

## 3. HEALTH

# Health Concerns for Newcomers To Canada

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There is a great diversity within immigrant and refugee populations including differences in health status from source countries, and variations in migration experiences that may impact health service needs in Canada.

Research shows that in general, immigrants to Canada may have a higher health status on arrival than that of the general Canadian population. This has been referred to as the “healthy immigrant effect.” Canada selects immigrants on the basis of attributes such as education, job skills and youth, so healthier people may tend to immigrate. Immigrants (except refugee claimants) are also required to undergo comprehensive medical screening (immigration medical examination or IME) before entry to Canada and can be denied entry on the basis of medical admissibility criteria.

After arrival, the resettlement experience and stressors can have a great influence on the long term health of immigrants and refugees. Unemployment, poverty, racism, discrimination as well as language and cultural barriers can impact newcomers’ ability to access health and social services and contribute to decrease their health status over time.

Refugees may arrive with urgent or emergent health needs, if they have not had medical care for many years due to war, displacement and natural disasters in their source countries. Refugees should receive a complete health assessment that takes into account infectious diseases such as HIV/AIDS, TB and parasitic infections, mental health and illness as well as health issues not normally seen in Canada such as torture, specific communicable diseases, nutritional deficiencies and starvation.

In Manitoba, newcomer health assessment services are not centralized or located in one site. In Winnipeg the Winnipeg Regional Health Authority (WRHA) has begun a process to review and improve services related to diversity including language access services and newcomer health assessment services.

To assist newcomers and primary care providers, the WRHA Medical Officers of Health (MOH) developed letters in French and English which newcomer clients can take with them to a medical appointment. The “**Health Concerns for Newcomers to Canada**” letter to physician outlines health investigations and screening that should be completed and is included in this section of the guide.

An **Immigrant/Refugee Health Management Guide** was developed by Dr. M. Dillon from Klinik Community Health Centre in consultation with the WRHA Medical Officers of Health. This tool is intended for use by primary care providers to assist with the health management of conditions seen by refugees as well as other immigrants. *It is included at the end of this section of the guide.*

In May 2007, The University of Ottawa began an intensive process of literature review and expert consultation to develop the first national clinical guidelines for immigrant and refugee health assessment and management for physicians. These guidelines will be published in a special issue of the Canadian Medical Association Journal (CMAJ) in May 2008.



## Please bring this letter with you and share it with your doctor

**Dear Physician:**

### **HEALTH CONCERNS FOR NEWCOMERS TO CANADA**

Certain health concerns are more common in new immigrants to Canada arriving from developing countries, especially refugees. Although immigrants have been “screened” by Canadian immigration medical authorities, and considering the many cultural/language barriers that may exist adding to the challenge of obtaining informed consent, there are certain health issues and screening investigations that should be considered after arrival in Canada including:

- 1) Complete Blood Count and Differential (including eosinophil count)
  - Useful for detecting nutritional problems such as iron, folate, and vitamin B12 deficiencies.
  - Also useful for detecting eosinophilia suggesting the presence of asymptomatic tissue helminthic (worm) infections (such as schistosomiasis, strongyloidiasis, filariasis, and others).
- 2) Hepatitis A (antibody), hepatitis B (surface antigen and antibody) and hepatitis C (antibody) serology
  - The prevalence of HBV and HCV is very high in many developing countries.
  - Detection of HBV or HCV in any immigrant warrants timely investigation of close contacts, free HBV immunization of any susceptible close contacts, and free hepatitis A (HAV) immunization of HAV susceptible individuals with evidence of chronic liver disease.
- 3) Stool for ova and parasites
  - Over 50% of refugees from subSaharan Africa have asymptomatic carriage of intestinal parasites, some of which require prompt treatment.
  - Any immigrant with eosinophilia should have three stool examinations for ova and parasites (using stool containers with preservative). Some authorities recommend performing “routine” stool examinations for ova and parasites in all refugees.
- 4) Pap smear
  - Cervical cancer risk is very high in women who have immigrated to Canada.
  - All women immigrants to Canada should be offered a Pap smear (informed consent may be difficult to obtain in some cultural groups).
- 5) Routine immunization status
  - All immigrants (especially refugees) should be considered under-immunized requiring primary immunization series as per the Canadian Immunization Guide (<http://www.phac-aspc.gc.ca/publicat/cig-gci/index.html>) and Manitoba Health immunization schedules (<http://www.gov.mb.ca/health/publichealth/cdc/schedule.html>).
- 6) Sexually Transmitted Infections (STI) work-up
  - Immigrants who are at risk for STIs, or whose partners are at risk, require a full STI work-up including genital swabs (or urine in males) for chlamydia and gonorrhea, Pap smear (as mentioned above), syphilis serology, and HIV serology.
  - Chronic low abdomino-pelvic pain in women must be considered pelvic inflammatory disease until proven otherwise.

In addition, clinicians should be aware of particular clinical presentations in recent immigrants:

- 1) Febrile illness with chills within the first 6-12 months of arrival in Canada
  - Must be considered malaria until proven otherwise.
  - Is a potential medical emergency requiring STAT malaria blood smears.
  
- 2) Cough lasting more than 3 weeks with or without weight loss or night sweats, within the first 5 years of arrival in Canada
  - Must be considered tuberculosis until proven otherwise.
  - Requires chest radiography and sputum or gastric aspirate examination for acid-fast bacilli.
  
- 3) Mental health issues
  - Post-traumatic stress disorder must be considered (but not over-diagnosed) in all refugees who are unable to make cross-cultural adjustments beyond 9 to 12 months after arrival in Canada.

Resources for more information or consultation:

- Infectious Diseases (HSC 787-2071; SBGH 237-2053)
- Tropical Medicine (WRHA Travel Health and Tropical Medicine Clinic 940-8747)
- Tuberculosis Clinic (HSC 787-2384)
- Viral Hepatitis Investigative Unit (HSC 787-3630)
- Community Support Services for refugees (Welcome Place 977-1000)
- Public Health/Mental Health/Family Services (see table below):

<b>Community Area</b>	<b>Address</b>	<b>Phone number</b>
St. James-Assiniboia	2015 Portage Ave	940-2040
Assiniboine South	3401 Roblin Blvd	940-1950
Fort Garry	3-139 Tuxedo Blvd	940-2015
St. Vital	6-845 Dakota St.	940-2045
St. Boniface	240-614 Des Meurons	940-2035
Transcona	1615 Regent Ave	940-2055
River East	975 Henderson Hwy	938-5000
Seven Oaks	1021 Court Ave	940-5050
Inkster	61 Tyndall Ave	940-2020
Point Douglas	601 Aikins St	940-2025
Downtown	490 Hargrave St	940-2274
	189 Evanson Ave	940-6669
River Heights	385 River Ave	940-2000

Pierre Plourde, WRHA Medical Officer of Health, February 2005  
Revised August 2007

*Également offert en français*



**Veillez apporter cette lettre avec vous et la faire voir à votre médecin.**

**Docteur,**

**PROBLÈMES DE SANTÉ CONCERNANT LES NOUVEAUX ARRIVANTS AU CANADA**

Les nouveaux immigrants au Canada qui arrivent de pays en voie de développement, surtout s'il s'agit de réfugiés, sont plus fréquemment confrontés à certains problèmes de santé. Bien que les autorités médicales d'Immigration Canada aient procédé à un certain dépistage, et compte tenu qu'un nombre d'obstacles possibles sur les plans de la culture et de la langue augmentent la difficulté d'obtenir un consentement éclairé, d'autres problèmes de santé et analyses de dépistage devraient retenir votre attention après leur arrivée au Canada :

- 7) Formule sanguine et formule leucocytaire du sang (y compris taux des polynucléaires éosinophiles) :
  - Permettent de détecter les déficiences nutritionnelles telles que les déficiences en fer, acide folique et vitamine B12.
  - Permettent également de détecter les polynucléaires éosinophiles suggérant la présence d'une infection helminthique (ver) asymptomatique (comme la schistosomiase, la strongyloïdose, la filariose, et d'autres du même genre).
- 8) Sérologie de l'hépatite A (anticorps), l'hépatite B (antigène de surface et anticorps) et l'hépatite C (anticorps) :
  - L'hépatite B et l'hépatite C sont très fréquents dans les pays en voie de développement.
  - Des analyses de détection de l'hépatite B et de l'hépatite C chez les immigrants nous permettent de réagir rapidement pour ce qui est de la recherche des contacts intimes, de la vaccination gratuite contre l'hépatite B de tous les contacts intimes, et de la vaccination gratuite contre l'hépatite A des personnes susceptibles d'être infectées, avec signes évidents de maladie chronique du foie.
- 9) Analyse des selles en vue de détecter les parasites et les œufs :
  - Plus de 50 % des réfugiés de l'Afrique sub-saharienne sont des porteurs asymptomatiques de parasites intestinaux, dont certains doivent être traités sans délais.
  - Tout immigrant qui présente une éosinophilie doit subir trois analyses des selles en vue de détecter la présence de parasites et d'œufs (en déposant les prélèvements dans un contenant avec agent de conservation). Certains spécialistes recommandent de procéder à cet examen de façon systématique chez tous les réfugiés.
- 10) Test de Pap
  - Le risque du cancer du col est très élevé chez les femmes qui ont immigré au Canada.
  - Toutes les femmes ayant immigré au Canada doivent subir un test de Pap. (Il peut être difficile d'obtenir un consentement éclairé chez certains groupes culturels.)
- 11) Vaccination systématique
  - Tous les immigrants (en particulier les réfugiés) doivent être considérés comme insuffisamment vaccinés et doivent recevoir les séries de vaccins jugés essentiels selon le Guide canadien d'immunisation (<http://www.phac-aspc.gc.ca/publicat/cig-gci/index.html>) et les calendriers de vaccination de Santé Manitoba (<http://www.gov.mb.ca/health/publichealth/cdc/schedule.html>).

