

Customized Supports through Innovative Partnerships: A Multidisciplinary to Building Resilient Newcomers



Presenters:
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Land acknowledgement

We acknowledge that we are on the traditional territories of the peoples of the Treaty 7 region in Southern Alberta, which includes the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Stoney Nakoda First Nations (Chiniki, Bearspaw, and Wesley) and the Tsuut'ina First Nation. The city of Calgary is also home to Métis Nation of Alberta, Region 3.



CIWA's Mandate

Vision

Empower immigrant women. Enrich Canadian society.

Mission

To engage and integrate all immigrant women and their families in the community.

Values

Integrity. Equity.
Inclusiveness. Innovation.
Leadership.



CIWA

Services

Core service areas

- Settlement and Integration services
- Language Training and Childcare services
- Career services
- Workplace services
- Family services



CIWA
Calgary Immigrant Women's Association

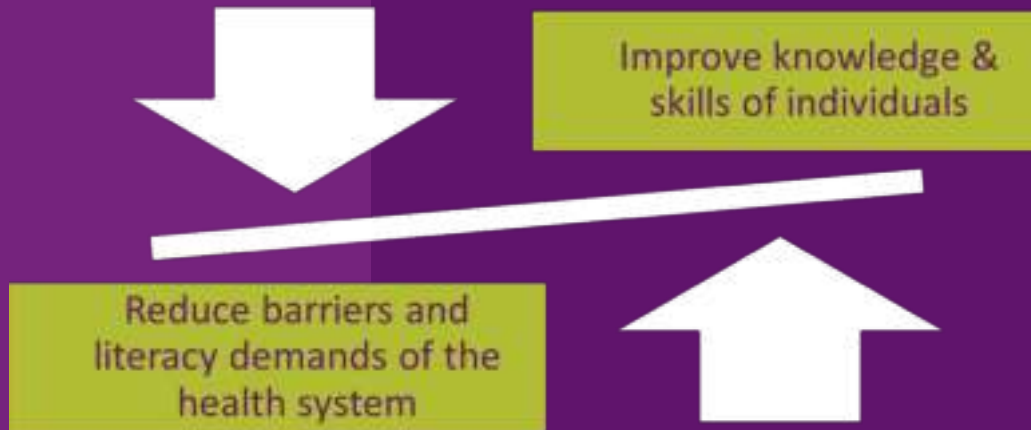
Health Literacy Partnership project



Health literacy & why it matters



Improving health literacy



So what?



Who we heard from



What we learned



www.ciwaresources.com/ciwahlp



HOME

RESOURCES

TEACHING TOOLS

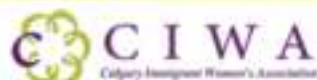
GUIDE FOR CLINICS

Health Literacy Resources

Here you will find free videos to watch and resources to print. These tools help people access healthcare services by learning to navigate the healthcare system better, reducing the barriers to accessing services and improving health literacy outcomes.

HEALTH VIDEOS

PERSONAL TOOLS



HOME

RESOURCES

TEACHING TOOLS

GUIDE FOR CLINICS

Accessing Healthcare

My Health Passport	My Language Card	Next Steps Notepad
<ul style="list-style-type: none"> • Passport-sized booklet • Keeps personal health information: <ul style="list-style-type: none"> • Organized • In one place • Easily accessible • Keeps track of healthcare appointments <p>Print as a 5" X 6" booklet</p>	<ul style="list-style-type: none"> • Wallet-sized card • Shows name and preferred language • Asks for help to get a language interpreter <p>Print as a 3.5" X 2" business card.</p>	<ul style="list-style-type: none"> • Small notepad for use at appointments • Helps healthcare workers list the patient's next steps in order • Includes clear communication tips for healthcare workers <p>Print as a 5" x 6" notepad</p>
Download Original File Printer-Friendly Version	Download Original File Printer-Friendly Version	Download Original File Printer-Friendly Version

Videos

My Health Passport

My Health Passport

First name:

Last name:

I speak:

Month / Year:

My Health Passport

First name:

Last name:

I speak:

Month / Year:

96% of healthcare professionals identified patient comprehension of health information as a challenge

My Language Card

My name is _____.

I speak _____.

Please help me find an
interpreter.

