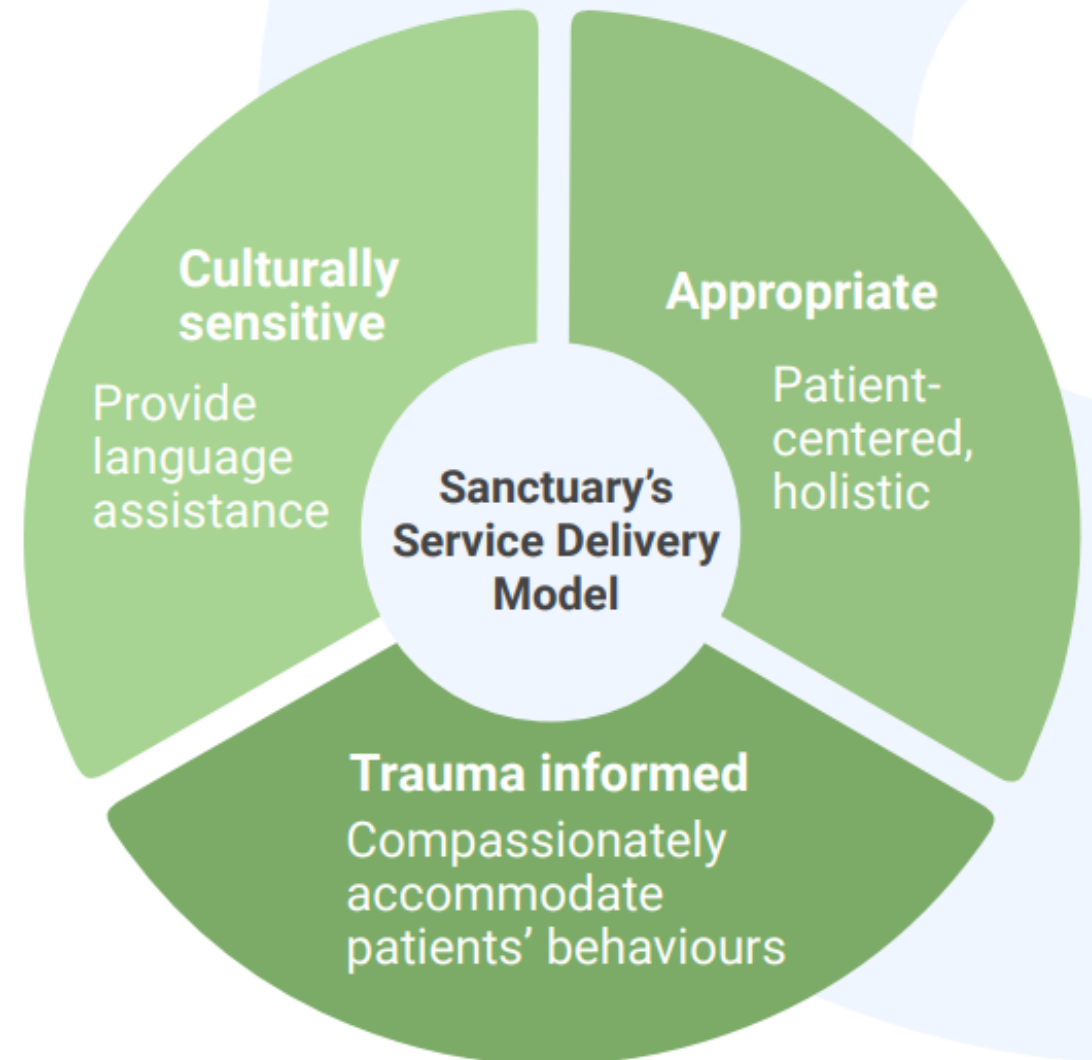
OBSERVATIO
N OF
SANCTUARY
INTERVENTIO
NS



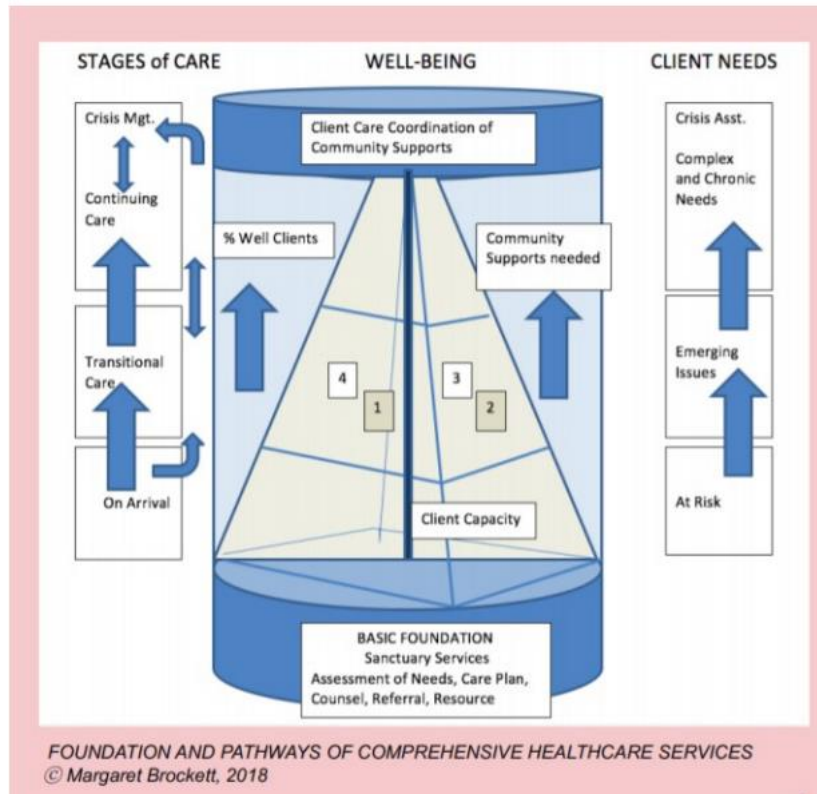
NEEDS AND
RESOURCES
ASSESSMENT
OF
SANCTUARY
WAS
CONDUCTED



Sanctuary's Service Delivery Model and Pathways to Wellbeing



Four Stages of Care in Sanctuary's Pathway Model



Stage 1
Assessment and urgent referral for intervention

Stage 2
Either crisis management or transitional care


Stage 3
Coordination of continuing care to meet needs

Stage 4
Integrating patients into their new life or crisis management support

Key Learnings

The commitment of local actors is a key to building a more refugee-friendly and welcoming community.

To effectively support the wellbeing of refugees, it is critical for healthcare service providers to adhere to principles of trauma-informed, linguistically tailored, and culturally sensitive healthcare.



Key Learnings (Cont'd)

There is strength in Working together: Effectively serving refugee newcomers and holistically promote refugee health and support their emotional well-being requires productive partnerships and collaborations

The involvement of individuals from the refugee population in refugee-serving initiatives could contribute to maximizing their impact



Key Learnings (Cont'd)

A flexible and adaptable model of intervention would be more appropriate for working with refugees.

Applying a holistic approach to addressing mental health concerns for refugees is effective



Key Learnings (Cont'd)

Establishing caring and trusting relationships between providers and refugee clients is a key to success

The well-being of employees and volunteers who work with refugee populations also matters

Thank you for your attentive participation