- 12) Investigation des infections sexuellement transmises (IST)
- Les immigrants qui sont soumis à un risque élevé d'IST, ou dont le partenaire est soumis à un risque élevé, doivent subir une investigation complète des IST, y compris un frottis des organes génitaux (ou un échantillon d'urine chez l'homme), en vue du dépistage de la chlamydia et de la gonorrhée; un test de Pap (tel que mentionné ci-dessus), et une sérologie pour la détection de la syphilis et du VIH.
  - Une douleur abdominale basse ou pelvienne chez la femme doit être considérée comme une infection pelvienne jusqu'à preuve du contraire.

En outre, les médecins doivent savoir que les nouveaux immigrants peuvent présenter des tableaux cliniques particuliers :

- 4) Accès de fièvre et frissons durant les 6 à 12 premiers mois de leur arrivée au Canada
- Doit être considéré comme la malaria jusqu'à preuve du contraire.
  - Est une urgence médicale potentielle nécessitant un frottis sanguin immédiat (STAT) pour le dépistage de la malaria.
- 5) Toux pendant plus de 3 semaines avec ou sans perte de poids ou sueurs nocturnes durant les 5 premières années de leur arrivée au Canada
- Doit être considérée comme de la tuberculose jusqu'à preuve du contraire.
  - On doit procéder à une radiographie thoracique, une analyse des expectorations et du liquide d'aspiration gastrique pour le dépistage du bacille acidorésistant.
- 6) Problèmes de santé mentale
- Il faut songer au syndrome de stress post-traumatique (mais sans sauter trop vite aux conclusions) chez tous les réfugiés incapables de s'adapter à une nouvelle culture après 9 à 12 mois de leur arrivée au Canada.

Ressources pour de plus amples renseignements ou pour consultation :

- Maladies infectieuses (Centre des sciences de la santé, 787-2071; HGSB, 237-2053)
- Médecine tropicale (ORSW, Clinique santé-voyage et services de médecine tropicale, 940-8747)
- Clinique de lutte contre la tuberculose (Centre des sciences de la santé, 787-2384)
- Service de dépistage de l'hépatite virale (Centre des sciences de la santé, 787-3630)
- Services de soutien communautaire pour les réfugiés (Welcome Place, 977-1000)
- Santé publique/santé mentale/services à la famille (voir tableau ci-dessous) :

Zone communautaire	Adresse	Numéro de téléphone
St. James-Assiniboia	2015, avenue Portage	940-2040
Assiniboine Sud	3401, boulevard Roblin	940-1950
Fort Garry	139, boulevard Tuxedo, pièce 3	940-2015
Saint-Vital	845, rue Dakota, pièce 6	940-2045
Saint-Boniface	614, rue Des Meurons, pièce 240	940-2035
Transcona	1615, avenue Regent	940-2055
River East	975, chemin Henderson	938-5000
Seven Oaks	1021, avenue Court	940-5050
Inkster	61, avenue Tyndall	940-2020
Point Douglas	601, rue Aikins	940-2025
Centre-ville	490, rue Hargrave	940-2274
	189, avenue Evanson	940-6669
River Heights	385 avenue River	940-2000

Pierre Plourde, médecin hygiéniste de l'ORSW, février 2005  
Révisé août 2007

Organization	Services Available
<p><b>Sexuality Education Resource Centre (SERC)</b>            2nd Floor, 555 Broadway            Winnipeg MB R3C 0W4            Phone: (204) 982-7800            Fax: (204) 982-7819            Email: info@serc.mb.ca            Web Site: www.serc.mb.ca</p> <p><b>Contact:</b>            Anna Ling at AnnaL@serc.mb.ca            Multicultural Health Resource Coordinator -            To arrange language interpretation at            982-7811</p>	<ul style="list-style-type: none"> <li>• Staff and trained volunteers provide free and confidential information and assistance on an individual and group basis to immigrants and refugees on reproductive health, maternal/child health including pre-and post partum issues and sexuality education for newcomers.</li> <li>• Note prenatal classes are NOT offered on site-Clients are referred to the Healthy Start For Mom and Me programs for prenatal classes</li> <li>• Parent education classes (8-10 session) are provided in the Fall and New Year to help address intergenerational issues, cultural adaptation, family communication about sexuality, adolescent development and address the challenges for children growing up between two cultures</li> <li>• Free Health interpretation services (for medical appointments and counseling) in the area of reproductive, maternal/child health, pre and postnatal and sexual health can be arranged by calling 982-7811 during office hours 9-430 Monday-Friday. 2 Full time staff speak Cantonese and Spanish and trained volunteers who speak over 20 languages can be available to provide confidential interpretation upon advanced request (at least one week notice preferred).</li> </ul>
<p><b>SMD Services            Society for Manitobans with Disabilities            Ethno cultural Program</b>            825 Sherbrook Street            Winnipeg MB R3A 1M5            Web Site: <a href="http://www.smd.mb.ca">http://www.smd.mb.ca</a>            Phone: (204) 975-3067            Fax: (204) 975-3073            TTY: (204) 975-3072</p> <p><b>Contact:</b>            Jennifer Perron            Director of Community Education            E-mail:  <a href="mailto:communityeducation@smd.mb.ca">communityeducation@smd.mb.ca</a> or  <a href="mailto:jperron@smd.mb.ca">jperron@smd.mb.ca</a></p>	<ul style="list-style-type: none"> <li>• The Ethno cultural Program is designed to help people with disabilities for whom English is a Second Language and/or where there is a problem communicating in English</li> <li>• SMD works with immigrant/refugee adults and children with all mental and/or physical disabilities and ensures access to the appropriate services in the community needed to improve their quality of life</li> <li>• To qualify for assistance through this program one family member must have a disability</li> <li>• resource facilitators on staff from a variety of different ethno cultural backgrounds speak a variety of languages (including Pilipino, Tagalog, Vietnamese, Cantonese, Mandarin, Serbian, Bosnian, Croatian, Amharic, Arabic, Farci, Hindi, Punjabi, Spanish)</li> <li>• Facilitators work with the SMD case managers to support families in the community and to navigate the health, social service and school systems</li> <li>• Program workers will accompany federal settlement workers from Welcome Place to meet newcomer families at the airport and assist children with provision of wheelchairs, school entry, doctor and specialized pediatric appointments and assist adults with vocational rehab programs and employment</li> <li>• For people with mental health issues-The Mobile Crisis Unit will contact SMD ethnocultural program for direct assistance as needed</li> <li>• This program work with community leaders and ethno cultural organizations to promote culturally and linguistically appropriate service delivery</li> <li>• A new resource manual of SMD services is available in English plain language and translated into 8 first languages</li> </ul>
<p><b>Deaf and Hard of Hearing Program</b>            Phone: (204) 975-3080 Fax: (204) 975-3073            TTY: (204) 975-3083            E-mail: <a href="mailto:slysachok@smd.mb.ca">slysachok@smd.mb.ca</a></p> <p><b>Contact:</b> Sandy Lysachok</p>	<ul style="list-style-type: none"> <li>• The Deaf and Hard of Hearing Program offers language and math programs for Deaf and Hard of Hearing adult newcomers.</li> <li>• They also offer classes in American Sign Language (ASL), EAL, English Literacy, Math and orientation to living in Canada.</li> </ul>

<p><b>Mount Carmel Clinic Multicultural Wellness Program</b></p> <p>886 Main Street Winnipeg MB R2W 5L4 Phone: (204) 589-9420 Fax: 582-1341 E-mail: cross_cultural@mountcarmel.ca</p> <p><b>Contact:</b> Jaime Carrasco</p>	<ul style="list-style-type: none"> <li>• Offers counseling and support for immigrants, refugees, victims of torture and other newcomers experiencing mental health difficulties and stresses resulting from culture change, or traumatic events prior to coming to Canada.</li> <li>• Services are offered in different languages.</li> </ul>
<p><b>Health Links-Info Santé</b></p> <p>To access this service call (204) 788-8200 in Winnipeg or Toll-free: 1-888-315-9257</p>	<ul style="list-style-type: none"> <li>• Health Links-Info Santé is a province wide service that offers triage services, health information and referral, and nurse advice.</li> <li>• This service is staffed by specially trained professional nurses who offer advice in French or English to callers 24 hours per day, 7 days per week</li> <li>• Services include symptom assessment and triage, referral to the most appropriate level of care and general health information and teaching</li> <li>• Nurses can assist callers in finding health resources in their communities.</li> <li>• This service has the capacity to provide service in over 100 languages</li> <li>• Clients who do not speak either of the official languages and/or have not previously used a telephone in their source country may have difficulty in following the steps to get service in other languages- as their service provider you can facilitate this process</li> </ul>
<p><b>Occupational Health Centre</b></p> <p>102 - 275 Broadway Winnipeg MB R3C 4M6 Phone: (204) 949-0811 Email: mflohc@mflohc.mb.ca Web Site: www.mflohc.mb.ca</p> <p><b>Contact:</b> Karen Hamilton-Health Educator Phone: 926-0811 E-mail: khamilton@mflohc.mb.ca</p>	<ul style="list-style-type: none"> <li>• Trainers from Filipino, Punjabi, Salvadoran, Vietnamese, Somali and Eritrean communities provide educational workshops and assistance to communities in first language for work-related health and safety issues</li> <li>• Not all services are available in first languages</li> <li>• Physicians see workers who have work-related injuries or illnesses, and provide medical opinions on workers compensation claims.</li> <li>• No referral is necessary clients can a call direct to make an appointment or to make appointments for clients to see a doctor and to discuss need and arrangements for first language interpretation. call the main phone line at 949-0811</li> </ul>

## Other Immigrant/Refugee Health Services Available in Winnipeg:

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Community Health Centres across Winnipeg are available to provide primary care services to clients. A full listing is available under the Winnipeg Regional Health Authority section of the phone directory. Some sites offer specific programs for medical care, support and outreach to immigrant and refugees.