*All participants
identified the challenge
of language barriers
and the need to
improve access to
language interpretation
services*

Next Steps Notepad

Next steps:

1 _____

2 _____

3 _____

Please return to patient. Thank you.

CIWA Community Care Network Immigration, Refugees and Citizenship Canada Immigration, Refugees and Citizenship Canada

89% of literacy professionals surveyed report that their learners struggle to understand multi-step processes

Videos



What happens at the Family Doctor?

عربي Arabic | فارسي Farsi
ہندو Hindi | 普通话 Mandarin
Español Spanish | ٩٧٢٢٢٢٢٢٢٢٢٢
Urdu اردو



What happens at a Mammogram?

عربي Arabic | فارسي Farsi
ہندو Hindi | 普通话 Mandarin
Español Spanish | ٩٧٢٢٢٢٢٢٢٢٢٢
Urdu اردو



What happens at the Lab?

عربي Arabic | فارسي Farsi
ہندو Hindi | 普通话 Mandarin
Español Spanish | ٩٧٢٢٢٢٢٢٢٢٢٢
Urdu اردو



What happens at the Dentist?

عربي Arabic | فارسي Farsi
ہندو Hindi | 普通话 Mandarin
Español Spanish | ٩٧٢٢٢٢٢٢٢٢٢٢
Urdu اردو



What happens at the Eye Doctor?

عربي Arabic | فارسي Farsi
ہندو Hindi | 普通话 Mandarin
Español Spanish | ٩٧٢٢٢٢٢٢٢٢٢٢
Urdu اردو



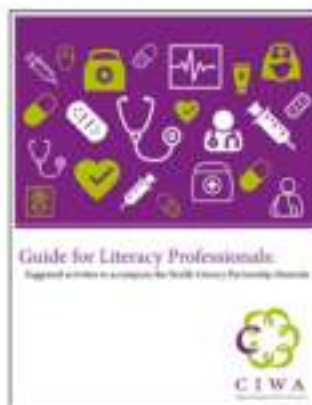
What happens at the Pharmacy?

عربي Arabic | فارسي Farsi
ہندو Hindi | 普通话 Mandarin
Español Spanish | ٩٧٢٢٢٢٢٢٢٢٢٢
Urdu اردو

Teacher's Guidebook

Healthcare Access Curriculum Guidebook:

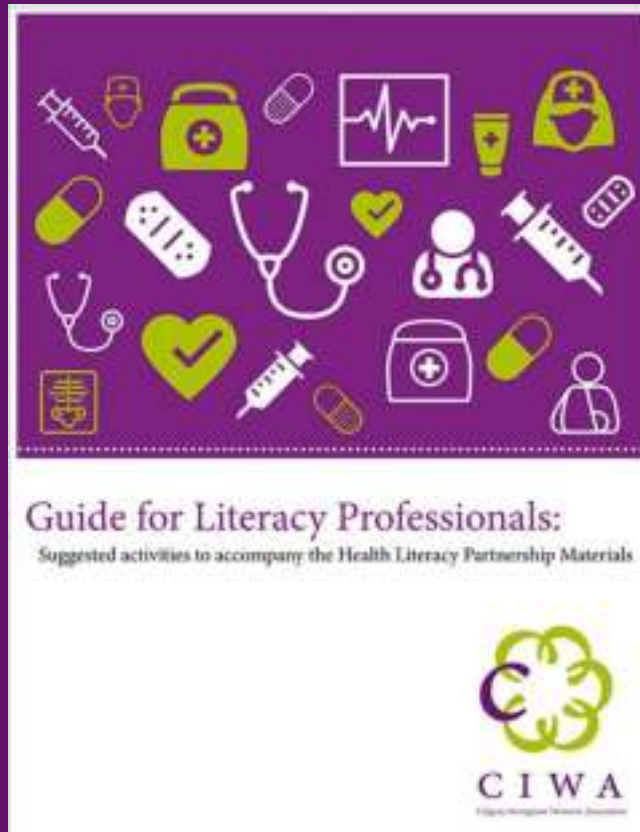
- Contains activities and resources to use with learners
- Supports use of [health videos](#) and [tools](#) in class
- Designed for teachers/facilitators working with adults who are:
 - New to literacy and/or
 - New to English and/or
 - New to the healthcare system

[DOWNLOAD THE GUIDE](#)


Family Doctor Video Supports	Pharmacy Video Supports	Mammogram Video Supports
Video storybook Video worksheets	Video storybook Video worksheets	Video storybook Video worksheets
Eye Doctor Video Supports	Lab Video Supports	Dentist Video Supports
Video storybook Video worksheets	Video storybook Video worksheets	Video storybook Video worksheets

Are you using the Healthcare Access curriculum in your class? Watch a training video [here](#).

