

Report of research done towards Social/ Medical
Counselling as an Outbound Orientation service for
Immigrants/ student visitors to Canada

Family Health and
Development

South Asian Diaspora
Fund

CM Health Foundation,
Mumbai

University of Mumbai
Department: Indo-Canadian Studies Centre
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Date: Dec 07 2014



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Proposal

The context of the Indo-Canadian diaspora in relation to the migratory experiences, a sea change in the way the healthcare ecosystem as well as socio-economic relations operate; as well as the lack of knowledge about it in Canada leading to extreme sense of confusion cause them to face problems in accessing health services of the new geography. In addition, preventive, promotive and planned healthcare not being very prevalent in India causes further escalation of the feeling of disconnect in accessing services.

Studying gaps in context of health seeking and access outcomes of the Diasporic populations is being done to be able to affect and nuance Pre immigration social/ medical/ cultural orientation with an view to improve the health seeking behaviours among the target diasporic group. In addition, the understanding of the perceptions and expectations of the diaspora related to the health policies will aid in better community services with regards to diet, nutrition, preventive services etc that addresses the context of the diaspora.

Implementation Plan

1. A research visit to the Vancouver/Fraser Valley area as a pilot project to meet with the agencies that provide immigrant services and develop the linkages that would guide immigrants once they land in Canada. This visit is an essential element in the research project to gain first-hand experience of the cultural differences and healthcare facilities / services in British Columbia and interact with Indo- Canadian people who have experienced immigration and those who offer services to those who migrate to Canada.
2. To understand from Indian diasporic population in Canada challenges faced and difficulties in adjusting to a totally diverse sociocultural/ healthcare environment
3. To understand the perceptions of prospective diasporic population w.r.t social/ cultural/ health scenario and expected challenges in Canada.
4. To understand and evaluate the information disseminated / available to the prospective diasporic population
5. To analyze and collate the information gathered in stage(s) 1 through 4 and come up with the proposed pre-immigration orientation programmes and ways and means to deliver at multiple locations servicing target prospects.

Pre-departure Preparations

- In-depth study of health insurance
 - Canada Health act
 - Ministry of health (Health policy in British Columbia)
- Browsing white papers pertaining to concerns regarding health service delivery in Canada
 - Healthcare in Canada 2012 - a focus on Surgical wait times
- MSP (Medical Services Plan) of British Columbia
- MSP eligibility
- Medical insurance before MSP
- Preparation of a consent form that is to be used prior to meeting individuals/ groups in British Columbia. This was done keeping in mind prevailing high standard of privacy and confidentiality in Canada & more particularly in British Columbia



Social/Medical Counseling as an Outbound Orientation Service for Immigrants/ student visitors to Canada

CONSENT FORM FOR DR. C. H. ASRANI

INTRODUCTION



C M Health Foundation is a NGO registered under Mumbai Public Charitable Act 1950 with the aim of offering unique, innovative, primary care centric CME to practicing medicos.

It works towards providing assistance to economically backward population in managing Tuberculosis, HIV, nutritional disorders etc. The focus is on preventive care.

PURPOSE OF THE PROJECT

CM Health foundation, Mumbai is researching the need and feasibility of social/medical/cultural counselling as an outbound orientation service to Indians immigrating to Canada (as well as for students), to the University of Mumbai's Indo-- Canadian Studies Centre. The organization intends to research and create not only an understanding on existing gaps and their subsequent impact on Diasporic experiences related to the Healthcare seeking and accessibility but also create an offering to address it rationally.

The study hopes to answer the following research questions:

“How do the diasporic experiences and the policies of the migrant geography affect the healthcare seeking and access to (or limitation of) services in the context of day-to-day healthcare services? How can the understanding of these experiences help us nuance the pre-departure orientation within the immigrant/ student population?”

PROCEDURES

The proposed project will be implemented in the form of 5 stage KPA research study to understand the health seeking and access challenges and outcomes of Diasporic experiences. The stages/objectives of the study are outlined below:

Stage 1: A research visit to the Vancouver/Fraser Valley area as a pilot project to meet with the agencies that provide immigrant services and develop the linkages that would guide immigrants once they land in Canada. This visit is an essential element in the research project to gain firsthand experience of the cultural differences and healthcare facilities / services in British Columbia and interact with Indo-Canadian people who have experienced immigration and those who offer services to those who migrate to Canada.

Stage 2: To understand from Indian diasporic population in Canada challenges faced and difficulties in adjusting to a totally diverse sociocultural/healthcare environment

Stage 3: To understand the perceptions of prospective diasporic population w.r.t social/ cultural/ health scenario and expected challenges in Canada.

Stage 4: To understand and evaluate the information disseminated /available to the prospective diasporic population

Stage 5: To analyze and collate the information gathered in stage(s) 1 through 4 and come up with the proposed pre-immigration orientation programmes and ways and means to deliver at multiple locations servicing target prospects.

RISKS

Privacy and confidentiality is promised; no names or other identifying variables will be used. Respondents run no risks of any kind.

BENEFITS

The interviewer promises no direct or indirect benefits to the interviewee.

PARTICIPANT CONFIDENTIALITY

Your name will not be associated in any publication or presentation with the information collected about you or with the research findings from this project. Instead, the researcher(s) will use a project number or a pseudonym rather than your name. Your identifiable information will not be shared unless required by law or you give written permission.

"Permission granted on this date to use and disclose your information remains in effect indefinitely. By signing this form you give permission for the use and disclosure of your information for purposes of this project at any time in the future."

REFUSAL TO SIGN CONSENT AND AUTHORIZATION

You are not required to sign this Consent and Authorization form and you may refuse to do so without having to state any reasons why you refuse to participate. Refusal to sign this form does

not lead to any disadvantages on your side. However, if you refuse to sign, you cannot participate in this project.

CANCELLING THIS CONSENT AND AUTHORIZATION

You may withdraw your consent to participate in this project at any time. You also have the right to cancel your permission to use and disclose further information collected about you, in writing, at any time, by sending your written request to:

Dr C H Asrani
CM Health Foundation.