### **Klinic Community Health Centre**

870 Portage Ave  
Winnipeg, MB R3G 0P1  
Pphone: (204) 784-4090

Klinic has a limited agreement with MIIC (Welcome Place), for Klinic family physicians to see new refugees (individuals and families) to address their medical needs. Welcome Place arranges WRHA certified interpreters to accompany clients to appointments when possible or will provide interpretation when not possible. This service for refugees is not restricted by geographic area. Klinic also accepts clients from across the city for care and treatment of HIV, Hepatitis C, Latent TB, Teen Clinic and counseling services. Access for people seeking only family practice medical services is currently prioritized for clients living within the designated geographic catchment area.

### **Mount Carmel Clinic**

886 Main St  
Winnipeg, MB R2W 5L4  
Phone: (204) 582-2311 primary care and other services  
Multicultural Wellness Program Appointments only (204) 589-9420.

Regular services of MCC are only open to those who live within the geographic catchment area. However MCC has a policy of accepting new immigrants and refugees for care from across the city. There is an agreement with MIIC (Welcome Place) to triage and provide same day care for those newcomers requiring immediate assessment and primary care.

Mount Carmel Clinic provides primary health care including medical and dental follow-up. Other services include Hepatitis C community Clinic, STI checks and HIV pre and post counseling, nutrition, pregnancy counseling and midwifery, lab and pharmacy and children's programs on site. Clients are encouraged to bring an interpreter with them. However arrangements can be made by MCC to access either in house interpreters or health interpreter services through SERC and MIIC (Welcome Place) as required and available.

The MCC Multicultural Wellness Program offers linguistically appropriate culturally sensitive counseling to immigrants and refugees who experienced life crises. Counseling is available for crises related to life in Canada or personal circumstances such as individual and family dysfunction, stressful events, and post traumatic stress resulting from migratory and pre-migratory experiences or mental illness. Services include counseling and follow-up, information and referral to other social services, advocacy, and education and awareness on adaptation issues

and culture shock are offered in various languages. The Program also provides outreach programs to support the Indo-Canadian, Columbian and Filipino communities.

**Nor' West Co-op Community Health Centre**

103-61 Tyndall

Winnipeg, MB R2X 2T4

Phone: (204) 940-2020

Nor' West offers primary care services to the geographic catchment area of Inkster. Primary care services include minor emergency care, acute and chronic disease management, prenatal care, well baby health and counseling support and follow-up are available to clients only in the Inkster Community area. There is a cultural liaison worker responsible for outreach and networking with immigrant and refugee families in the Inkster area.

Primary Care New Client Triage Intake-provides needs and risk assessment for new clients according to needs in order to prioritize appointments and appropriately coordinate care for urgent or complex client and family health and social issues

**Nor' West Mentor Program** provides support and counseling to pregnant women who have used alcohol and drugs during their pregnancy-it is available city wide based on eligibility criteria.

**Foot care program** is also available to clients, city wide based on eligibility criteria

Health Interpretation services is either provided by staff on site or through the

**Immigrant Women's Counseling Service (IWICS)**

200-323 Portage Ave

Winnipeg, MB R3B 2C1

Phone: (204) 940-2172

This is the only Nor' West service that is specific to immigrant and refugee families and is city wide 50 active trained interpreters are available at no charge. Counseling and Support to immigrant and refugee women and their children is also available through this program in first language. Counselling and support for domestic violence is available in first language also.

# Mental Health Services

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Studies on mental health of immigrants suggest that it is the complex interaction of factors that creates mental health risk. These include but are not limited to mental health stressors such as pre-migration experience, marginalization, unemployment, and discrimination in addition to the amount of available social resources and individual personal strengths that creates mental health risk.

Pre- migration trauma such as war and internment in refugee camps can eventually lead to post traumatic stress disorder (PTSD), depression and psychosomatic symptoms. The greater the exposure to the stressor, the greater the likelihood they will develop subsequent PTSD. There are high rates of depression and PTSD which occur in people who have endured torture.

When newcomers are able to successfully integrate into a new culture by blending the new Canadian culture with their own, this is believed to be associated with the least risks to overall mental health. When marginalization occurs, in which neither the old nor the new culture is accepted, it is accompanied by the highest degree of mental health risk.

The stigma many cultures place on mental illness may impede immigrants and refugees from presenting their needs to the health system or prevent them from accepting help for mental health conditions.

There are a range of mental health services available to adults and children within the city of Winnipeg. The mental health system is very complex and can be difficult to navigate for newcomers. If a newcomer client has a family doctor and is experiencing mental health difficulties, the doctor may refer the client to a mental health counselor or psychiatrist for follow-up. However, many newcomers do not have a family doctor.

This section of the resource guide provides a description of mental health services offered through the Winnipeg Regional Health Authority, community agencies, Canadian Mental Health Association provincial and regional offices, hospitals and various self-help organizations.

# Winnipeg Regional Health Authority (WRHA) Community Mental Health Services

The WRHA Community Mental Health Program includes a range of services in the community that support adults experiencing mental health problems.

If a service provider has an adult client with a mental health concern they can call the WRHA Central Intake Line

Phone: (204) 940-2655

Monday to Fridays, 8:30 - 4:30 pm.

Clients and family members can also call this number. The Intake operator will discuss the issues and decide on an appropriate type of referral. A Community Mental Health Program Application form must be completed. The form includes information on the client's mental health and social history as well as questions to assess the client's language preference and whether or not there is difficulty in using health or social services due to language or culture.

The completed form is faxed to the

WRHA Community Mental Health Access Coordinator at

Fax: (204) 940-2644.

The Access Coordinator provides consultation based on the urgency and type of information received. Receiving Community Mental Health Services is voluntary and clients must be open to receiving services. The client is contacted to advise them if they have been assigned a community mental health worker and the waiting time for entry into a specific program.

## **The WRHA adult mental health services are comprised of the following programs:**

**The Cross Cultural Mental Health Specialist** provides assistance to persons 18 years of age or older with mental health difficulties who may be refugees or recent immigrants to Canada and experience language or cultural barriers that limit their access to or use of other services.

There is not a waiting list for clients to be assessed by the Cross Cultural Mental Health Specialist. Clients can often be seen within a 48 hours period. This specialist can provide brief therapy for clients, case management for assessment of client needs, planning for service and to provide interventions as well as supportive counseling on an ongoing basis. This specialist consults or refers to the community psychiatry consultation service as needed. Clients with cross cultural mental health needs can be seen within a two week period through the Misericordia Urgent Care Centre. The cross cultural mental health specialist also works with cultural groups and communities to respond to the mental health needs of its members.

To apply for a cross cultural mental health services for your client you must apply through the central intake. However service providers can contact the cross cultural mental health specialist directly for consultation purposes:

Ms. Laura Coogan  
WRHA Cross Cultural Mental Health Specialist  
763 Portage Ave.  
Winnipeg, MB R3G ON2  
Phone: (204) 940-6654  
Fax: (204) 940-2644  
E-mail: lcoogan@wrha.mb.ca

**The Intensive Case Management Program (ICM)** provides assistance to persons with a mental health diagnosis who want to pursue major life goals such as choosing, getting or keeping their home, place of work or education program.

**The Program for Assertive Community Treatment (PACT)** provides treatment along with full time assistance in developing skills and supports for persons with a mental health diagnosis who face difficulties in meeting basic daily needs.

**The Community Mental Health Worker Program (CMHW)** provides assistance for persons with a mental health diagnosis who require support to develop skills and obtain resources to live successfully in the community. To qualify to get a community mental health worker, a person must have a confirmed diagnosis of a major psychiatric disorder (such as schizophrenia, major affective disorders, psychotic disorders, personality disorders as well as co-occurring substance use disorders) **AND** experience a severe and persistent functional impairment that limits life activities (home, work, school or social ). The average waiting time to have a worker assigned is 3 to 5 months. The worker can help the client to navigate the mental health system, assist with service coordination, and be a point of contact for urgent situations.