Guide for Literacy Professionals



*Repetition and
classroom support
is key!*

Storybooks



*Visual aids and
large colourful
pictures with plain
language*

Guide For Healthcare Professionals



Communication Strategies

- Chart for quick viewing of helpful communication strategies
- Informed by experts in the field of adult language and literacy education
- Designed to help healthcare professionals working with:
 - Patients who are new to English
 - Patients with beginning levels of literacy in their first language
- Print on wall for all staff to use as a reminder of the strategies

Print as a legal sized 14" X 8.5" poster.

[DOWNLOAD HERE](#)

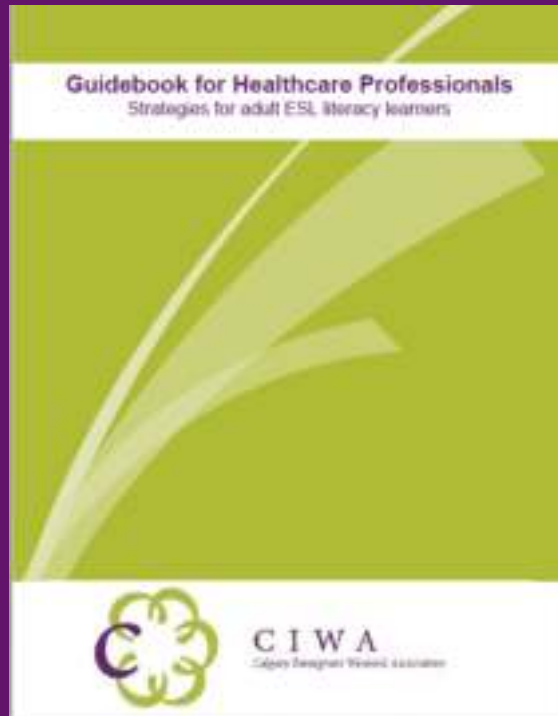
Guidebook for Healthcare Professionals Communication strategies from adult ESL literacy classes

- Booklet describing helpful communication strategies
- Informed by experts in the field of adult language and literacy education
- Designed to help healthcare professionals working with:
 - Patients who are new to English
 - Patients with beginning levels of literacy in their first language

Print as a 6" X 9" booklet for you and your staff.

[DOWNLOAD THE GUIDE](#)

Guide for Healthcare Professionals



*Strategies from literacy
professionals for the
clinic*

*“Great resource to
train incoming staff!”*

Communication Strategies Chart



A quick reference chart that provides key strategies for everyday clinical use

www.ciwaresources.com/ciwahlp



From a healthcare professional:

“Thank you for creating these resources - they are an incredible and invaluable tool for professionals and English language learners! ...the videos are a great resource to increase their capacity to independently navigate the healthcare system.”

*Our participants
get the last word.*

From a literacy practitioner:

“These resources are so well done. The videos, stories, worksheets and other resources...are so useful for instructors/tutors, learners and healthcare professionals. I can see many organizations using these...”

*Our participants
get the last word.*

From an ESL literacy learner:

“Before maybe 3,4 years ago, doctor ask for mammogram. I no understand. First time I went there, I don't know. Looking, waiting and when it was my turn I didn't know what to say. I got scared. Then I had to call my son... If I had the card and if I had seen the video then I would understand everything. I would not be scared.”

*Our participants
get the last word.*

www.ciwaresources.com/ciwahlp

Thank you!



Literacy and Technology : Overcoming the barriers for Foundational Literacy learners

April 20,
2021

Jyoti Agnihotri
Manager
Language Training and Childcare Department
[jyotia@ciwa-online.com](mailto: jyotia@ciwa-online.com)
www.ciwa-online.com



What is Pebbles in the Sand?

- An English language teaching program for permanent residents, refugees, or Canadian citizens
- For immigrant women only who have 0-7 years of education in their home countries or interrupted education
- Students are at a foundational level (FL) in reading and writing



Who is a foundational learner?