QUESTIONS ABOUT PARTICIPATION

Questions about procedures should be directed to the researcher(s) listed above.
PARTICIPANT CERTIFICATION:

	Yes	No
I have read and understood this Consent and Authorization Form dated [date] .	<input type="checkbox"/>	<input type="checkbox"/>
I have been given the opportunity to ask, and received answers to, questions about the project.	<input type="checkbox"/>	<input type="checkbox"/>
I agree to take part in this project. Taking part in this project will include being interviewed. The interview will be recorded in written form .	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my taking part is voluntary; I can withdraw from the project at any time and I do not have to give reasons for why I do no longer wish to take part.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my personal details, such as name, phone number and address, will not be revealed to people outside the project.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my words may be quoted in publications, reports, web pages, and other research output.	<input type="checkbox"/>	<input type="checkbox"/>
I agree to assign the copyright I hold in any statements made in relation to this project to Dr. C H Asrani.	<input type="checkbox"/>	<input type="checkbox"/>
I affirm that I am at least 18 years old and that I have received a copy of this Consent and Authorization Form.	<input type="checkbox"/>	<input type="checkbox"/>

[Name of Participant - printed] Signature

Date

[Dr. C H Asrani - printed] Signature

Date

Research during visit to Abbotsford, British Columbia, Canada

(7th to 16th May 2014)

All residents of British Columbia (not tourists or visitors) are required to apply for and enrol in Medical Service Plan (MSP) *MSP Brochure- Annexure 1*

7th May 2014

Discussion with Mr Ajay Kaushal, a Psychology major who is currently managing a team of professionals to handle acute psychiatric crisis in kids (< 19 yr)

- Canada has a healthcare system of single payer. The Government pays for ALL healthcare
- Mr Kaushal mentioned that in his field of work he does not see many immigrants but is certain that problems exist and he is of the opinion that prevailing stigma towards accessing psychological/ psychiatric care in India, may be the reason they not reaching them. As per the project topic, agrees that several immigrants go through problems; not the youth but the elderly age group especially women who are socially isolated and due to language barrier are just confined to 4 walls of the house and a weekly visit to the Gurudwara.
- Primary care physician (family physician) sees a fixed number of patients daily and that too by prior appointment. Depending on the doctor appointments may go for 4-5 days to weeks
- For emergency medical care
 - o There is a concept of Nurse line and nurse practitioner.
 - o Walk in clinics, which are fixed time and not 24x7
 - o If it is critical, either call for an ambulance or
 - o Visit Emergency room of a hospital
- Private consulting/ imaging are permitted. But very expensive. E.g. 800 CAD for a MRI scan

8th May 2014

- Visit with Ms Bains/ Sharanjeet Sandhra to the largest Gurudwara in Abbotsford
- Met a group of 18-20 sikhs - most above 65 yr of age; had a chat for more than 1 hour. Part recorded. Then answered their personal queries - they all miss the Indian medical care system; they do not get opportunity to get their mundane queries answered.
- Significant Observations:
 - o Most have come > 20 yr ago; extremely satisfied with Healthcare in Canada. Waiting does not worry them largely since they don't have to pay anything for all round care. When they landed in British Columbia, it wasn't very crowded hence appointments with doctors could be had even within 2-4 hours. Now they have learnt the ropes of taking appt well in advance.
 - o There is a long wait for major surgery i.e. 1 yr for TKR (Total Knee Replacement), spine surgeries.
 - o Emergency surgeries like cancer/ appendix are done without such queues.
 - o Impressive 911 ambulance service (I realized most hailed from smaller towns and villages of Punjab and have not had exposure to current high quality of healthcare in India).
 - o All payments taken care by Govt is another feather in the cap.
 - o All ongoing medicines (especially for chronic cases) are not covered; some have to be paid for.
 - o If employer shares cost of healthcare, 10-20% co-pay exists.

- The rigid western practice of not starting medical treatment on presumption (like in India) and waiting till a definitive diagnosis has been reached, disgruntles many.
- There is reminder service for chronic disease management (both digital as well as surface mail).
- Newer immigrants go through difficulty as it takes 3-6 months for getting registered over healthcare system.
- Only those immigrants/ students who have relations already living in Canada / British Columbia If they have relations here, they get valuable help and pick up the rules and regulations easily. Those with no contacts may face difficulty here.
- Depression is common both due to loneliness and disrespectful behaviour of children.
- For ongoing medicines, even if their doctor is out, they have a process to fill the prescription.
- Old age homes also exist (eligibility decided by government)

This is the version of men; most of whom spend a large part of the day at Gurdwara (eating, chatting and even playing cards). This raises the suspicion that womenfolk must be facing more problem of loneliness, depression etc. Another point noted was that Communication with the treating doctor must be a BIG issue since several of them used this interaction to clarify their doubts; they asked me to explain about their CKD (Chronic Kidney Disease) & dialysis, Pancreatitis, hypertension and Tips to remain fit.

9th May 2014

- Met Dr Fatema Chamroo from Maple Ridge; works as Dental Hygienist
 - All students Minimal cover for dental treatment even in MSP; Students may get minimal dental cover (upto 500\$) either from the university or as underwritten from the fee.
 - Preventive dental treatment is NOT covered and has to be self-paid.
 - Dental treatment may be available (subsidized/ free) to immigrants if they can prove that their annual earnings are not enough to take care of their families (there is a cut off of salary for such benefit).
 - A dental Rx that may cost 30CAD under MSP is likely to cost 90 CAD in private sector.
 - Waiting for an appointment is atrocious. Even to get your regular prescription filled, you need to see the doctor and the delay may cause you to miss out on continuing medicine leading to relapse/ aggravation of symptoms.
 - Despite such rigid appointment schedule, there is often 2-4 hours wait at the physician's clinic (even if you have an appointment).
 - A major benefit is getting medical benefits even if you are out of active employment temporarily (be it a fracture, a long drawn sickness; lately even mental health e.g anxiety, depression, psychotic disorders have been included as they all lead to reduced productivity).
 - A major difference between Indian and Canadian healthcare is that access to healthcare is a patient led activity; unless the patient gives detailed history (all relevant history like travel, past & family history the doctor cannot be expected to take a detailed Onset Duration Progress history; largely because symptoms and clinical presentations vary with race, ethnicity etc and they are struggling with a large range of patients - whites, chinese, blacks, Indians etc). As compared to a visit to the Indian doctor where details are extracted from you, things here are different and new immigrants suffer more since they are shy, reserved and not bold enough to come out with details; They may suffer from "what if I am talking too much..."
 - Visit to Emergency Room is recommended option for any moderate to severe symptom which is either new or repeat of a sinister one back in India.