**The Shared Care Program** is a mental health program that involves family physicians working with mental health counsellors and psychiatrists. A mental health counselor provides individual, family, or group counseling depending on the needs of the individual. Services are short-term and time-limited. A psychiatrist provides assessment and consultation to the family physician around treatment for those who need specialized mental health care.

The goal of Shared Care is to assist persons with mental health difficulties and in order to help them achieve and maintain good mental health and emotional wellbeing.

The Shared Care program maybe used when a family doctor determines that a person is experiencing mental health difficulties, or when a person indicates to their doctor that they are experiencing mental health difficulties. In these situations, the family doctor may refer the person to a mental health counselor or a psychiatrist. The doctor, counselor and/or the psychiatrist will then work together with the person to identify the support and assistance they need to achieve their health goals.

At this time, only a family physician working out of one of the current shared care sites listed below can refer to the Shared Care Mental Health Counselor or the Psychiatrist for that site.

**\*All family doctors can refer their patients to psychiatric services when those services are required. However, family doctors who work in places not listed below can not refer directly to the shared care psychiatrists or mental health counsellors at the sites below.**

**\*For immigrant and refugee clients, linguistic services can be made available as required with advanced notice.**

## **Current Listing of Health Sites Using the Shared Care Model**

Note: More sites will be added in 2008

<p><b>Transcona</b> Access Transcona 845 Regent Avenue West Winnipeg, MB R2C 3A9</p>	<p><b>Downtown</b> Health Action Centre 425 Elgin Ave Winnipeg, MB R3A 1P2 Phone: (204) 940-1626</p>
<p><b>River Heights</b> River Heights Community Health Centre 1001 Corydon Avenue Winnipeg, MB R3M 0B6 Phone: (204) 940-2000</p>	
<p><b>River East</b> Access River East 975 Henderson Highway Winnipeg, Manitoba R2K 4L7 Phone: (204) 938-5000</p>	<p><b>River East</b> Kingsford Medical Centre 1200 Rothesay Street Winnipeg, MB R2G 1T7 Phone: (204) 938-5000</p>
<p><b>Point Douglas</b> Aikins Street Community Health Centre 601 Aikins Street Winnipeg, MB R2W 4J5 Phone: (204) 940-2025</p>	<p><b>Point Douglas</b> Family Medical Practice 453 Selkirk Avenue Winnipeg, MB R2W 2M4 Phone: (204) 987-8440</p>

## **Mental Health Crisis Response System**

Within Winnipeg the system to respond to mental health crises has been integrated in order to make services more accessible. There are three components to this system.

### **The Mobile Crisis Service**

This service is available to people within the Winnipeg area as well as East and West St. Paul and St. Norbert. Service providers should be aware that the mobile crisis service offers a 24 hour seven day a week access point for crisis services for persons over the age of 18 in mental health crisis. The service is flexible depending on the situation at hand or special circumstances- (paranoia, abuse). This multi-disciplinary team, specializing in crisis intervention, mental health assessment and short term follow-up for adults experiencing mental health crisis, offers 24

hour/day consultation and home visits. Service providers, individuals or their family members can call for assistance from this service.

Depending on the circumstances the Mobile Crisis Services will try to arrange for an interpreter as needed.

**Intake Phone: (204) 940-1781**

Contact: Greg Reid Regional Manager-Mental Health Crisis Response

Phone: (204) 940-2413

333 Maryland Avenue

Winnipeg, MB R3G 1M1

**Crisis Stabilization Unit**

The Crisis Stabilization Unit provides short term intervention for adults experiencing mental health and/or psychosocial crisis. The units are managed on a 24 hour/ seven days a week basis. Referrals can only be received from clinical professionals (nurses, social workers, and physicians) for assessment and diagnostic purposes. Clients can be fast tracked to this unit based on assessment.

Within Winnipeg region there is currently a total of 16 community based adult crisis beds between two locations:

180 Henry Avenue

Phone: (204) 940-3633

8 bed unit nurse managed

110 St. Mary's Road

Phone: (204) 940: 8374

8 bed crisis unit managed by mental health professionals who may not be nurses.

**Brief Treatment Service**

There are two full time (masters prepared) brief treatment counsellors through this service. They are available to work with people who access the crisis system and require brief therapy. This service provides Cognitive Behavior Therapy (CBT) which is solution focused. Clients are seen for approximately 6-8 (max) sessions. **This service is accessed exclusively via the Mobile Crisis Service.**

**Clients in Transition from Hospital to Community**

For clients who have been hospitalized for mental health issues or who are referred from the community with immediate needs such as housing, there is a transition coordinator who can carry them on the caseload until they can be transferred to an appropriate program.

## **Community Agencies**

### **Mount Carmel Clinic Multicultural Wellness Program**

886 Main St

Winnipeg, MB R2W 5L4

Phone: (204) 582-2311 primary care and other services

Multicultural Wellness Program Appointments only 589-9420.

The MCC Multicultural Wellness Program offers linguistically appropriate culturally sensitive counseling to immigrants and refugees who experienced life crises. Counseling is available for crises related to life in Canada or personal circumstances such as individual and family dysfunction, stressful events, and post traumatic stress resulting from migratory and pre-migratory experiences or mental illness. Services include counseling and follow-up, information and referral to other social services, advocacy, and education and awareness on adaptation issues and culture shock are offered in a variety of languages. The program also provides outreach programs to support the Indo-Canadian, Columbian and Filipino communities.

### **N.E.E.D.S Inc.**

251- A Notre Dame Avenue

Winnipeg MB R3B 1N8

Phone: (204) 940-1260 Fax: (204) 940-1272

Contact: Selamawi 940-1267

E-mail [counsellors@needsinc.ca](mailto:counsellors@needsinc.ca)

There is a psychiatric nurse and counsellors at Needs Inc. to address the special needs of war affected children and youth who are school age. Service Providers and families can contact Needs Inc. directly.

### **Canadian Mental Health Association**

The Canadian Mental Health Association (CMHA) is a voluntary national organization. Each province has a division office. In Manitoba, the division office is located in Winnipeg. There are also 8 regional offices including Brandon and Winnipeg. Regional offices offer direct services and each is independent with their own board in order to be community focused and responsive to local needs. The CMHA does not have specialized services for immigrants and refugees.

## CMHA Manitoba Division

Offers 3 main programs:

### **1. Partnership for Consumer Empowerment (PCE)**

Partnership for Consumer Empowerment is a mental health education program offering workshops and presentations throughout the province of Manitoba. These workshops provide consumer perspectives of living with mental illness, the concepts of empowerment and recovery, and other related topics.

Contact: Horst Peters  
Phone:(204) 953-2354

### **2. Mental Health Education Resource Centre of Manitoba (MHERC)**

MHERC provides materials (books, journals, pamphlets, CD ROM, presentation kits, videos, articles) on mental health and related issues to service providers, consumers, families, natural supports, caregivers, educators and the general public. Resources are available to all Manitobans at no charge. Most resources and fact sheets are in English and/or French. MHERC can assist providers to locate resources in other languages from other jurisdictions if available. MHERC is located in same building with the various self help organizations.

100-4 Fort St in Fort Garry Place  
Winnipeg, MB R3C 4L3  
Phone: (204) 953-2355  
Toll Free 1-866-997-9918  
Contact: Cheryl McClure  
Or visit the website at [www.mherc.mb.ca](http://www.mherc.mb.ca)

### **3. Eating Disorders Self-Help Program (EDSH)**

The Eating Disorders Self-Help Program offers information packages, referrals to clinics and therapists, and support groups to individuals suffering from disordered eating and weight pre-occupation, as well as to their family and friends. They also offer empowerment workshops to raise women's self-esteem and body image, and presentations to schools and businesses on prevention, biology, self-esteem, and healthy lifestyles. All services are free.

Contact Aliza at (204) 953-2358  
or visit the CMHA website

# CMHA Winnipeg Region

The CMHA Winnipeg Regional Office is located at  
432 Ellice Avenue  
Winnipeg MB R3B 1Y4  
Phone; (204) 982-6100  
Email: [office@cmhawpg.mb.ca](mailto:office@cmhawpg.mb.ca)  
Website: [www.cmhawpg.mb.ca](http://www.cmhawpg.mb.ca)

## **CMHA Winnipeg Region Services include:**

### **1. The CMHA Rights Consultant**

This service helps people with a mental illness to be heard in the way they wish to be heard when there are problems with the services they are using. They can provide support to help clients navigate the mental health system. Information and consultation can also be provided to family members/friends and service providers. The office does not have specialized services for immigrant and refugee communities and has not received many referrals from those identifying as immigrants and refugees to date.

When a person has a problem or complaint about the services they are receiving, the place in which they are living or working, or a system they are involved in, the Rights Consultant can explain the choices that are open to them. The Consultant can guide someone through the complaint process. Having talked things through with the person, the Rights Consultant may assist in drafting letters and accompany the person to meetings about the complaint.

The Consultant can provide information about rights under The Mental Health Act and other laws and may accompany people to hearings that are scheduled as a result of concerns raised.

The focus relates to treatment, income support, housing and access to service issues.

