

NEWCOMER HEALTH: A RESOURCE GUIDE

For Health Care Practitioners working with
newcomers in Lethbridge



**Lethbridge Newcomer
Health Advisory Group**

**Prepared by:
Lethbridge Newcomer Health Advisory Group
(LNHAG)**

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The Lethbridge Newcomer Health Advisory Group (LNHAG) is a group of people representing agencies, health professionals and newcomers working together to improve health/access to health services.

A needs assessment was conducted with Bhutanese refugees in Lethbridge. Results were shared and the following working groups were formed:

- Safe medication use
- Health service navigation
- Healthy eating for newcomers
- Mental health
- TB/infectious disease

The purpose of this booklet is to assist health care practitioners who provide care to newcomers. Resources are listed that can help practitioners make referrals to other services to meet the health needs of newcomer clients.

For more information, contact: BSIjuka@lfsfamily.ca or Stasha.Donahue@albertahealthservices.ca

Mental Health Resources (1)

AHS Community Addiction & Mental Health

Child & Adolescent Services — 403-381-5278

- Population: 17 years or younger
- Issues: mental health concerns/diagnosis, substance use/abuse
- Call Intake worker for information
- Websites: <http://www.albertahealthservices.ca/zones/south-zone.aspx>

Adult Services — 403-381-5260

- Population: 18 years and older
- Issues: substance use/abuse, problem gambling, mental health concerns/diagnosis
- Call Intake worker for information
- Website: <http://www.albertahealthservices.ca/zones/south-zone.aspx>

Mental Health Resources (2)

Family Centre 403-320-4232

- Population: 7 years and older (individuals, couples, families)
- Issues: Separation/divorce, relationship dynamics and conflict, mental health, parenting or co-parenting challenges, grief/loss, stress, personal issues, emotional regulation
- Call Intake at extension 240 for information
- Website: www.famcentre.ca

Lethbridge Family Services, Counselling 403-327-5724

- Population: 4 years and older
- Issues: Trauma, family violence, sexual violence, bereavement, suicide, gender issues, sexual orientation issues, child/adult abuse and neglect and family of origin issues
- Call Counselling Intake for information

Support Resources for Mental

- Mental Health Specific **1 877 303 2642**
- Crisis Team Lethbridge: local Emergency Mental Health support: **403 381 1116**
- Distress Line (overwhelmed patients /suicidal ideation) **403 327 7905**
- Foothills Drug and Alcohol Detox Centre:
Fort Macleod **403 553 4466**
- AB Family & Social Services Child Protection concerns: **403 381 5555 / after hours**
1 800 639 0715
- Harbour House (Domestic Violence support)
403 320 1881
- Health Link - call **811**

Public Health (1)

Phone: 403-388-6666/Fax: 403-328-5934

Multi-disciplinary Clinic – clinics for newcomers to Canada

- Immunizations and tuberculosis screening (as recommended)
- Dental checks for all ages, fluoride varnish for those under 18 years old
- Pre/postnatal support through Better Beginnings program
- Alberta Healthy Living Program - chronic disease management
- Addictions and Mental Health Program – mental health support
- Population Health Promotion – smoking cessation

Immunization Program

- Well Child Clinic (2 months – preschool age) – immunizations, measurement assessment, general health assessments, safety messages.
- School Immunization Program – for school aged children & youth.
- Adult immunization updates (including Healthcare workers), Travel clinics.

Communicable Disease Program

- Blood & body fluid exposure counselling and testing
- Tuberculosis screening, active and latent treatment, surveillance, community education
- Communicable disease guidance, counselling, and reporting
- Outbreak investigations

Public Health (2)

Phone: 403-388-6666/Fax: 403-328-5934

Better Beginnings Program - pre and postnatal support for at risk populations (eligibility criteria applied). Provides educational support, gift cards, nutrition advice, referrals to community agencies, free pre and postnatal classes, vitamin and mineral supplements.

Perinatal Program – pre and postnatal classes (for any pregnant/parenting clients)

Maternal-newborn follow-up – phone assessment and home/office visits

Breastfeeding support (including Public Health Nurse Lactation Consultant Clinic)

Oral Health Fluoride Varnish Program (12-35 month) – based on a criteria that includes newcomers to Canada.