- Attended a student's meet
- Met 3 students who had started their education in Sept 2013
 - o Their only knowledge was they have MSP. They neither have knowledge towards scope and limitation of services available nor were they aware about how to access health services, when in need.
- Met 3 students who had started Jan 2014
 - o Their only knowledge was they have MSP. They neither have knowledge towards scope and limitation of services available nor were they aware about how to access health services, when in need.

10th & 11th May 2014 - Saturday & Sunday

12th May 2014

Visit to see first-hand various services of Abbotsford Community services at their different centers.

Schedule for visit to various services of/ centers of Abbotsford community services

9:30am - 9:45am → Meeting with Manpreet Grewal, Director of Multicultural & Immigrant Integration Services 2420 Montrose Avenue

9:45am - 10:30am → Tour of LINC class (with Bethany Klassen)

10:30am - 11:30am → Settlement Team Meeting (with Donna Lo)

11:30am - 11:45am → Meet with Ivona Kado, Interpretation and Translation Services Program

11:45am - 12:45pm → Lunch

12:45pm - 2:00pm → Attend Conversation Circle at West Abbotsford (with Andrea Dykshoorn)

2:00pm - 2:30pm → Tour of George Ferguson Way location and meet with South Asian Community Resource Office (SACRO) staff

2:30pm - 4:30pm → Visit with program youth in:

- MAP group session
- Youth Buddy Lifeskills session

4:30pm → Picked up from #5 ☐ 32700 George Ferguson Way

About Abbotsford community services is one of the most successful and largely utilized Community service programs of Abbotsford. Headed by Ms Manpreet Grewal and her, it operates from multiple locations in Abbotsford.

Meetings were arranged at

- The head office on Montrose Avenue where I had a short interview with Ms Grewal to understand the working of the group.
- Met a team of 10-12 co-ordinators, team headed by Ms Donna Lo, each one whom dealt with a specific linguistic/ nationality group and offered various settlement services
- Visited English language class where immigrants from various countries (over half were from India) were going through English literacy programme.
- At the Conversation circle office, met 4 Indian housewives who were going through program for conversational English; they knew English and were in Abbotsford for over 4-5 years but were too shy to speak English. They also shared that they miss the Indian family doctor concept and miss out on lot of information that may help lead healthier lives.
- At George Ferguson Way location met with South Asian Community Resource Office (SACRO) team who help with children/ adults who have got involved in crime; these cases are referred to them by British Columbia Police.
- At the same location witnessed MAP group session & Youth Buddy Life skills session where children are given appropriate meals and trained in life skills like first aid, saving a drowning person etc. This is a boon for children whose both parents are working and saves them from isolation and a chance to fall in bad habits.

Following is the list of services to immigrants and the multicultural community

FS- FAMILY SERVICE

RS- REHABILITATION SERVICE

HRD- HR DEVELOPMENT

L&T- LANGUAGE AND TRANSLATION

YE- YOUTH

South Asian community Resource Office (SACRO): RS

It's a crime prevention service to engage youth and families in the south Asian community through forums, discussions and sports/recreational activities.

Language offered: English & Punjabi

Youthemes-YE

Immigrant youth & youth adults program: YE

This is a project to assist youth and young adults who are not meeting or at risk of not meeting high school graduation requirements.

Language offered: English

Youth Buddy -YE

This is a friendship program in which new immigrant youth are matched with a youth from Abbotsford. Various activities are offered at participating secondary schools for youth to participate in.

English Language Services For Adult (ELSA)-L&T

ESL classes is for adult immigrants (must be 17 years and older), run in Abbotsford and Mission. Free child-minding also available at certain locations.

Language offered: English

Legal Advocacy Program-L&T

This service provides assistance to agricultural workers with legal issues related to employment. This includes filling appeal, attending hearings, interviews, filling out forms.

Language offered: Punjabi & Hindi

Immigrant Settlement Program

Immigrant Settlement program provides immigrant and refugee newcomers with information about BC society, guidance and support on personal and family adjustment issues.

Language offered: Punjabi, Urdu, Cantonese, Mandarin, Serbo-Croatian, Albanian, Bosnian, Turkish, German, Spanish, Farsi, Arabic, Swahili, Korean and Vietnamese.

Settlement workers in Schools-FS

They provide settlement support and liaison between school and home for the newcomer students and their families.

Languages offered: Arabic, Swahili, Mandarin, Cantonese, Bosnian, Serbo-Croatian, Albanian, Turkish, Macedonian Russian, Punjabi, Hindi, Urdu, Spanish, Korean, Japanese, Vietnamese, Farsi, German, Afghani, Taiwanese and Pashto.

Translation and interpretation-L&T

Interpretation and translation services are provided in over 35 languages, providing specialized services in legal, medical, agricultural and technical terminology.

Punjabi mothers grandmothers-FS

This family service provides basic ESL support and parenting information to mothers and grandmothers of pre-school and elementary school children. Free enhanced childcare.

Immigrant family connections- FS

Provides literacy language services and support for immigrants adults and their families

Host program- Y2E

Host program is a friendship program that brings new immigrants together with Canadian adults (and/or their families) to help them learn about Canadian culture, Abbotsford and practice their English.

Language offered: English

Employment mentoring-HRD

They build connections for employment between professional mentors in the business community and professional immigrant adults who are interested in learning more about working in Canada.

Child care subsidy program- FS

This is a program that provides information on child care subsidy services to immigrant families with young children. It provides assistance in filling out child care subsidy application forms and refers parents and childcare providers to the child care resources and referral program (CCRR) as needed.

Immigrant seniors program- FS

This program offers services to newly arrived immigrant/refugee seniors who are 55 years of age and older to assist them in the adaptation and settlement process.

Assistance and support offered through all languages.

Diversity education and resource services- HRD

They provide educational businesses and organizations on diversity related topics including responding to racism and discrimination. The staff here gives support and referrals to victims of discrimination.