**To contact the Rights Consultant call 982-6100 or E-mail: [rights@cmhawpg.mb.ca](mailto:rights@cmhawpg.mb.ca)**

### **2. CMHA Information and Referral Worker**

The CMHA Information and Referral Worker can provide information on mental health and mental illness, as well as mental health services provided by government, the regional health authority and community groups. The CMHA has printed material on mental illnesses and finding help.

**To contact the Information and Referral Worker, please call 982-6127  
or E-mail: [information@cmhawpg.mb.ca](mailto:information@cmhawpg.mb.ca)**

### **3. Mental Health Resource Guide**

CMHA publishes a Mental Health Resource Guide that provides information and extensive lists of information and resources including help for families, counselling, crisis services, housing, employment, rights and information resources available in Winnipeg. The guide is updated once or twice per year. This is a good source for helping service providers, individuals and their

families to navigate the mental health system. The resource guide is available in English and requires a high reading level. Copies of the mental health resource guide are available for free by contacting the agency at 982-6100 and is available from the CMHA website at <http://www.cmhawpg.mb.ca>

#### **4. CMHA Winnipeg Region Rehabilitation and Recovery Service**

Provides a client centered approach to recovery and rehabilitation. Staff work in partnership with people on an individual basis to help them build skills and support them to make the changes necessary to achieve their personal goals related to housing, education, work, and social relationships.

The application process requires potential clients to attend a 45 minute information session, complete an application and have a clinical reference completed. Individual intake interviews are set up to determine need for the Rehabilitation and Recovery Service. Once accepted the rehabilitation worker will meet with the individual and an organized step by step planning process begins.

Phone: (204)982-6100

#### **5. Recovery Workshops**

The Canadian Mental Health Association, Winnipeg Region offers a variety of workshops based on the recovery concepts. Participants start with a 3 hour introductory workshop that focuses on recovery, change and overall health and wellness. This is followed by an individual planning session with the workshop facilitator. During the planning session the person will have the opportunity to develop their own recovery plan. The plan may include participation in other health, wellness and recovery workshops being offered or other recovery related activities. Workshops are offered two times per year, in the Fall and in the Spring.

**For information or to register, call (204)982-6100.**

#### **6. Community Education Service**

Through education and training activities such as presentations and workshops, our Community Education Service assists services and groups in our community to understand the issues that people with mental illness face and to learn about ways to support people with a mental illness. **To contact the Community Educator, please call 982-6134 or e-mail at [education@cmhawpg.mb.ca](mailto:education@cmhawpg.mb.ca).**

## Hospitals

Several hospitals in Winnipeg have psychiatric nurses on duty in the Emergency department for part of the day and/evening. Service Providers should call the hospital directly to inquire about specific schedules. Although less than ideal, many hospitals rely on staff (overhead paging) or volunteers to respond to linguistic needs of immigrants/refugees who present during emergency situations when it may be difficult to arrange for an interpreter through other means.

The following is a list of hospital emergency numbers by community area:

<p><b>Downtown</b>            Health Sciences Centre            820 Sherbrook Avenue            Adults: 787 -3167            Children’s Hospital            840 Sherbrook            Phone:787-2306            Misericordia Health Centre -Urgent Care            99 Cornish Avenue            Phone: 788-8188</p>	<p><b>St. James-Assiniboia</b>            Salvation Army Grace General Hospital            300 Booth Drive            Phone 837-0157</p>
<p><b>St. Boniface</b>            St. Boniface General Hospital            409 Tache Avenue            Phone: 237-2260</p>	<p><b>Seven Oaks</b>            Seven Oaks General Hospital            2300 McPhillips Street            Phone: 632-3232</p>
<p><b>Fort Garry</b>            Victoria General Hospital            2340 Pembina Highway            Phone: 477-3148</p>	<p><b>River East</b>            Concordia Hospital            1095 Concordia Avenue            Phone: 661-7194</p>

## Self Help Organizations

Most of the self help organizations are conveniently located together with the Mental Health Resource Centre at 100-4 Fort Street in Fort Garry Place. Self Help organizations provide service providers, individuals with mental health diagnoses and family members the opportunity to get information and the opportunity to access peer support counseling and resources

Most organizations provide weekly individual and/or group support for individuals and offer support for friends and families during the year. To date most of the self help organizations have had a limited number of immigrant and refugee clients access their programs possibly due to linguistic barriers and cultural beliefs. However the organizations welcome all clients and will work with service providers and clients to accommodate needs where possible. Most printed resources are in English and /or French but these groups can assist in locating resources in other languages as needed from other national and international organizations.

**Manitoba Schizophrenia Society**

Phone: 786-1616

**Mood Disorders Association of MB**

Phone: 786-0987

**Anxiety Disorders of Manitoba**

Phone: 925-0600

**Obsessive Compulsive Disorders Centre Manitoba Inc. (Adult programs)**

Phone 942-3331

**Independent Living Resource Centre-**

311A-393 Portage Ave

Phone: 947-0194

ILRC provides information and referral, peer support, individual advocacy , development of independent living skills, and a resource library for people with all types of disabilities.

## First Language Resources

The British Columbia (BC) Mental Health & Addictions Services Translation Project completed an intensive community process to develop a series of easy to understand resources in English and a number of first languages including:

- Arabic
- Simplified Chinese and Traditional Chinese
- Farsi/Persian/Dari
- French
- Korean
- Punjabi
- Russian
- Spanish
- Vietnamese

There are a wide range of topic areas including but not limited to: cross cultural mental health and addictions issues, anxiety disorders, depression, PTSD, suicide, getting help and how friends and families can help.

These resources are available on the website at <http://www.heretohelp.bc.ca>

For assistance is searching for first language resources or materials suitable for immigrant and refugee clients and their families service providers can contact the Mental Health Education Resource Centre of Manitoba (MHERC) which is also listed in this section of the guide.

## Mental Health Services for Children and Youth in Winnipeg

### ***WRHA Child and Adolescent Mental Health - Centralized Intake Service***

Phone Intake: (204) 958-9660 or TTY:(204) 958-9685

Within Winnipeg, mental health services for children and adolescents ages 0-18 is available through a Centralized Intake system. The purpose of this service is to triage and explore service options. Clients can be referred by physician, family members, school system or self referral. Intake is done in English. For Spanish speaking clients, an intake clinician will be arranged through the Community Child & Adolescent Treatment Service (CCATS) at the Manitoba Adolescent Treatment Centre (MATC). For other immigrant and refugees from the African community or war affected communities, the program can liaison with the psychiatric nurse at Needs Centre Inc. who can act as the intake clinician and either add the client to the Needs Inc. caseload, arrange shared services or refer to psychiatry (MATC or St. Boniface Hospital for trauma services).

Services may be offered through the hospitals such as St. Boniface Child and Adolescent Mental Health services where a child psychiatrist may offer post trauma services for war affected children and their families. Services must be arranged through Central Intake.

Many immigrant and refugee communities prefer not to access services directly. CCATS can work with schools to ensure provision of services to the family/child. Addressing mental health related issues related to trauma, migration, family conflict may be difficult due to cultural taboos and stigma.

### ***Youth Mobile Crisis Team and Youth Emergency Education Service***

Phone Intake: (204) 949-4777 or 1-888-383-2776

There is a single access number to access the intake for services for all youth in crisis. The youth mobile crisis team has observed an increase in immigrant and refugee families accessing these services in recent years. The mobile crisis team will make an assessment of the client situation and refer the youth to an appropriate program. Programs and services are provided in partnership with community agencies including Macdonald Youth Services, Neechewam Inc., Marymount and MAMAWIWICHITATA Centre Inc. There are 6 bed crisis units available in partnerships with Neechewam Inc. for boys and Marymount for girls. Marymount also provides a youth emergency education service. Macdonald Youth Services has five therapists who provide brief therapy for individual youth and their families. MAMAWIWICHITATA Centre Inc. has a home based crisis intervention service which primarily provides respite to clients. These services are available to any clients and are not limited by ethnicity.

# Eyewear and Eyecare

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## Eye wear

In Manitoba the cost of eyewear, such as glasses and contact lenses for both children and adults, is not covered by Manitoba Health. With CIC approval, government assisted refugees(GAR) may have eyewear covered under the Interim Federal Health Program for their first year in Canada. Refer to Service Eligibility section in this resource guide for details. Clients should be made aware that the cost of eyewear can vary greatly depending on the prescription required and the style of eyewear (designer vs. basic) and additional features (tinting, antireflective coating etc). They should be aware that it is acceptable practice in Canada to discuss their budget /price range to ensure they are made aware of lower cost eyewear options and to be given the total price for the prescriptions, chosen eyewear style features, and taxes before accepting the purchase. And to inquire about services- warranty, free services included with purchase and refund policies.

## Eyecare

For those immigrants and refugees with a Manitoba health card, Manitoba will cover the cost of a complete basic (routine) eye exam every two years for persons under the age of 19 years and over 65 years of age. For people over 65 years of age additional specialty tests may be ordered at the discretion of the Optometrist at additional costs. Clients should be made aware of this so they can inquire about additional tests and costs at the time they arrange for their appointment. Otherwise they will be required to pay out of pocket at the time of appointment and may only be reimbursed if they have additional private coverage.

Routine eye examinations are not covered by Manitoba Health for persons between 19 and 64 years of age. The cost may vary widely and clients should be encouraged to ask about the costs when they call to arrange their appointment.