Mental Health – Postpartum Depression and Anxiety Therapist

Interpretation services via Language Line

Referrals to community services

For a listing of all Public Health Office Locations in South Zone: <http://www.albertahealthservices.ca/info/service.aspx?id=3738>

Nutrition and Healthy Eating Resources

- **Lethbridge Community Food Programs & Services: Interfaith Food Bank Kitchen – Phone: 403-320-8138**
<http://interfaithfoodbank.ca/community-kitchen/>
Cooking Classes run 9:30-11:30am & 1-3pm,
Monday-Friday (with the exception of Wed afternoons).
1103 3 Ave N, Lethbridge, AB
- **Lethbridge Soup Kitchen and Food Bank**
- **Phone: 403-320-8779**
<http://www.soupbridge.org/>
802-2A Ave. North, Lethbridge
Phone: 403-320-8688
<http://www.lethbridgefoodbank.ca/>
1016 – 2nd Avenue South, Lethbridge, AB
- **Alberta Health Services: Alberta Healthy Living Program**
Nutrition counselling and group education for various
age groups
Phone: 403-388-6654
- **Canadian Food Guide in multiple translated languages** www.healthcanada.gc.ca/foodguide

INTERPRETATION SERVICES

In AHS, *Language Line* is the vendor used for telephone interpretation services. This service is provided provincially. All users must be signed up by program.

For more information, please contact Louise Behiel:

Louise.Behiel@albertahealthservices.ca

General tips for interpretation include:

- Brief the interpreter
- Speak directly to the client (in natural segments)
- Speak naturally, not louder
- Ask if the patient/client understands
- Do not ask for the interpreter's opinion
- Everything you say will be interpreted
- Avoid jargon or technical terms
- Consider length of interpretation session (twice as long)
- Speak slowly when reading scripts or documents

Social Support /Income Programs

- **Alberta Government Social Support Programs**
Phone: **403-320-1879**

- **Assured Income for the Severely Handicapped (AISH)**

<https://www.alberta.ca/aish.aspx>

- **Alberta Income Support (for low income individuals)**

<http://www.humanservices.alberta.ca/financial-support/689.html>

- **Alberta Seniors Benefit Program**

<http://www.seniors.alberta.ca/seniors/seniors-benefit-program.html>



Immigrant Services at Lethbridge Family Services

Phone: 403-320-1589

Fax: 403-317-76540

Email: LFSISadmin@lfsfamily.ca Website:

HOURS:

Mon and Tues: 8:30 AM – 8:00 PM: Wed—Thurs 8:30 AM—4:30 PM: and 4:30-8:30PM by appointment only Friday 8:30PM-4:30PM Walk In—No appointment necessary Mon - Thurs 12:00—1:00 PM Mon 4:30—8:00 PM

Newcomer Settlement Services:

Eligibility: Settlement services and programs are free to all newcomers, including individuals and families who are Permanent Residents (PR) or who have received a letter of approval from Immigration, Refugees, Citizenship Canada (IRCC). There may be some services for those who are now Canadian Citizens. Also, newcomers who work in Canada as live in caregivers, are also eligible for settlement services.

Process: Self or community referral: An initial intake appointment is required. Intake appointment times are as follows: Mon. 10:00—12:00 PM Tues 4:00PM—8:00 PM An interpreter will be arranged if needed. The initial intake information is used as the basis to develop and implement a plan with the goal of successful settlement. The customized plan may include, but not be limited to the following LFS programs and services:

- Information and orientation sessions for newcomers of all ages. Topics include: Housing, Canadian laws, parenting, transportation, education opportunities and much more.
- Employment information and referral.
- Group of Immigrants with Foreign Training (**GIFT**) program provides support to immigrants with foreign-earned educational credentials.
- Initial settlement orientation for youth: School based support: Youth Empowerment
- Referrals to community resources and services, such as: English Language Assessment and instruction, therapeutic counselling and other presenting needs.
- **Community Connections Volunteer Program—(CCVP)**
- Other services include but are not limited to: Skill-building workshops, personal income tax clinics, and other supports when required.

Programs:

- **Resettlement Assistance Program for Refugees (RAP)**
- **Interpretation/translation services:** Over 20 different languages: Free for eligible clients: Available to the community on a fee for service basis.
- **Community Support Services—**Information and referrals for those with non - permanent visas, including international students, and Temporary Foreign Workers.
- **Men's Conversation Circle: Women's Conversation Circle**
- **Seniors Community Engagement Project**