

Health and Mental Health Working Group

Meeting Minutes

November 9th 2020

10:00 am

Zoom

Agenda

- 1. Welcome and Introductions**
- 2. Land Acknowledgement**
- 3. Front Line Staff Support Network**
- 4. Mental Health Training for Language Teachers**
- 5. Translation of more Mental Health Resources into high need languages**
- 6. Re-opening protocols**
- 7. Emerging Issues**
- 8. Next Meeting**

1. Welcome and Introductions

Each member was welcomed by LIP staff, members were thanked for attending the meeting during this difficult time. Members that introduced themselves and gave small updates on their organizations

2. Land Acknowledgement

TSLIP Staff read Land Acknowledgement

3. Front Line staff support network

The front lines staff support network is being held over zoom on Nov. 19th. We have had over 30 people registered. Staff went over the results of the survey that the persons who had registered had filled out. Out of the 32 registered 22 people had filled out the registration. Of note we had 70 percent who served newcomers, 5 % who where youth focussed, and 26 % who served multiple populations. There was also a high concentration of Settlement workers with almost 40% offering settlement services the second most populated response was other which just included a more specific service provision that the respondents did not feel could be captured in the broader categories. The next two categories with 13% respectively were employment and language instruction. 58% of respondents where working virtually all the time while 43% where working using a hybrid

model. Only 4% said they were at the office full time. On the supports they were looking for the biggest response was for presentation on diverse topics with 43% of the responses while the other big answer was to incorporate a sharing circle. Most respondents were looking to meet once a month. The answer for the most pressing concern was how to better help their clients deal with this pandemic and the issues that it arises as it was explained in their written responses. From this the group moved to draw up an agenda for the meeting which included, setting up a sharing circle and to have some type of learning component to better support their service delivery. One of the topics that the staff will look into is getting someone to help front line staff be more digitally competent. Another option is to look for a way to set up a telephone support system for those who may not have the time to attend the meeting. Staff talked on how this may be to resource driven but that other alternatives would be used as well.

4. Mental Health Training for Language teachers

Staff talked on how they would need support to reach out to teachers specifically. Agencies that have English language learning programs said they would be more than happy to help out. There was talk of a need to create a needs assessment survey for teacher to see where support is mostly needed. The survey would be a starting point that was used for the frontline support network, but there would be an emphasis as to not focus the idea that Language teachers would become mental health therapists. There may be some need for cultural competency training, as well as emerging mental health needs, (asking what teachers have noticed and what supports they may already be looking for). There also may need to be a focus on the difference between cognitive impairment and mental health. The group said they would be looking for resources to help with the trainings.

5. Translations of more Mental Health Resources into high need languages

Staff wanted to look at what type of resources are the most needed to help translate. There are several really concrete resources that may be used as a baseline, like CAMH mental health 101, CMHA resources. The city of Toronto is working on translating Covid resources and the TSLIP have sent the most high need languages in our catchment to help with this using the information of the YMCA language assessment centre. Members brought up other resource lists that may be beneficial like the resource list crossroads clinic uses as well as look at the work 211 is doing to see what languages that information is available in. Members sad we should reach out to QPLD Canada translation services who may be able to be more cost effective should we have funds to do so.

6. Re-Opening Protocols

Staff thanked all agencies who have sent their protocols. The analysis is that most deal with contamination and PPE. There is no real specifics on Staff Mental Health. Staff asked members how to best address this. There were suggestions of sending out a mental health aid email with resources and stories that help deal with stress that are being done by the city of Toronto. There should be some more information about ongoing concerns. There was an idea that agencies should work on an all staff zoom meeting to be incorporated into organizations to help the flow of communication. There needs to be more communication on the resources of employment rights. There may be a possibility to collaborate with the Systemic Issues and Social change working group as they may be working on something similar. Also there is resource on an organizational self care check list that may help agencies better plan and support their staff.

7. Emerging issues update given by staff

Looking at the trends of newcomer and if more have entered Canada, staff updated that the LIPs are in their Third round of survey to see trends and needs which will soon be sent out. Also there has been an Education survey that was sent out to see how newcomer parents are coping with new normal.

When will newcomers will start coming into Canada? IRCC numbers show increase but there is still no date on when new immigrants will start coming TSLIP will update once more information becomes available.

New employment opportunities, trends and what jobs are out there? Employment numbers have slowed down and it looks like the second wave has created more unemployment.

Funding opportunities

City and United way has released small programs funding information being sent out in weekly update.

Food Security continues to be a huge issues but a lot of the City clusters working on this issue. There is an active map of some area food banks and when they are open.

8. Next Meeting

December 14th, 2020