Eye examinations for persons that have certain health conditions (such as glaucoma or diabetes) will be covered by Manitoba Health if a family physician or eye specialist (ophthamologist) deems the need medically necessary .

<p><b>Manitoba Association of Optometrists</b> For more information Contact: Laureen Goodridge-Executive Director 200B-392 Academy Road Winnipeg, MB R3N 0B8 Phone: (204)943-9811 Fax: (204) 943-1208</p>	<p>The Manitoba Association of Optometrists maintains a voluntary list of Optometrists in good standing who speak different languages. This list is updated annually in June at the time of annual professional registration. A copy of the June 2007 list is included in this section.</p>
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## Optometrists Offices - additional Languages

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Dr. Arnie Anderson  
90 - 2200 McPhillips Street  
Winnipeg, MB R2V 3C8  
Phone: 633-7482  
Languages: German

Dr. Matthew Anderson  
90 - 2200 McPhillips Street  
Winnipeg, MB R2V 3C8  
Phone: 633-7482  
Languages: Ukrainian/Tagalog

Dr. Matthew Anderson  
258 Main Street, Unit A  
Steinbach, MB R5G 1Y8  
Phone: 326-1388  
Languages: German

Dr. Joanne Bisson  
438 Fischer Avenue - Box 1740  
The Pas, MB R9A 1L5  
Phone: 623-5656  
Languages: French

Dr. Greg Boguski  
800 Rosser Avenue, Town Centre  
Brandon, MB R7A 6N5  
Phone: 728-3318  
Languages: Ukrainian

Dr. Bill Bohonos  
180 - 40 Lakewood Boulevard  
Winnipeg, MB R2J 2M6  
Phone: 257-3112  
Languages: Ukrainian

Dr. Alissa Boroditsky  
212A Regent Avenue West  
Winnipeg, MB R2C 1R2  
Phone: 224-2254  
Languages: French

Dr. Denis Champagne  
343 Kingston Crescent  
Winnipeg, MB R2M 0T5  
Phone: 224-2254  
Languages: French

Dr. Dawn Dunford  
358 Main Street  
Stonewall, MB R0C 2Z0  
Phone: 467-8044  
Languages: German

Dr. Kim Elcheshen  
#2 - 835 Dakota Street  
Winnipeg, MB R2M 5M2  
Phone: 953-2020  
Languages: French

Dr. Elisa Fiorentino  
212A Regent Avenue West  
Winnipeg, MB R2C 1R2  
Phone: 224-2254  
Languages: Italian & French

Dr. John Friesen  
32 Stephen Street  
Morden, MB R6M 2G3  
Phone: 822-5478  
Languages: German

Dr. Selena Friesen  
1 - 1200 Waverley Street  
Winnipeg, MB R3T 0P4  
Phone: 487-1901  
Languages: German & French

Dr. Michelle Georgi  
1079 St. Mary's Road  
Winnipeg, MB R2M 3T2  
Phone: 253-9219  
Languages: German

Dr. Robert Kashin  
Lombard Concourse, 1 Lombard Place  
Winnipeg, MB R3B 0X3  
Phone: 957-5367  
Languages: Spanish

Dr. Bimal Kaur  
Unit L 169 B - 1485 Portage Avenue  
Winnipeg, MB R3G 0W4  
Phone: 953-5560  
Languages: Punjabi

Dr. Bonnie Lee  
119 - 1225 St. Mary's Road  
Winnipeg, MB R2M 5E5  
Phone: 255-0700  
Languages: Chinese

Dr. Haiyun Li  
613-632 St. Anne's Road  
Winnipeg, MB R2M 3H1  
Phone: 654-9858  
Languages: Chinese

Dr. Gilles Lorteau  
216 Prince Avenue  
Portage la Prairie, MB R1N 0J8  
Phone: 857-4760  
Languages: French

Dr. Irene Mestito-Dao  
310 - 1695 Henderson Highway  
Winnipeg, MB R2G 1P1  
Phone: 582-2308  
Languages: Tagalog (Filipino) Spanish

Dr. Scott Mundle  
310 - 1695 Henderson Highway  
Winnipeg, MB R2G 1P1  
Phone: 582-2308  
Languages: German

Dr. Marlene Reiss  
310 - 1695 Henderson Highway  
Winnipeg, MB R2G 1P1  
Phone: 582-2308  
Languages: German/French

Dr. David Shumsky  
180 - 40 Lakewood Boulevard  
Winnipeg, MB R2J 2M6  
Phone: 257-3112  
Languages: French

Dr. Sokpheaktra Sin  
362 Fisher Avenue - Box 2640  
The Pas, MB R9A 1M3  
Phone: 623-1400  
Languages: Khmer

Dr. Sonia Singh-Enns  
235 - 444 St. Mary Avenue  
Winnipeg, MB R3C 3T1  
Phone: 943-6233  
Languages: basic Hindi (interpreter helpful)

Dr. Luke Small  
1140 Portage Avenues  
Winnipeg, MB R3G 0S7  
Phone: 786-8991  
Languages: French, Spanish

Dr. Mira Uzwyshyn  
110 - 3025 Portage Avenue  
Winnipeg, MB R3K 2E2  
Phone: 831-5409  
Languages: Ukrainian

# Dental Services

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Access to dental services has been identified as a need by newcomer communities. The government helps pay for dental services for people on Employment and Income Assistance (EIA) or government assisted refugees (GAR).

The following programs offer free or lower cost dental services for clients living in Winnipeg based on income or specified eligibility criteria. Services are open to people city-wide and not restricted by geographic area.

<p><b>Mount Carmel Clinic</b>              886 Main Street              Winnipeg MB              Phone:(204) 586-1659</p>	<p>Mount Carmel Clinic offers 2 dental programs:</p> <ul style="list-style-type: none"> <li>• New Immigrant Dental Program                      (in partnership with United Way and Salvation Army)                      No cost                     <ul style="list-style-type: none"> <li>- Children birth-18 and adults</li> <li>- Free dental exam and dental services 2-4 hr /month</li> <li>- Eligibility criteria- limited income and must not be under sponsorship agreement</li> <li>- Services provided for one year and then eligibility reassessed</li> </ul> </li> <li>• Mainstream Dental Program-Low cost                     <ul style="list-style-type: none"> <li>- Children 0-18 and adults</li> <li>- Mondays-Fridays 9am-5pm</li> <li>- Tues/Thurs evenings 5pm-8pm</li> <li>- Cost based on family income/ability to pay \$20-30/visit</li> </ul> </li> </ul>
<p><b>Winnipeg Regional Health Authority              Smiles Plus Dental Program</b>              Dental Clinic Site:              320 Mountain Avenue              Winnipeg MB              in Machray Elementary School              Phone: (204)940-2090</p>	<ul style="list-style-type: none"> <li>• City-wide-not limited by geographic area</li> <li>• Children age 2-17</li> <li>• For newcomers without private insurance –eligibility based on income</li> <li>• Employment and income assistance program recipients and treaty status are also eligible</li> <li>• Wed, Thurs and Friday day clinics</li> <li>• \$20 flat rate/visit cash or cheque</li> <li>• Intake done by phone in English so family or interpreter may be required for intake and visits</li> <li>• Parent/guardian must accompany child as medical history required and consent for treatment</li> </ul>

<p><b>University of Manitoba Dental Clinic</b>  790 Bannatyne Avenue  Winnipeg MB  Phone: (204)789-3505-adult  Phone: (204)789-3662-children</p>	<p>Adult Clinic-</p> <ul style="list-style-type: none"> <li>• During University Term-August-May</li> <li>• Monday –Thursday 8:30am-5:30pm; Fridays 8:30am-4:30 pm</li> <li>• By appointment only</li> <li>• There is a list of dental students who speak various languages and attempts to match as needed and available otherwise client must to bring someone to interpret</li> <li>• Cost-50% of fee guide</li> <li>• Procedures done based on learning requirements of third and fourth year dental students</li> <li>• Initial assessment by dentist instructors and patient assigned to dental student with supervision</li> </ul>
<p><b>University of Manitoba Dental Clinic</b>  790 Bannatyne Avenue  Winnipeg, MB  Phone: (204)789-3505-adult  Phone: (204)789-3662-children</p>	<p>U of M Children's Clinic</p> <ul style="list-style-type: none"> <li>• Fridays during university school term 830 am-4:30pm</li> <li>• For children ages 3-12</li> <li>• Cost 40-50% of fee schedule</li> <li>• Third and fourth year students under supervision of instructors and pediatric dentist</li> <li>• Parent/guardian must be present</li> </ul>
<p><b>Health Action Centre</b>  425 Elgin Avenue  Winnipeg MB  Phone: (204)940-3816</p>	<p>Lower cost dental services for low income families/underserved populations</p> <ul style="list-style-type: none"> <li>• General dentistry for children and adults year round</li> <li>• Monday-Friday 8:30am-noon and 1pm-4pm</li> <li>• Dental emergency walk-in</li> <li>• Hours: 8:30am -11 am</li> <li>• Full time dentist on site with support on rotating basis from University of Manitoba dental and hygiene students</li> <li>• Parents must attend for consent</li> <li>• Clients must arrange own interpreter</li> </ul>
<p><b>Seven Oaks General Hospital</b>  Dental Clinic  2300 McPhillips Street  Winnipeg MB  Phone: 632-3267-intake</p>	<p>Lower cost dental services for older teens to adults</p> <ul style="list-style-type: none"> <li>• Sees Interim Federal Health Program clients</li> <li>• Reduced rates for clients on Employment and Income Assistance</li> <li>• Full range of non surgical dental services</li> <li>• Tuesday and Friday mornings</li> <li>• Accept clients city wide bookings 3-4 weeks ahead as priority appointments are for hospital patients</li> <li>• On direct bus route to Mall opposite hospital</li> <li>• Located on Main floor of hospital</li> </ul>

# Women's Health

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## Women's Reproductive Health Services

Many immigrant and refugee women coming to Manitoba are of child bearing age. There is great diversity among immigrant and refugee women and factors: length of stay in the host country, source country, age at immigration and home language influence health and health behavior. For many women, having children and being able to ensure the wellbeing of their family unit is seen as very important. Women may not have knowledge about sexual and reproductive health due to cultural, educational, informational and language barriers. They also may not be familiar with common preventive health practices in Canada such as annual pap tests and prenatal care. The following are some services that may be helpful to your female clients.