BC employment program-BCEP- HRD

This program helps in job search, life skills, counselling, ESL, individual and group support to permanent resident immigrants born outside of Canada who are on income assistance. Assistance and support offered through all languages (provided by interpreters).

All languages offered.

BC skills connect- HRD

This program will assess the skills qualification and experiences of recent immigrants to BC and will offer workplace practices opportunities such as workplace orientation (i.e. mentorship) that will help secure and sustain employment.

Abbotsford Addictions Centre- RS

One to one counselling given - provides counselling to those seeking help around issues with drugs and alcohol use. Also counselling is provided to family members and friends who are affected by the use of alcohol/drugs by a family member.

Support group- RS

For Indo-Canadian men every Wednesday evening

Languages offered: Punjabi, Hindi, Urdu and English

Multicultural school based prevention- RS

They educate the youth in middle and high schools about drug prevention and offer one on one support to high risk Indo-Canadian youth and their families. Also runs and Indo-Canadian Teen support group.

Language offered: English and Punjabi

Parent of Teen group (Punjabi)- FS

The Groups for parents focusing on conflict resolution, communication, self-esteem, anger management, social skills, assets for effective parenting and living harmoniously with youth

Language offered: Punjabi

Best for babies - FS

They provide prenatal referral for pregnant women and women up to 6 months postnatal: also moms with children age 3 and younger. One on one group at the Sikh Temple and Abbotsford Community Services

Language offered: English & Punjabi

Child care resource and referral-FS

They help parents find child care. Ongoing support and visits, workshops and training for in home child care providers.

Language offered: English, Punjabi and Hindi

Nobody's perfect (Punjabi and English)

Funded by the Fraser Health Authority this program is for parents of children 0-6 years of age. Participants will learn how to understand their child (ren) better, share ideas, tips and experiences and receive information on children's behaviour, health and safety.

Language offered: English & Punjabi

Family outreach

For families with children 0-12 years identified through MCFD as experiencing conflict or difficulty in parent-child relationships. Supportive family intervention, planning and referral services for families

Family counselling is provided in family homes

Language offered: English & Punjabi

In it together- program description

What is in it together?

This program is to disrupt and /or interrupt the flow of young people into organized crime or gangs. We provide individual case management youth outreach, parent and youth groups, recreation, essential skills and counselling for youth and their families (age 12-24) who are high risk of being involved in organized crime and gangs.

This Abbotsford community services program is a collaborative initiative of the Youth Resource Centre and South Asian Community Resource Office Program streams and has Abbotsford Police department John Howard Society and Abbotsford school district as project partners.

13th May 2014

- Sherman Chan, MOSAIC
 - o Discussed issues of immigration settlement; labour market integration and employment; and specialized programs relating to youth, domestic violence and victim support.

About MOSAIC

THE NEWCOMER'S CENTRE FOR CHILDREN AND FAMILIES

It's a settlement focused early childhood service for refugee families living in Burnaby. MOSAIC is the lead organization for the Newcomer's Centre for Children and Families, in partnership with:

- Immigration and integration Branch United Way of the Lower Mainland Ministry of children and Family Development
- Fraser Health Authority Burnaby School District #41
- City of Burnaby: Parks, Recreation and cultural services and East burn Community Centre
- Burnaby Public Library

S.U.C.C.E.S.S

Immigrant services society of BC

Pacific Immigrant Resources Society

Burnaby Family Life Institute

South Burnaby Neighborhood House

Family Services of Greater Vancouver

Vancouver and Lower Mainland

Multicultural Family Support services

MOSAIC, a multilingual, non-profit agency dedicated to assisting immigrants and refugees with their settlement and integration needs. Through a variety of programs and services, MOSAIC helps its clients participate fully in Canadian society. Since its inception more than 30 years ago, MOSAIC has become one of the Lower Mainland's largest immigrants serving organizations.

- EMPLOYMENT PROGRAMS
- ENGLISH LANGUAGE CENTRES
- FAMILY PROGRAMS
- INTERPRETATION SERVICES
- SETTLEMENT SERVICES
- TRANSLATION SERVICES
- MOSAIC
- EMPOWERING IMMIGRANTS AND REFUGEES
- MULTILINGUAL ORIENTATION SERVICE ASSOCIATION FOR IMMIGRANT COMMUNITITES.

Interpretation

Here, fully accredited professional interpreters provide high quality, effective interpretation services

Translation: When you need your documents professionally translated and readied for print and/or web, they offer the following services at competitive rates.

ELSA Pre-literacy and Literacy

These classes focus on reading and writing skills for people who cannot write in English and/or in their own language. The classes are small and the teachers are supportive

ELSA 1 to 6

In the ELSA program they focus on improving your English skills, learn to use English in many everyday situations and learn what you need to know about Canadian life and culture

Childcare services are available at all MOSAIC sites for ELSA students.

English for work

You will to use English the way it is used in the workplace, learn about Canadian workplace culture and improve your English skills. This course is conducted in the classroom and in an online classroom.

Canadian Language Benchmarks Placement Test Services:

Canadian language benchmark is a national standardized system of measuring a person's English language proficiency. MOSAIC offers a licensed testing service using the Canadian Language Benchmarks Placement Test.

MOSAIC Works:

It provides employers with customized workplace, communication training for company employees using a combination of workshops and online learning. Assess the needs of employees, engage the employer in program planning, design and deliver on site workshops and custom on line classrooms and conduct program monitoring and evaluation.

Community English classes

Free community English classes in Metro Vancouver are offered for people who are ineligible for ELSA, such as seniors and temporary foreign workers.

If one is a recent immigrant?

Settlement program provides one to one information and referral services and workshops on housing, schooling, transportation, budgeting, citizenship, job search skills, childcare benefits, MSP etc. newcomers who need more intensive support may receive Guided Pathways case management. Services are provided in the following languages: Arabic, Cantonese, Dari, English, French, Hebrew, Korean, Kurdish, Lingala, Mandarin, Farsi, Russian, Spanish, Swahili, Tagalong and Vietnamese.

Legal Advocacy

It provides information, summary advice and referral and representation to low-income immigrants and refugees on immigration and poverty law.

