



**CCI
OTTAWA**

Catholic Centre for Immigrants

cciottawa.ca

Building a harmonious community for all



**CCI
OTTAWA**

Helping newcomers for over 60 years

3 locations

100+ languages





The journey of a Government-Assisted Refugee (GAR)

Supports that Resettlement Assistance Program (RAP), Client Support Services (CSS) and Settlement programs provide once GARs are in Ottawa

Why the partnership between Somerset West Community Health Centre (SWCHC) and CCI is so meaningful?

- ▶ How it came about?
- ▶ The outcomes and successes
- ▶ How we continue?



Government–Assisted Refugees (GARs)

Government Assisted Refugees (GARs): Refugees registered with UNHCR, brought to Canada by the federal government.

Arrive in Canada as Permanent Residents

The federal government provides financial support, settlement support and the Interim Federal Health Program (IFHP) while refugees resettle into their new life in Canada.

CCI Settlement Services for GARs

Reception House

RAP program and
orientation for GARs

Housing

Life Skills

Ottawa Newcomer Health
Centre (ONHC)

Client Support Services (CSS) Program

*(One Year, empowerment,
holistic)*

Intensive, mobile,
Case management

Community capacity
building

Coordinated Approach

Ottawa Newcomer Health
Centre

Other Long-term Services

Settlement Services

Community Connections

Career Transitions

Matching Program

Youth and Seniors
Programs



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How our partnership came about?

- ▶ Everything started in 2005.....

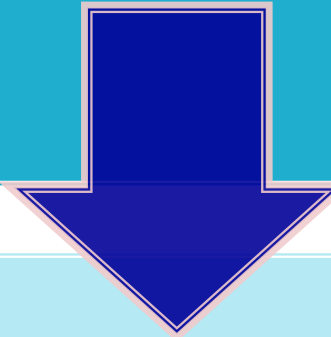


RAP services: Reception House

CCI – On-site services by RAP
Counselor

ONHC – IMA (Initial medical assessment)

- Addresses immediate medical concerns
- Immunization



Client Support Services

Home visits, office visits, client
accompaniment by CSS Caseworker

CSS & ONHC

- Family Health orientations
- Connect clients to family doctor
- Healthy lifestyles
- Refer to dentists, optometrists and
specialists

Why invest in a strong Settlement–Health partnership for refugees

Because GARs are among the most vulnerable

Serious chronic conditions (e.g., Diabetes, hypertension, HIV)

Mental health: Depression, Torture and Post Traumatic Stress Disorder, Abuse and Violence, Anxiety and Adjustment Disorder

Complex cases

When refugee health needs are addressed, settlement outcomes improve

Why make a Settlement–Health partnership a priority for refugees

Inability to advocate for oneself / Stigma.

Language barriers / Interpretation needed

Understanding / navigating health care systems / including IFH

Few doctors accepting new patients

Lack of services for clients with mental health issues

Life skill challenges: missing medical appointments

Dental and optometry needs- unable to access services



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OTTAWA NEWCOMER
HEALTH CENTRE

CENTRE DE SANTÉ POUR
NOUVEAUX ARRIVANTS D'OTTAWA

Our partnership...

- ▶ Same physical location – We see each other daily
- ▶ Caseworkers and doctors have access to each other
- ▶ Sharing of information and resources
- ▶ Meetings to maintain working relationship
- ▶ Advocacy for clients
- ▶ Health expertise combined with life skill and cultural competency expertise



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**This Unique Collaboration ensures quality care for refugees
and improves equity in health services**

- ▶ Reducing systemic barriers and gaps to services
- ▶ Commitment to provide culturally sensitive services
- ▶ Advocacy and capacity building when/where needed



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HEALTH CENTRE | CENTRE DE SANTÉ POUR
NOUVEAUX ARRIVANTS D'OTTAWA

The Catholic Centre for Immigrants and Somerset West Community Health Centre have been collaborating for several years to create a welcoming space, and a one-stop shop for GARs by providing settlement and physical-mental health services and well-being through a lens that is **focused on social determinants of health**