- **An adult who chooses to join learning opportunities**
- **Learning areas include: literacy, numeracy, skills for learning, basic digital skills, and English language**
- **Often faces other barriers such as economic, social, or personal challenges**

The 4Cs developed by Pebbles Facilitators for teaching literacy students virtually:

1. Connect
2. Consistent
3. Compliant
4. Compassion



Connect



Connect



- **Start slow; find familiar topics to discuss (ie the weather or family)**
- **Use translators where possible**
- **Use apps the students know such as Whatsapp**

Consistent

- Same classmates, same teacher
- Call at the same time everyday
- Keep a schedule
- Use familiar tools/ materials



Compliant



- **Be flexible**
- **Maintaining a schedule is not easy**
- **Have extended homework deadlines**
- **Screen breaks**
- **Laugh!**

Compassion

- Everyone is home
- Family literacy activities
- Non-teaching moments



Pebbles in the Sand Program Highlights



- **Classes offered in 7 community locations in all four city quadrants = accessible classrooms**
- **Free transit tickets to pay for commute**
- **Additional support services**
- **Post-pandemic additional services: online classes with laptops and internet provided; increased digital literacy skills taught**

Questions?

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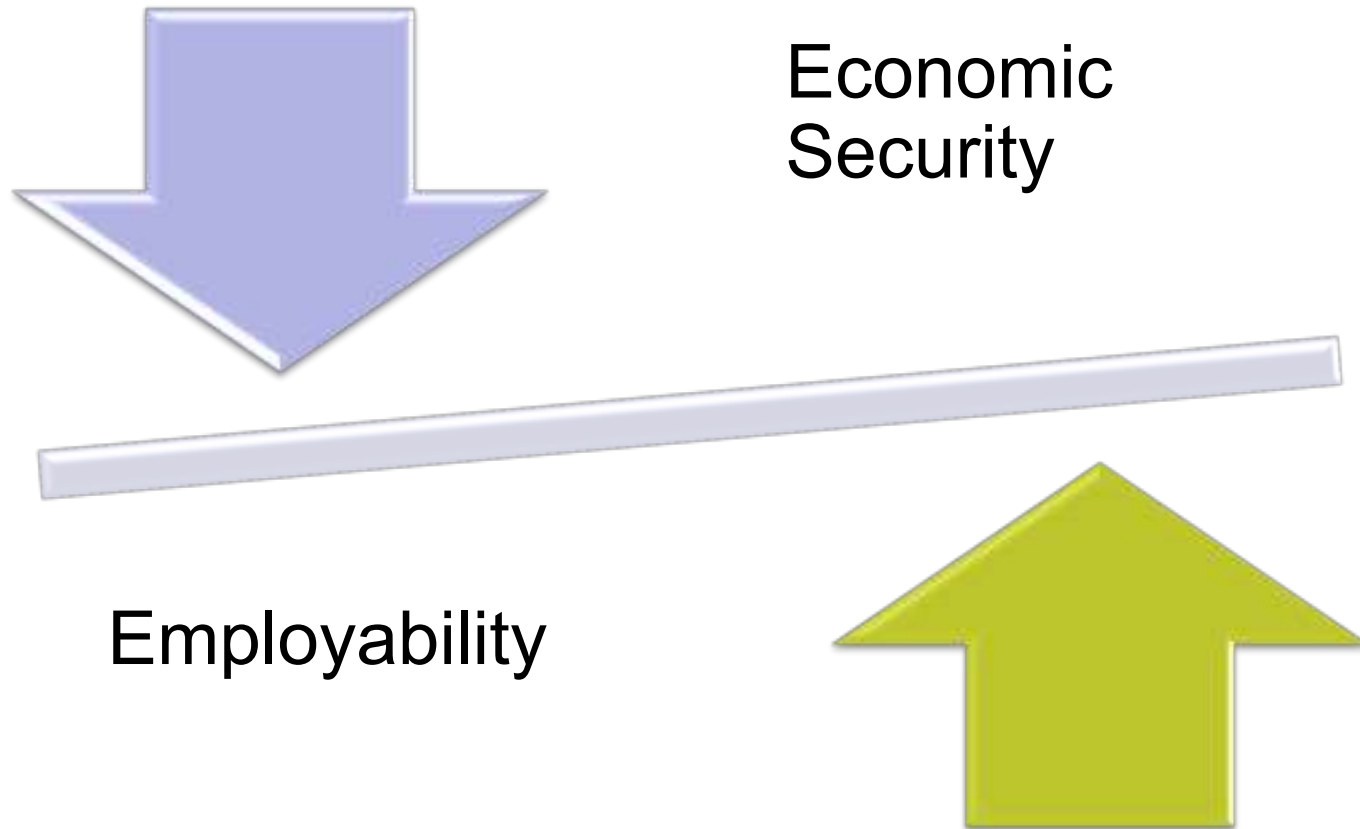