Seniors programs

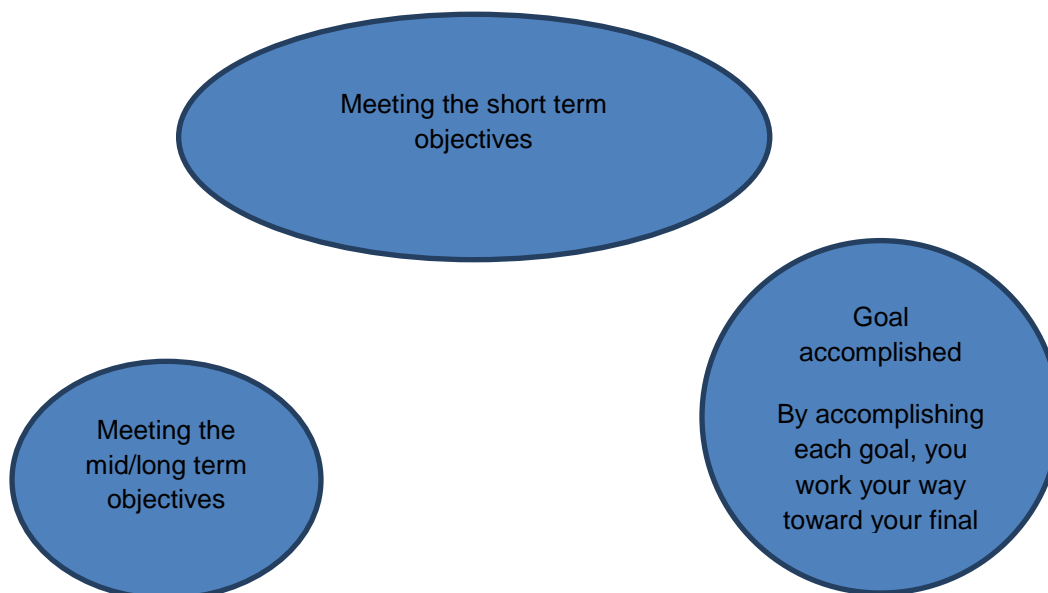
For participants 55 years of age and up this program encourages participation in community events provides assistance in filling out applications delivers workshops and presentations, organises field trips to local attractions and more. At times, the program may offer yoga classes, English as an additional language classes conversations groups and computer training for seniors.

Newcomer's centre for children and families (Burnaby)

It provides activities and information sessions for parents: arts and crafts, exercise, integrated health screening, prenatal clinics and general discussion groups about early childhood, parenting, health and nutrition. Also encourages participants to develop their English language skills.

MOSAIC SETTLEMENT PROGRAM

This illustrated table shows the interlocking ideas behind the Guided Pathways process. Researching your short term objectives contribute toward achieving your mid and long term ones. In turn, accomplishing your long term goals will help you build your path to success.



A detailed perspective, MOSAIC has been in service for over three (3) decades; today it is a vibrant and reputable organisation serving immigrants and refugees in the Greater Vancouver area.

MOSAIC resulted from the amalgamation of two organisations: Multilingual Social services and Language Aid for Ethnic Groups. Both had developed in response to the growing awareness of the daily challenges faced by Vancouver and area's non-English speaking residents.

Language aid for Ethnic Groups (LAEG) based in the Downtown Eastside. Four women of different ethnic backgrounds planned the project while reflecting on the difficulties each had in adjusting to Canadian society. The project was started independent of external help. They provided information, referral, counselling, interpretation and home visiting services to immigrants.

Both agencies struggled from grant to grant and for a time had no funding. As well, they had to overcome the initial resistance of social service professionals and ethnic people themselves. In April of 1976 acting on the request of the (then) Department of Manpower and Immigration, MSS and LAEG combined to form MOSAIC (Multilingual Orientation Service Association for Immigrants Communities) and incorporated as a non-profit society. This was followed by registration as a charity in 1978.

A current Perspective

By 2013 MOSAIC is a \$21 Million organisation with over 250 staff and 300 contractors. Services include interpretation, translation, English classes, employment programs, community outreach and development programs, family support programs and bilingual and family counselling.

MOSAIC's goals are:

- To strengthen and diversify client-centred services

- To maximise staff development opportunities
- To improve organisational infrastructure
- To enhance financial sustainability
- To expand relationship with business and emerging communities

STOPPING THE VIOLENCE

Counselling & Multicultural Outreach Services

Free counselling and support services for women who are experiencing abuse, threat, violence in their relationships', sexual assault or childhood trauma.

14th May 2014

- Met Chris Friesen, Director of Settlement Services, Immigrant Services Society of BC (ISS of BC), one of Canada's largest multicultural immigrant serving agencies for over twenty years. Chris spoke of his current involvement in leading a multi-year initiative to design and build a Metro Vancouver Regional Service Centre for Refugees located in Vancouver. When ready in late 2015, this facility will become the first facility of its kind in the world, bringing together a variety of community and government services and organizations that will meet the immediate needs of refugees settling in BC.
- Chris Friesen's ISS of BC largely looks at problems faced by refugees.

15th May 2014

S.U.C.C.E.S.S

Chiang's Adult Day Centre is an ultra-modern very well equipped center to look after immigrants (largely of Chinese origin) with complex medical problems. They have round the clock specialised nursing support and doctor on call.

Besides the adult day care/ in-house support centre, S.U.C.C.E.S.S. offer food services to large immigrant population who have fallen on tough times.

Bridging seniors with the community

PURPOSE:

To provide an adult day health service to seniors with various needs in the Vancouver area through integrated programs/services.

1. To enhance the senior's quality of life
2. To increase social stimulation
3. To maintain or improve seniors' optimal functional level
4. To provide a safe, secure and therapeutic environment to the Dementia clients.
5. To provide respite for family care givers.

GOAL:

Through the Adult Day Centre, seniors can stay healthy & happy in the community as long as possible, preventing inappropriate hospital visits and delay or prevent institutionalization.

SERVICES

Services provided:

Recreational activities, such as baking, crafts, chess, singing etc.

Delicious and nutritious oriental meal, Dietician service is available if required

Exercise group. Physiotherapy service is available if required.

Health monitoring such as Blood pressure, blood sugar, wound dressing etc.

Field trips: at least once per month, if weather permits.

CRITERIA:

Who qualifies for the program?

