

Table 3. Special Programs or Policies that address the needs of Aboriginal and Francophone Communities

Examples of Programs that address the needs for Aboriginal Communities

“_____ Fetal Alcohol Spectrum Disorder (FASD) clinic offers services to over 400 clients each year. Unique to other Ontario clinics, _____ serves clients from infancy throughout adulthood. The FASD clinic has built strong partnerships with Native Child and Family Services of Toronto, Aboriginal Legal Services of Toronto, The Toronto FASD Parent Association, and Ontario’s Northern Communities including Caribou Lake, Thunder Bay and North Bay through our Telemedicine Program.”

“Aboriginal Infant Mortality Initiative -- Health Canada adopted an Aboriginal ethnicity category as one of its recommended indicators to better monitor maternal, fetal and infant health among Canada’s First Nations, Métis and Inuit Peoples.”

“In addition, strong partnerships with agencies such as the Anishnawbe Health Centre, 2-Spirited Peoples of the First Nations, Na-Me-Res (Native Men’s Residence) and Council Fire allows us to provide comprehensive and culturally appropriate care. This can include care team membership, consideration of merging traditional and medical models of care and involving elders and leaders in spiritual care and ethical decisions.”

“Has a smoking policy that permits the smoking of sweet grass, smudging during Aboriginal ceremonies.”

“Spiritual care department connects Aboriginal patients with spiritual healers etc.”

“_____ Withdrawal Management program offers a Day Program specifically developed by and for Aboriginal communities. The program includes Aboriginal healing traditions such as smudging, a sweat lodge, incorporates elders from the community and uses the Medicine Wheel as its basis.”

“Provides culturally appropriate clinical and educational services in partnership with Aboriginal communities and other stakeholders, using a holistic approach that is based on Aboriginal values, beliefs and traditions. The program offers intake and assessment, individual, couple and family counselling, talking circles and group work, telephone counselling, professional training, consultation and capacity building, psychological assessment, referrals to _____ inpatient or outpatient treatment as well as to other community-based services, and research. The Program is comprised of various experienced and caring professionals, including an Elder, social workers, a psychotherapist and a consulting psychologist.”

“A residential treatment cycle is currently being developed in partnership with Native and non-Native agencies in Toronto for implementation in fall/winter 2009, as is a structured 8-week outpatient treatment cycle that will enhance our existing services.”

“_____ is currently involved in a range of health promotion, systems planning, research and capacity building initiatives in partnership with Aboriginal communities across Ontario.”

“_____ recently had 2 internal Aboriginal Days of Sharing with representation from across the hospital to better understand, coordinate and enhance the organizational focus with respect to

the Aboriginal agenda. We are also exploring the development of an online resource hub for internal use to access key aboriginal core – e.g. Royal Commission on Aboriginal Peoples recommendations; OCAP Research framework as well as internal postings from clinical, research, OD, PEHP related to collaborations with Aboriginal communities.”

“The Concurrent Disorders Service within the Addictions Program has recently developed an innovative and collaborative partnership with Native Child and Family Services. The focus is to provide assessment, consultation, case conferencing and education in a culturally sensitive and competent manner. We integrate traditional healing concepts such as the use of a Medicine Wheel to better engage our clients and provide culturally safe environments. This process is reciprocal and generative in nature with learning experiences for both partners increasing capacity and reducing barriers to access for the Native population. ___ also participates in a placement/developmental opportunity for nurses who wish to be placed in Northern communities through the James Bay Project . “

“HIV Physician Specialist was involved in the development of Ontario Aboriginal HIV/AIDS Strategy and provincial women’s workshop and supervised student work looking at HIV issues as they pertain to Aboriginal women.”

“Assertive Community Treatment Team (ACTT) works with diverse cultural populations, including Aboriginal populations, and individuals who suffer from severe and persistent mental illnesses, providing an accessible, culturally sensitive program of excellent mental health outreach services for severely mentally ill patients.”

Examples of Programs that address the needs for Francophone Communities

“ Services are provided through multi-lingual health service providers and through interpreter services . In addition, through our active membership with the Health Equity Council, there is a strong connection with the Toronto French Health Network that includes strategy development and co-hosting community capacity building events. “

“Translation services are available for Francophone patients.”

“Under the French Language Services Act, ___ is committed to offering Ontario francophones access to our clinical services and our educational materials.”

“In terms of our clinical services, our centralized assessment and triage support program (CATS) offers new clients access to assessment and referral services by a French-speaking service provider or, in special cases, through the assistance of a cultural interpreter.”

“Whenever possible, clients whose language of access is French and who require psychiatric services in a specialized area are referred to a French-speaking psychiatrist. When this is not possible, cultural interpretation services are offered to anyone seeking to be treated in French for an addictions or mental health problem.”

“Developing culturally-adapted Cognitive Behavioural Therapy and Manual for Francophone Afro-Caribbean immigrants, providing a template for other immigrant communities. The resources that are developed would enhance the access of new immigrants to a widely used mainstream treatment with proven efficacy; thereby facilitating a healthier settlement and

integration.”

“TEACH Program for Francophones - Translation and adaptation of the TEACH Curriculum and clinical tools. Two new modules were developed and added to the existing program for Tobacco Cessation TEACH. This is in addition to the translation and adaptation of this program to be offered to Francophone service providers. One module will cover Francophone culture and Tobacco Cessation and the other module will deal with Cultural Appropriateness and Cultural Barriers to Tobacco Cessation.”

“The Interpretation and Translation Department has seven French interpreters on contract. If the request for interpretation is made on short notice, providers are referred to Language Line, a telephone interpretation service that runs 24/7 and offers 150 languages. In 2008, French interpreters attended 56 patient visits. At _____ Hospital, all patient signage is bilingual (French/English) and all patient education materials are available in French.”

“Website – provides access to Canadian women’s health information and resources online in French .”