Intersectionality of GBV and OHS

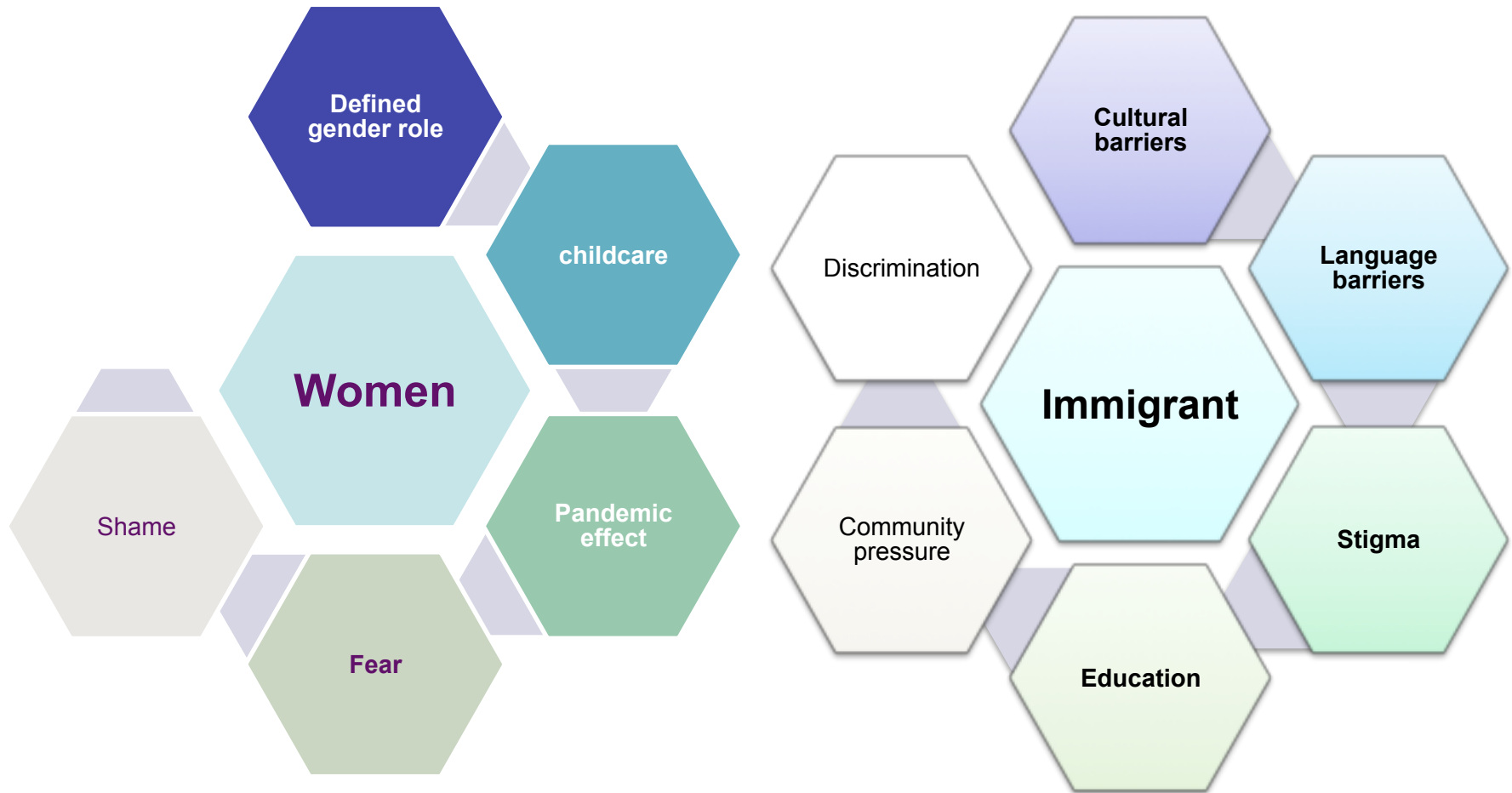
From the Immigrants and Women's
Perspective