1. Senior can be male or female and to be 60 years or older.
2. Senior can be mobile or in wheelchair.
3. Senior can be independent or requiring assist in eating
4. Senior can have dementia but not aggressive.

S.U.C.C.E.S.S

Settlement services

BUSINESS IMMIGRANT INTEGRATION SUPPORT

BIIS

Orientation and information Dissemination

- Orientation and information dissemination activities will be delivered in person, via telephone and/or via internet based means.
- One to one and / or group orientation sessions provide information about the BIIS services and available resources/tools for immigrants looking for business opportunities in BC.
- Dissemination of Business resources and tools.
 - Entrepreneur self-assessment questionnaire
 - Topical fact sheets
 - Orientation package for business development in BC
 - Best practice guide for individuals interested in establishing business and settling in regional locations outside of the Lower Mainland of BC
- A multi-language business immigrant focused website provides easy access of information particularly for prospective immigrants who reside outside of BC and intend to apply for the BC Provincial Nominee Program

One-on-one Business counselling

Multilingual Business Case Counsellors provide Bengali, Chinese, English, Hindi, Korean and Punjabi in language service support to immigrants who need help in identifying their challenges and setting realistic goals for establishing business in BC.

Business workshops and short courses: Tropical workshops and short courses are designed to assist.

Business mentoring

Eligible immigrant entrepreneurs (mentees) who have decided to proceed with business investment in BC are to be connected with established local business professionals (mentors) in a formal mentorship relationship. Participants will receive individualized support and gain confidence in expanding social, community and business networks. Services include:

- Mentor and Mentee screening and matching
- Mentor and Mentee orientation
- Trouble shooting and support.

Case management activities

Activities include:

- Initial screening and participant intake process
- In- depth needs assessment
- Action plan development
- Implementation support
- Active referral to local settlement services
- Referral to other related services, if applicable.

Who would be benefited?

Permanent residents, including refugees or protected persons.

Prospective immigrants to BC approved by or interested in applying for the BC Provincial Nominee Program (PNP), including those with an application in process and interested in and/or actively pursuing business ownership or entrepreneurial opportunities in BC.

How to access BIIS?

Eligible participants can choose one or multiple ways to access program resources and services.

Some participants may self-direct their involvement through access to workshops and courses as well as resources and best practice binders. Participants may also choose more intensive case management as well as or instead of workshops and courses. Case management provides additional support in keeping with a customized action plan including one to one assistance with networking and exploration of business opportunities along with a formal mentoring program.

16th May 2014

DIVERSECITY

Met Tahzeem Kassam, COO & Chanchal Sidhu, Settlement co-ordinator at their Surrey office

Diversecity Community resources society is another registered non-profit agency offering services to help immigrants integrate with Canadian society.

They offer services in the following fields:

- Family Services
- Settlement and Community Programs
- Language Programs
- Career Services
- Interpretation and Translation Services
- Skills Training Centre

Program topics

(Parents discussion, snacks and activities for children are provided)

Babies:

- Orientation & becoming attached
- Helping your baby feel loved & secure
- Helping your baby feel good about him/herself
- Your parents-yourself
- Helping your baby understand
- Helping your baby "Talk" to you
- Saying 'No' with love
- Helping your baby discover his world
- Celebrating our connections
- Safety, health, nutrition, guest speakers and field trips

Toddlers:

- Helping your toddler feel secure
- Accepting your toddler feelings
- Setting limits with love
- Highlighting new words
- Having toddler conversations
- Connecting with other children
- Helping your toddler learn
- Celebrating our connections
- Videos, field trips and guest speakers

Women's Health & Well-being

(Women only)

Benefits of the program

- Make new friends with newcomers and longer term resident from around the world
- Learn about rights and responsibilities
- Learn about community resources and agencies that help women
- Practice your English

You may qualify for this program if you are:

- Permanent resident
- Protected person section 95 of the IRPA
- Convention Refugee
- Live-in caregiver

First steps

Helping newcomers find their path

@DIVERSECity

Early childhood development settlement program

First steps: welcomes parent and children new to Canada

- Music song and rhymes
- Food snacks
- Art activities & stories
- Dramatic play puzzles

Friendship, Respect, Caring & Fun

Parents can:

- Play and learn with their children
- Find out about community services
- Join a parent group
- Practice English
- Attend parent/child mother goose

This program is planned to meet the needs of newly arrived Canadian government assisted refugee parents, caregivers and children 0-6 years

Languages spoken by staff, volunteer

- Arabic
- French
- Somali
- Amharic
- Nuer
- Spanish
- Swahili

Settlement & Community Programs

The settlement and integration program provides a dynamic and holistic approach for service provision to immigrants and refugees settling in Surrey and North Delta.

- Community information
- Information about - housing, banking, health care, school and daycare
- Filling forms and applications for government services
- Learn how British Columbia operates including: public transportation, legal systems and driver licensing
- English language support services
- Opportunities to make social or employment related connections
- Programs and services for youth, young adults and seniors
- Support preparing for the Canadian citizenship test
- Free courses such as computer basics and conversational English.

We provide orientation, life skills and educational workshops and courses which will assist you in settling in British Columbia.

We provide services in the following languages: Punjabi/Hindi, Arabic, Chinese, French, Korean, Karen and Spanish.

Other languages including Urdu, Amharic, Bengali, Farsi, Polish and Russian are also available.

Guided Pathway (GP) Program

Guided Pathway (GP) is a holistic in depth support for clients experiencing a greater degree of difficulty in the areas of settlement and integration. Clients work with staff to complete a comprehensive assessment as a foundation for the development of a collaboratively planned individual settlement and integration plan.

Host & Mentorship Program

The Host/Mentorship Program helps newcomers integrate into Canadian society by introducing Canadian culture and/or the Canadian labor market. Newcomers are matched with volunteer mentors. Social events provide newcomers with an opportunity to learn about multiculturalism in Canada. Coffee chats are a series of conversation skill through fun activities in a social and friendly environment. Beginner/ Intermediate computer classes are intended to help newcomers develop basic computer skills. Volunteer opportunities are offered for newcomers and local residents.

Life skills courses for newcomers

This is a partnership program between DIVESECity, YMCA and options.

Canadian life and work skills: learn more about Canadian customs: Canadian manners, communication in everyday life and on the job and health and fitness and much more. Citizenship preparation and civic involvement: This course will prepare you for the Canadian citizenship test. This course will help you explore self-employment options and inform you about small business start-up in Canada.