Organization	Services Available
<p><b>Healthy Start for Mom &amp; Me</b> 400 Edmonton St. Second Floor Winnipeg MB R3B 2M2 Phone: (204)949-5350 Fax: (204) 949-4800 E-mail: healthystart@mts.net Web Site: www.mflohc.mb.ca <b>Contact:</b> Karen or Laurie to arrange classes</p>	<ul style="list-style-type: none"><li>• Healthy Start for Mom &amp; Me is one of the Healthy Baby Community Support Programs funded by Healthy Child Manitoba</li><li>• This Program offers special pre and postnatal classes for newcomers who do not speak English. Interpreters can be arranged to provide assistance. (Newcomers who speak English can be referred to another Healthy Start program in Winnipeg). There are 8 other sites.</li><li>• New or expectant families will learn about having a baby in Canada. A nurse and dietician will be available to answer questions.</li><li>• Classes are offered two Mondays per month from 1:30 to 3:30 pm (Please call 949-5350 to refer a client to attend a class, so interpreter services can be pre-arranged).</li></ul> <p>Participants will receive:</p> <ul style="list-style-type: none"><li>• On-site babysitting for children under 5 years of age</li><li>• A snack</li><li>• Bus tickets, if needed to attend class</li><li>• Milk coupons for mothers during their pregnancy and for six months after the baby is born</li></ul>
<p><b>Family Foundations</b> 51 Morrow (St. Vital) Winnipeg MB R2M 1A5 Phone: (204) 946-9153 Fax: (204) 946-9154 <b>Contact:</b> Tamara Pidhirney-Healthy Baby facilitator E-mail: tpidhirney@mts.net</p>	<p>Family Foundations is a Healthy Baby Community Support Program offered through the Salvation Army Multicultural Centre</p> <ul style="list-style-type: none"><li>• Offered weekly on Thursdays form 1:00 to 3:00 pm</li><li>• A Healthy Baby program for parents who are pregnant or have an infant under age.</li><li>• Parents share information about caring for infants through games, casual conversation and guest speakers.</li><li>• Onsite childcare, snacks and more are provided free of charge</li></ul>

**Bébés, parents et gazouillements**

École Précieux-Sang  
209 Kenny St., St. Boniface  
Winnipeg, MB R2H 2E5

Centre de la petite enfance, room 109  
Phone : 231-2350 or 878-4886  
Fax: (204) 233-9109  
Contact : Ms. Nanette Gurican  
Coordinator/Dietician  
E-mail: Ngurican@atrium.ca

This program is part of the Healthy Baby Community Support Programs offered through the Coalition francophone de la petite enfance. It is suitable for francophone newcomers and offers information and social support for new parents.

**Sexuality Education Resource Centre (SERC)**

2nd Floor, 555 Broadway  
Winnipeg MB R3C 0W4  
Phone: (204) 982-7800  
Fax: (204) 982-7819  
E-mail: info@serc.mb.ca  
Web Site: www.serc.mb.ca

**Contact:**

Anna Ling at AnnaL@serc.mb.ca  
Multicultural Health Resource Coordinator -  
To arrange language interpretation at  
982-7811

- Staff and trained volunteers provide free and confidential information and assistance on an individual and group basis to immigrants and refugees on reproductive health, maternal/child health including pre-and post partum issues and sexuality education for newcomers.
- Note prenatal classes are **NOT** offered on site-Clients are referred to the Healthy Start For Mom and Me programs for prenatal classes
- Parent education classes (8-10 session) are provided in the Fall and New Year to help address intergenerational issues, cultural adaptation, family communication about sexuality, adolescent development and address the challenges for children growing up between two cultures
- Free Health interpretation services (for medical appointments and counseling) in the area of reproductive, maternal/child health, pre and postnatal and sexual health can be arranged by calling 982-7811 during office hours 9-430 Monday-Friday. 2 Full time staff speak Cantonese and Spanish and trained volunteers who speak over 20 languages can be available to provide confidential interpretation upon advanced request (at least one week notice preferred).

**WRHA Midwifery Services**

Midwifery Program Assistant  
490 Hargrave St  
Winnipeg MB R3A 0X7  
Phone: 940-2185  
Fax: 940-2690  
E-mail: spelletier@wrha.mb.ca

**Contact:** Sylvie Pelletier

**A contact list of health centres providing midwifery services is provided at the end of this section of the resource guide.**

- The Midwifery and Consequential Amendments Act was proclaimed on June 12,2000, making midwifery services available to Manitoba women
- Midwives are trained health care professionals who provide prenatal, labour and birth and postpartum care including breast feeding support.
- All practicing midwives must be registered with the College of Midwives of Manitoba
- Under midwifery care a woman can choose a midwife without referral from another health care professional, and does not need to see a doctor unless there is a medical condition that requires doctor's care. Midwives consult and work together with other health care professionals when necessary.
- Under established standards for the provision of funded midwifery care in Manitoba there is a goal to ensure that women in priority populations are receiving midwifery care and to increase services to priority population clients which include immigrant/newcomer women, adolescents, and socially isolated women. Poor women, Aboriginal women and other women at risk.

<p><b>Health Sciences Centre Women's Health Program</b></p> <p>Contact: Alison Lorimer, RN Manager of Patient Care, Ambulatory Care, Fetal Assessment and Clinical Practice Units</p> <p>Women's Health Program Room WR005</p> <p>Phone: (204)787-2524 pager 6289 E-mail: Alorimer@exchange.hsc.mb.ca</p>	<ul style="list-style-type: none"> <li>• The contact information for the various programs under Women's Ambulatory care is provided below</li> <li>• It is extremely helpful for program staff to be made aware of interpreter requirements ahead of time so that a certified interpreter and appropriate language can be arranged.</li> <li>• As telephone lines can be busy-faxing this information is a good option</li> <li>• Pertinent medical or psychosocial information on a client's religion or culture that require a female physician in attendance should be noted including any history of sexual trauma or rape if possible</li> <li>• Pregnancy counseling and therapeutic abortions by physician and self referral 787-1960</li> <li>• High Risk Pregnancy by physician referral 787-1781 or Fax at 787-2876</li> <li>• Breastfeeding Clinic Drop-in Thursday's from 1300-1500 WS-015</li> <li>• Gynecology by physician consult or by self referral 787-1781 or Fax at 787-2876</li> <li>• Family Planning Clinic self or doc referral 787-1781 or Fax at 787-2876</li> <li>• Adolescent prenatal by self and doc referral 787-1781 or Fax at 787-2876</li> <li>• Colposcopy by physician referral with abnormal PAP smear 787-1961 or fax 787-2314</li> <li>• Routine prenatal care by self or doc referral 787-1781 or Fax at 787-2876</li> </ul>
<p><b>St. Boniface Hospital Woman &amp; Child Program</b></p> <p>Phone: (204) 237-2776 Fax : (233)-1751 E-mail NLavergn@sbgh.mb.ca</p> <p>Contact: Noellie Lavergne Program Director</p>	<ul style="list-style-type: none"> <li>• Caring for 11,500 women and children each year, this family-centered program provides a variety of services for mothers and their newborn children, including antenatal, delivery and neonatal care and outpatient pediatrics services. The program also offers gynecological and women's health services. Services are readily available in French and English. For other languages, interpreter services are arranged through volunteer services until WRHA Interpreter services are made regularly available.</li> <li>• Labour &amp; Birth-Assisting in over 4500 births annually, the Woman and Child program offers all levels of obstetrical services which include a 16-bed Labour, Delivery, Recovery and Post-Partum (LDRP) Unit.</li> <li>• The LDRP unit allows low-risk mothers to labour, deliver and recover in one room and have their baby with them throughout their stay in hospital.</li> <li>• The Labour and Delivery unit provides the latest in antenatal care and technology to women with difficult pregnancies. These women labour, deliver, and recover in private rooms. If they have a cesarean birth, their immediate post-op recovery occurs in a 3 bed recovery room. Women who give birth in L&amp;D are transferred to the postpartum area following their 1-2 hour recovery time. The postpartum unit consists of mostly semi-private rooms. Mothers and babies are cared for as a couple by the nursing staff and baby is cared for in mother's room.</li> <li>• Women who have had a vaginal delivery will return home 2 days after their birth; for cesarean mothers, discharge will be on the 3rd or 4th day. Any woman wishing to go home earlier should discuss her plans with the nursing staff.</li> <li>• Women who have complications during their pregnancy and need hospitalization will be cared for on our antepartum unit. During their stay, their health and baby's health will be</li> </ul>

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monitored on a daily basis. This can include monitoring of baby and mother's vital signs, fetal assessment via ultrasound, and blood collections.