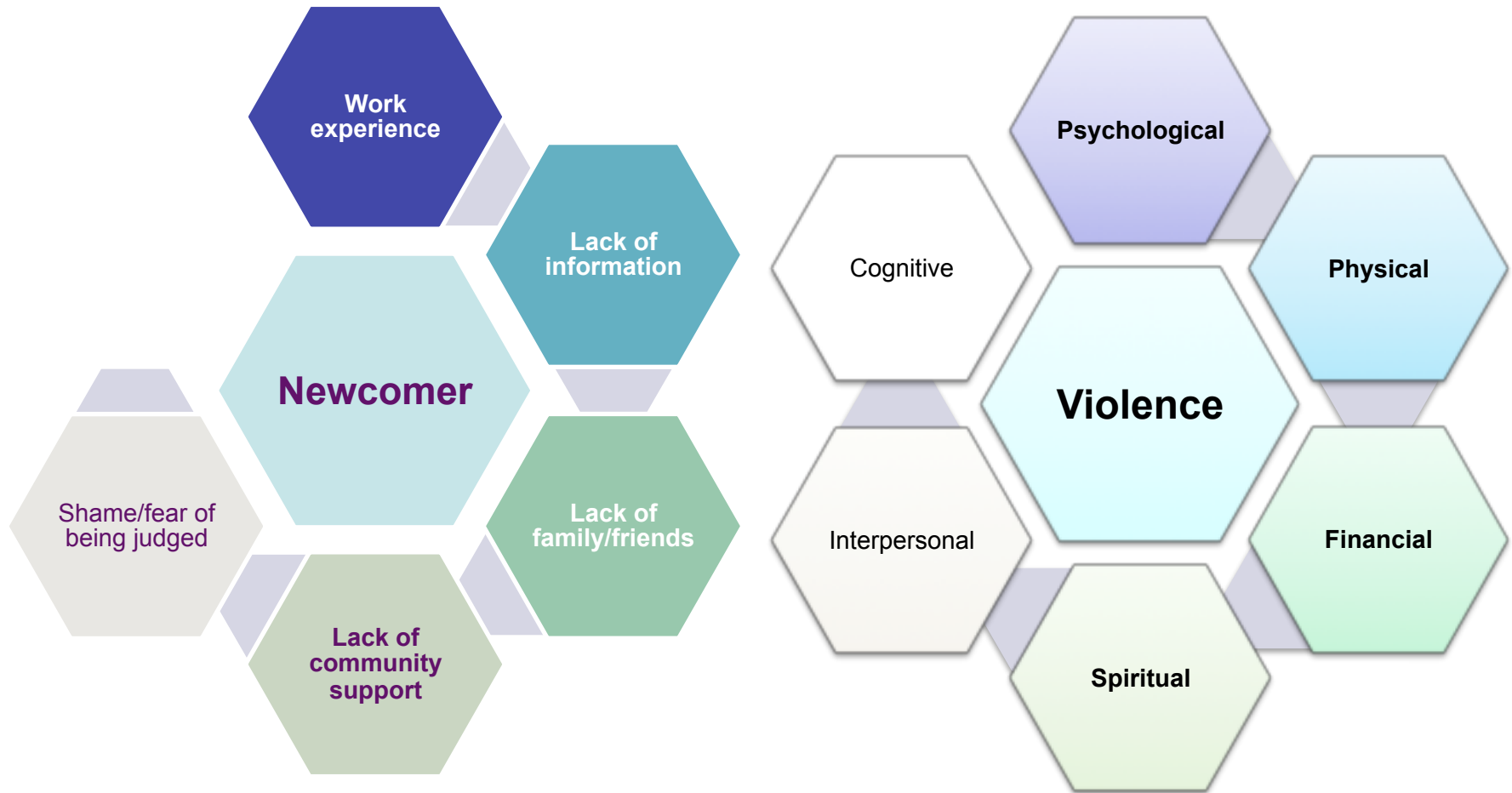
Presenter: Rekha Gadhia
Manager, Family Services



Barriers



Barriers



Context for GBV and OHS intersectionality:

Situational assessment



Situational assessment

Methodology:



Focus groups with immigrant women who have experienced domestic violence, service providers and employers

Survey of employers was conducted in order to understand how employers currently support women employees who are experiencing domestic violence, especially since the new legislation on the subject (Bill 17) came into effect.