Men's intercultural group: Do you like sports and physical fitness activities? There will be opportunities to practice English learn Canadian culture and customs and explores the employment landscape.

Seniors integration program

The Seniors' Integration Program benefits seniors who are experiencing isolation and are not able to participate in community activities due to language barriers, transportation concerns or cultural issues.

- Regularly scheduled activities include but are not limited to:
- Intercultural community kitchens
- Senior's swimming and water exercise senior's connecting in community (social and educational workshops)
- Senior's Beginner and Intermediate Computer Classes

Youth integration program

The Youth Integration Program (YIP) specializes in assisting new immigrant youth between the ages of 13 to 18 to a life in Canada.

Youth 13-18

The program provides training in essential developmental areas like cross-cultural communication, resume building and interview skills volunteer experience and leadership workshops as well as recreational activities such as field trips picnics and celebration of cultural festivals.

Young Adults towards Success Program

The Young Adults towards Success (YATS) program helps young adult newcomers to Canada, 19-25 gain skills set personal, educational and career goals while gaining knowledge about their new home community.

Young adults -19-25

Participants are provided with but are not limited to:

- Employability skills training and job search strategies
- Banking, budgeting and financial skills workshops
- Health and wellness topics
- Practice with English language skills
- Information on Canadian culture and how to adapt to change.

Food security kitchen garden program

The Food security program provides opportunities for immigrant and refugee families to increase their food security through multicultural cooking groups' community garden activities and a community garden program.

Both the Food Security Kitchen and Garden Programs provide opportunities for participants to increase skills and decrease isolation, practice English speaking skills, share food, build community and increase avenues for integration and self-reliance.

The Food Security Kitchen and Garden Programs also provide specific programming for low income Canadians, refugees and immigrants, mothers or caregivers of children from 6 to 12 years of age and for seniors to help address their unique food security needs.

Skilled immigrant infocentre

Employment information for career decisions.

Make the connections: the skilled immigrant info centre will help you find the information you need to get the job you want in your chosen field.

- Free consultation to identify opportunities for employment in your field in B.C and other organisation to assist you in your job search.
- Customised job search information, including referrals to professional organizations, immigrant services and employer organizations.
- Special focus on needs of trained professionals in their chosen field.
- A free service for all recent skilled immigrants to British Columbia.

Family law of BC

This is for you if:

- You are an immigrant in Canada who is sponsored by your partner
- You are afraid for your safety and/or your children's safety because your partner has abused, assaulted or threatened to hurt you or damage your property: and
- You want to know what you can do to protect yourself and/or your children

In this fact sheet, partner means the person who is your immigration sponsor and also the person who you are or were married to, you live or lived within a marriage like relationship or you have a child with.

Help from the police

Because you are an immigrant in an abusive relationship, you might feel scared about getting help from the police or RCMP. Remember that abuse is the abuser's fault. Abuse against you is not your fault.

Under Canadian law, assault and harassment are crimes. It is a crime for your partner to threaten or harm you. If that happens:

- Call 911 or the number for the emergency police or RCMP listed inside the front cover of your book.
- If you do not speak English, ask 911 for an interpreter.

If your partner has hurt or assaulted you, the police may take him or her from the home and/or take you and your children to a safe place such as a safe house, transition house or a friend or relatives home. The police can also take you to a hospital or doctor if you are hurt. See the fact sheet getting help from the police or RCMP.

If your partner has abused you, the police may also arrest your partner. If your partner is charged and the court finds him or her guilty of assault or another criminal offence, he or she:

Does not have to leave Canada if he or she is a Canadian citizen

Could lose his or her permanent status and be deported. The removal order (order to leave) would be made at an immigration hearing held after the court finds your partner guilty of a serious criminal offense. The removal process can take a long time.

Leaving your partner

If your partner abuses you, you do not have to stay with him or her, even if he or she is your sponsor. You can leave the relationship and take your children with you. You can take your identification papers and documents showing you and your children's immigration status in Canada. You can also take the things that belong to you and what you need for the children.

- If you have permanent resident status or conditional permanent resident status and you leave your partner, you will not be deported or have to leave Canada. You can stay in Canada, even if your partner is your sponsor.
- If you do not have permanent resident status or you are a refugee claimant and you leave your partner get legal help right away.
- Generally, if you do not have permanent status and you leave your sponsor's partner or your sponsorship is cancelled, you may apply for permanent residence status on humanitarian and compassionate reasons. You apply in writing to Citizenship and Immigration Canada (CIC)
- CIC considers such things as how much hardship you would face if you had to return to your home country whether you can adapt to life in Canada through your work skills, training and family and community support and whether the best interests of your children would be harmed if you had to leave Canada.

If your application is approved, you will be allowed to stay in Canada as a permanent resident.

If your application is not approved, you may eventually have to go to an immigration hearing that will decide if you have to leave Canada.

Financial help:

If you were sponsored by your abusive partner and you leave the relationship you may be able to get financial help through the courts or from the BC government. See the fact sheet *What to Do about Money?*

- **Child and/or spousal support** (maintenance) is money that the court may order your partner to pay to you if you separate or divorce. If you are married to your sponsor or lived with your sponsor in a marriage like relationship for at least two years (which makes you and your partner spouses under the law) you also have a right to an equal share of the family property.
- **Income assistance** (welfare) is money and/or other benefits that the BC government pays if you are a permanent resident, have no money to support yourself and your children and your sponsor refuses to support you.

Before you apply for income assistance, if you do not have permanent residence status and need financial help, talk to a lawyer, advocate or settlement worker (also called an immigrant settlement worker). If you already receive financial assistance as a refugee or refugee claimant, these payments will not be cancelled because you have left an abusive situation.

To apply for income assistance, call the Ministry of Social Development at 1-866-866-0800 (no charge) and tell them that you are leaving an abusive relationship. Take your permanent residence papers or card with you, if possible, when you apply.

When applying, it is important to tell the ministry if you have been threatened or abused by your partner. If you are worried about your safety, you do not have to talk or write to your partner asking for information.

The ministry will not contact your partner for information about your sponsorship, or see if your partner is still willing to support you financially. They will not try to get you child and/or spousal support, unless you want them to do this.