**Virtual tour of our maternity wards**

- Expectant mothers and one accompanying adult are invited to attend this information session: 2nd Thursday of every month-7:00 p.m. to 9:00 p.m. in the Auditorium, St. Boniface General Hospital Research Centre (351 Tache Avenue)  
Info: 235-3144

**Neonatal Intensive Care Unit**

- Over 650 newborn babies are cared for every year in the Neonatal Intensive Care unit, which combines the neonatal intensive care and intermediate care nurseries into one large space that can accommodate 30 babies. These babies range from infants born prematurely to full term infants with illnesses that require more specialized care. Parents are involved in their newborn's care and are invited to be present as much as possible. (add picture of NICU room)

**Women's Health**

- Women's Health services in hospital and clinic settings to over 12,000 women, yearly. These services include gynecological surgery for treatment of various problems, including gynecological cancers. In outpatient areas, we provide women care (i.e. annual check-ups and pap smears), as well as care for women with abnormal pap smears and urogynecological problems are done.
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# Immigrant Women and Domestic Violence

Violence against women has been identified as both a major public health and a human rights problem throughout the world. Women of all religions races and cultures are abused every day in many countries including Canada. Domestic violence against women or intimate partner violence (IPV) is defined as *“the experience or threat of physical or sexual violence or financial or psychological/emotional abuse or all of these by a current or former partner.”*

According to the 1999 Canadian General Social Survey on Victimization (GSS), 8.0 % of Canadian women who were married or living common-law relationships reported experiencing physical or sexual abuse and ~20% reported experiencing emotional or financial abuse by a current or former partner on at least one occasion during the 5 years preceding the survey.

Little research has been conducted on help seeking for IPV among immigrant women. Reports suggest that Canadian immigrant women underutilize medical and legal services, shelters and hotlines compared with abused women in the majority population. This has been attributed to multiple and intersecting barriers that immigrant women face in accessing help. These barriers include those encountered by women in the majority population as well as barriers related to the immigrant context-social isolation, linguistic and cultural barriers, discrimination, dependency on a spouse and fear (isolation, ostracism, lack of financial security and deportation).

Manitoba has a zero tolerance domestic violence policy which means that an abusive partner will be arrested and charged once domestic violence has been reported. Only the Crown attorney can drop the charges against an accused person.

Service Providers can assist new Canadians to understand that the following are crimes in Canada under the Criminal Code:

## Physical Abuse

- Slapping, pushing shoving or pinching on purpose to harm a woman is **common assault**
- Hitting a woman on purpose with an object or using a weapon to harm her is **assault with a weapon**
- Hurting a woman on purpose and leaving her with a scar or injury is **aggravated assault**
- Making a woman have sex against her will is **sexual assault**
- Making a woman have sex by threatening her with a weapon is **sexual assault with a weapon**
- Making a woman have sex against her will and leaving her with a scar or injury is **aggravated sexual assault**

### **Financial Abuse**

- This may include controlling the money and access to a woman's identification and immigration documents
- Stealing a woman's money is **theft**
- Faking a woman's signature to get her money is **forgery**
- Tricking a woman or someone else to get her money is **fraud**

### **Verbal Abuse**

- Insulting a woman by name calling, threatening or swearing at a woman is **verbal abuse**
- Threatening to kill or harm a woman or her friends, family or pets and/or threatening to destroy a woman's property is called **uttering threats** and is a crime under the Criminal Code

### **Emotional Abuse**

- A partner may threaten to deport a woman if she reports abuse and withhold documents she may need to access benefits or other services
- Making a woman stay in place against her will is **forced confinement**
- Disappearing and leaving a woman without money to support herself and her children is **isolation and neglect**
- Not allowing a woman to see her friends or family is **isolation and neglect**
- Damaging a woman's property is mischief and killing or hurting a woman's pet is **cruelty to animals**

## Challenges Facing Immigrant Women

During times of war, women are raped, abducted made to undergo forced pregnancy, sexual abuse and slavery. This sexual violation of women can destroy communities and families. Many women may find being victims of domestic violence less significant when compared to the violence they have already experienced.

Women lose their support networks when they emigrate and this can lead to isolation and inability to access help from friends and family in coping with new situations.

Some women share the experience of war or oppression with their partners and children and want to help their families before they help themselves. They may sympathize more with their husbands because they were victims of violence before they became abusive.

New immigrant women experience high levels of stress because of their economic situations, the negative attitudes of some Canadians towards them and/or personal isolation.

Some refugee women may be suffering from Post Traumatic Stress Disorder (PTSD) because of trauma experienced in their home country or refugee camps. It can be intimidating to be surrounded by people who dress differently, speak a different language, and have different ideas, beliefs and ways of doing things. The stress of adjusting to a new, foreign culture is often referred to as “culture shock.” Immigrant and refugee women often find it very difficult to adjust to Canadian society while preserving their original way of life.

Some immigrant women may not speak either French or English and have limited access to language training. Women who cannot read medication or food labels, seek help from police, lawyers or social workers, understand doctors and teachers, will be isolated and need help with everyday tasks. Language barriers may make it difficult to form new social relationships and make it difficult for the woman to participate in the political, economic and social systems in Canada.

Immigrant women may experience feelings of inadequacy, loss of identity, and low self-esteem because they are isolated from their support networks and/or struggling in a new culture. They are often under-employed or unemployed and dependent on others to help them communicate and deal with everyday tasks.

Sponsorship agreements, which range from 3-10 years, increase a woman’s vulnerability to violence. Sponsorship agreements are legally binding documents that require the sponsor to financially support the sponsored individual for the time stated in the agreement. As a result, this increases the woman’s dependency on her sponsor. In cases of violence, a sponsorship agreement may be used as a tool to control the woman. Some abusive Canadian spouses threaten not to file the necessary documents to legalize their spouse’s position in order to protect themselves from prosecution.

Women who do not have permanent resident status and want to leave an abusive situation are at risk of being removed from Canada. This does NOT mean that women should stay in a situation

in which they are at risk of violence. Women without permanent resident status should seek legal advice from a lawyer about how to seek protection.

Immigrant women with children may be hesitant to leave a violent partner because they have nowhere to go, little or no income to support themselves or their children, and no means of gaining employment if they do not speak English or French. Many immigrant women are left with the choice of remaining with a violent partner or risking that they may not be able to provide food and shelter for their children.

Women may be told that fate or karma is the reason they are in an abusive situation or that they are to blame. Other family may tell women that they should not tell others about the abuse because of family honor and that they are better off being abused than losing their husband.

Some women are “non-status.” This means that they do not have legal status in Canada. This happens when a woman comes to Canada with a temporary resident permit and overstays her permit or stays illegally after her refugee claim has been rejected or if she leaves a sponsorship situation before receiving permanent resident status. Women may find themselves without status because they are afraid to return to their home country or to their sponsorship situation because of potential abuse, torture or even death.

Abusive situations are particularly difficult for women without status in Canada who must work and live underground in order to avoid deportation. These women have very limited access to information, counseling, and medical and/or social services. They may feel that they can't risk calling police in an emergency without risking deportation because police can arrest people on behalf of immigration authorities.

### **Nor'West Community Health Centre**

#### **A Woman's Place**

200-323 Portage Avenue

Winnipeg MB R2X 2T4

Phone: (204) 940-6624 Fax: (204) 940-1971

Contact: Kim Storch Director of Domestic Violence Services

Immigrant Women's Counseling Services(IWCS), Phone: (204) 940-2172

A Woman's Place Program offers support workers for women in high need/high risk situations and accompaniment to access community services based on an assessment of need. At this time, due to the increasing volume of clients, women who upon assessment are found to be in low to medium need/risk situations may be referred to other agencies or services. A Woman's Place support workers can assist in getting a woman to an emergency shelter and provide supportive counseling, advocacy and accompaniment to court. Female interpreters trained in legal and medical terminology and domestic violence issues are available. Legal support services include staff lawyers who can provide assistance and advice free of charge to clients (based on priority of need) and to attend court with the client and provide duty counsel services and legal advice by phone or appt. There is a paralegal service to provide legal information and assistance to women seeking help and advice on applications for Protection and Prevention Orders. A crown attorney from Manitoba Justice is available to provide information relating to criminal and family law

domestic violence issues. A crime Victim Services Worker from the Manitoba Justice Domestic Violence Unit is available to advise women on their rights and options. A counselor also attends the Nor'West site at 61 Tyndall to provide services to women in that area.

The Immigrant Women's Counselling Service has developed a pamphlet "In Canada Women Have Rights" which explains issues related to domestic violence and women's rights and resources in Canada. This pamphlet is available in English and several first languages. Copies are available through IWCS. It is also been made available to a number of embassies overseas.

## Section 3 – Appendix

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