Advisory committee (includes women with lived experience)



RESULTS



**Results from focus group with women
(immigrant/newcomer/refugee)**

RESULTS



Results from focus group with service providers

RESULTS



Online survey of employers

RESULTS



Focus group with employers



Situational assessment

- The employers are interested in supporting employees who are experiencing domestic violence; they understand that they have the legal and a sense of moral obligation to do so
- Employers do experience many challenges in providing support to their employees experiencing domestic violence; the greatest appear to be:
 - knowing if/ when an employee is experiencing domestic violence
 - obtaining a disclosure from the employee in an appropriate manner when domestic violence is suspected
 - a lack of policy, and training, to guide the employer response
- It is likely that these challenges can be well managed with support from the domestic violence and immigrant serving communities.

Possible solutions and recommendations

- Culturally sensitive, gender based and trauma-informed domestic violence policy template
- Culturally competent, gender based and trauma-informed training/educational programs on domestic violence for workplaces
- Customized bridging program for vulnerable immigrant women
- Resources for employers (includes online portal)
- Amendment of domestic violence leave policy: additional paid leave days



Outreach During the Pandemic

Presented by:
Amira Abed, Outreach Worker

April 20, 2021



Day One of Remote Work



Remote Work
Begins

The 'Work at
Home' Setup

How to Keep
Engaging with
the Community?

Outreach = Out There



CIWA

Calgary Immigrant Women's Association



Community Connections



Transitioning Services to Remote

- Pivoting to remote services
- Supporting multi-barriered clients
- Virtual classes, events, practicum placements



Adapting to the Changes



Are you finding it hard to cope with emotional struggles, interpersonal and other issues that you are facing?

We are here to help.



Are you considering working as a freelancer or contract worker?

We can help.

403-263-4414 Ext. 189



The New Outreach



Social
Media

Newsletters

Networks

The New Outreach



For young children, behaviour is a way to communicate.
Join CIWA's Positive Discipline Sessions to learn how to connect,
redirect, and other positive discipline strategies.

403-263-4414 Ext. 301 | www.ciwa-online.com



Looking for new recipes?
Join us for online group sessions with other
immigrant women 50 years of age or older.
Share stories, build friendships and more!
www.ciwa-online.com

The New Outreach



**Are you an
immigrant woman
looking for a job?**

**Do you have 12
years of education
or even less?**

**We can help with
your career plan.**

403-263-4414 Ext. 170



Do you love cooking?

Our Line Cook Training program will help you gain the skills required to work in a restaurant or an institutional kitchen!

www.ciwa-online.com



The New Outreach



Do you love to sing?

Do you want to share your voice and musical heritage with others?



Join the Cross-Cultural Singing Group!

CIWA and Calgary Opera are partnering up to create a singing group for women who are interested in:

- Sharing their cultural music heritage
- Learning about different musical cultures and styles
- Developing their voice
- Being a part of a small performance
- Having fun with other women in a safe and supportive environment

January 18 - March 8, 2021

Every Monday

5:15 pm - 6:30 pm via Zoom

To register, contact:

sromaniuk@calgaryopera.com

403-262-7286 ext. 134



Services for young and adult men

include English classes for individuals with special needs, cross-cultural parenting and healthy relationships workshops, men's support groups, one-on-one counselling, and more. Call us at 403-263-4414 for more information.

Relaunch: Getting Back Out There





#STAYCONNECTED

"Alone, we can do so little; together, we can do so much." - Helen Keller



CIWA Funders

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and Citizenship Canada

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Innovation and Advanced Education
Children's Services
Community and Social Services
Culture, Multiculturalism and Status of Women
Labour and Immigration

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Canada's Skills Link program

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RBC Foundation*



Calgary
community board*



United Way
Calgary and Area



ConocoPhillips



Scholarships and Awards Contributors

Gerda R. Bloemraad Scholarship Fund

Shirley Turnbull



Questions?

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C I W A

Calgary Immigrant Women's Association