If you do not have all your identification documents or your social Insurance Number (also called a SIN) you can still apply for hardship assistance. This is emergency money for food, housing or medical needs. However you must be able to prove that you are a permanent resident. You must also show that you are doing everything you can to get your SIN and/or other identification documents.

Your immigration documents:

Your partner might have your immigration documents. If you are afraid to ask for them, or you think your partner will not give them to you, you can apply for a certified copy of your permanent resident papers or a replacement permanent resident card.

An advocate or settlement worker can help you ask the police to go with you to your partner's house to get your documents. The police will probably not make your partner give you the papers, but they can make sure you are safe while you are there.

Community help:

Because you are a sponsored immigrant in Canada who is in an abusive relationship you might feel ashamed, afraid and alone. In Canada, abuse in relationships is not a private family matter. Whether you want to stay in the relationship or leave, you can get help for yourself and your children. Support services and trained people can help you wherever you live in BC.

Emergency shelters, or safe houses are where you or your children can go for immediate safety.

Transition houses, also called second stage housing, are where you and your children can stay when you leave an abusive relationship.

Advocates, settlement workers and victim service workers give free legal information and emotional support.

Community services: give support, counseling and information. Some have services specifically for newcomers, people with disabilities or lesbian, gay bisexual or transgendered people.

Post Canada Trip data gathering in India

In Aug September 2014, 11 students who were scheduled to go to different universities of Canada and 3 who were in the process of gathering requisite funds and other paperwork were interviewed.

Impression:

- They had not given any thoughts to health, medical aspect of their 3-4 years in different parts of Canada. They were told that taking health insurance is a must and all medical aid is managed by the Government (Health Ministry)
- They had no idea on accessibility of healthcare
 - o They did not know that even to see a family physician you need an appointment
 - o They thought that one can buy medicines from chemists - like in India - without a prescription
 - o They were not aware that dental treatment may be very expensive and all aspects of dental treatment especially preventive is not covered under MSP

In September 2014, 17 prospective immigrants were interviewed

- 5 in Hoshiarpur district of Punjab - all senior citizens whose children were already in Canada for periods of over 2 year
- 4 IT graduates from Mumbai, who were planning to go and look for jobs
- 8 were doing jobs like carpenter, mason, electricians in India and were trying for immigrant visa in hope of making good life in Canada

Collective impression:

- Senior citizens had, rightly so, not spared any thoughts to the topic under discussion as they were being sponsored by their kids who were already living in different parts of Canada.
- The IT graduates when confronted with the possibility of their credentials/ experience may not be good enough to land a job in Canada, felt that such a possibility does not exist. They all were under impression once you get a visa to Canada, it's all going to be very easy. They actually were under the impression that Canada is eager to get immigrants and there can be no problems.
- 3 of the above 4 were married, with kids, and were expecting no problems in schooling etc.
- When queried, "Are you aware of any support services for immigrants?" They felt why such a thing is required as Government is okaying their visa.
- The ones doing menial jobs were trying to go since their friends, relations have been successful in Canada. When queried about their not knowing any English, they said "in our job it is not required."
- When the last group was asked about "if you don't get a job, then what?" Apparently no thought was given to that. They all felt that jobs would be waiting for them.

Summary of Concerns noted

Medical & health:

- There may be no health cover for first 3-6 months
- Appointment even for family physician (GP) visit, unlike in India, which may take 4-5 days at time
- Walk-in clinics available but Indian diaspora, being used to one/ same doctor in India find that they cannot connect with the doctor/ do not perceive the comfort zone
- Long waiting period (upto 9-12 months) for major surgery e.g. knee replacement, spine surgery and even investigations like MRI/ CT scan after an injury
- Visiting a doctor at times may mean half a day's work gone
- One cannot get investigations e.g. x-ray/ ultrasound/ blood tests done at own whims like in India. The treating doctor has to decide, feel a need and then schedule. An ultrasound may take few weeks.
- One cannot just go up to the neighbourhood chemist and ask for medicines - a practice rampant in Punjab, India

Professional:

- Credentials (qualifications/ work experience etc) may not considered fit for employment in Canada/ British Columbia which is very unsettling as most immigrants go with an idea that they will get choice of jobs
- Several Indian/ overseas qualifications may be recognised in Canada but prospective employers do not find them good enough

Socio-cultural:

- Not getting suitable employment and in desperate need for money for food/basic living
- Lack of spoken English delays Indian diaspora to mingle in local population; a feeling of inferiority may remain
- Loneliness especially housewives/ senior citizens
- Change in behaviour of children/ grand children (lack of respect, inculcating habits like smoking/ alcoholism and permissiveness in grand children) after few years in Canada
- Children facing social adjustment problems largely due to lack of social infrastructure and may turn disrespectful and antagonistic towards parental/ grand parental authority
- Grown up children turning delinquent and getting into drugs, alcoholism, womanising and crime
- Instances of physical abuse of spouse, children by stressed men
- Disowning parents due to failure in plans

Indian Perspective:

Most Indian interviewed are under impression that life is a bed of roses once they land in Canada. They do not think that they may face problems pertaining to their credentials/ job opportunities/ settling in a new social environment etc

Conclusion:

Most of the people interviewed were of the opinion that the service envisaged will greatly help prospective immigrants.

All the agencies interviewed were of the opinion that this sensitization was warranted as they felt the immigrants are not aware of the support services available (since no such activity is available in India) and reach them when it is too late.

MOSAIC, Abbotsford community services, S.U.C.C.E.S.S. & DiverseCITY evinced keen interest in associating with the project and wished to explore if we could give exposure to their organization in India

Acknowledgements:

1. South Asian Diaspora Fund, University of Fraser Valley
2. Mr John Potts of UFV for having set up all the meeting & interviews both in Abbotsford & Vancouver and for being directly involved in day-to-day activity
3. Dr Nilufer Bharucha - Co-ordinator, Indo-Canadian Studies Centre, University of Mumbai for actively guiding through the proposal and pre-departure preparation stage
4. Mr Jeet Rana - for helping with study material pertaining to Health Policy, Canada.
5. Ms Sharanjeet Sandhra - for co-ordinating the meeting on UFV campus, Abbotsford