Access to Language and Health Literacy for Refugee Inclusion

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• Objectives:

• To look at arrivals and welcoming of refugees:
• Their introduction to the healthcare system and
• Their negotiation of language and health literacy with Interpreters

# Key Figures

## Syrian Refugees in Canada
Nov. 4, 2015 – Jan 29, 2017

<table>
<thead>
<tr>
<th>Refugee category</th>
<th>Number of refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government-Assisted Refugee</td>
<td>21,876</td>
</tr>
<tr>
<td>Blended Visa Office-Referred Refugee</td>
<td>3,931</td>
</tr>
<tr>
<td>Privately Sponsored Refugee</td>
<td>14,274</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>40,081</strong></td>
</tr>
</tbody>
</table>


## Syrian Refugees in Québec 2015-16

<table>
<thead>
<tr>
<th>2015 -2016</th>
<th>Réfugiés arrivés</th>
</tr>
</thead>
<tbody>
<tr>
<td>Réfugiés parrainés</td>
<td>5,548</td>
</tr>
<tr>
<td>Réfugiés pris en charge par l'État</td>
<td>1,883</td>
</tr>
<tr>
<td>Total</td>
<td>7,431</td>
</tr>
</tbody>
</table>

[Immigration, Diversité, Inclusion Québec](http://www.cic.gc.ca/english/refugees/welcome/milestones.asp)
## Increase in numbers of Refugees Crossing By Land: Irregular and Official Ports of Entry

<table>
<thead>
<tr>
<th></th>
<th>Jan 01 – Feb 21 2016</th>
<th>Jan 01 – Feb 21 2017</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>at the border</td>
<td>728</td>
<td>1700</td>
<td>970</td>
</tr>
<tr>
<td>away from the border</td>
<td>1083</td>
<td>2281</td>
<td>Increase 1198</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Feb 2016</th>
<th>Feb 2017</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Que</td>
<td>98</td>
<td>635</td>
<td>537</td>
</tr>
<tr>
<td>Man</td>
<td>27</td>
<td>110</td>
<td>83</td>
</tr>
</tbody>
</table>

Preliminary figures: National Observer
Irregular crossings

- On the increase in hazardous conditions

Making a claim

- Taken into custody at border, papers checked
- Security measures taken
- Released with date for court hearing
- Referred to settlement services
- Accommodation, legal counsel, interim health care, work visa etc

Refugees selected overseas

GARS – Government Assisted Refugees

- Selected by MI
- Loan for travel, medical and documents
- Social Aid for first year
- Selected for vulnerability
- Adaptation to Canada
- Language classes

PSRS – Privately sponsored Refugees

- Group of 5 sponsors: Family, friends, religious groups, individuals
- Refugees must be a family or de facto
- Selected by the group
- Full support for 1 year or more: food, clothing, housing, language classes, access to employment etc.

- All receive screening, security checks, medical exams, healthcare access, permanent residency

- As of 2017, Sponsorship program closed to clear backlog
Screening For Health on Arrival in Montreal

- Syrian Refugees began arriving in December 2015
- given winter clothes
- Screened for health: at airport
- and Transitional clinic organized by PRAIDA
- Physicians, nurses from MUHC and elsewhere
- Arabic speaking clinicians prioritized
- Arabic speaking Interpreters mobilized - BII
- Knowledge of cultures and refugee experience important
- Referrals to specialized health clinics
BII* involvement in Montreal

- **Le processus**

  - Recrutement des interprètes
  
  - 150 entrevues = 69 interprètes parlant l’arabe de MO et 6 arménien
  
  - Formation d’interprétation en milieu sociale, situation de crise, et autoprotection
  
  - Entre le 12 déc et le 31 mars 2016 8 000 heures en arabe MO
  
  - Par le 14 jan 2016 : 43 interprètes arabes MO

  - 57 % des heures mensuelles excluant l’accueil massif.

- **Leçons apprises**

  - 1999 Opération Parasol- les Kosovars
  
  - 2006 Guerre du Liban et les Canado-Libanais
  
  - 2010 Le tremblement de terre d’Haïti et les Haïtiens

* Banque Interrégionale d’interprètes CIUSSS du centre-sud de l’île de Montréal
### Limited English or French Proficiency
**as of Nov 4, 2015 – November 30, 2016**

<table>
<thead>
<tr>
<th>Syrian Refugees in Canada</th>
<th>36135</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak neither English nor French</td>
<td>23180 (64.15%)</td>
</tr>
<tr>
<td>Syrian Refugees Quebec</td>
<td>6055</td>
</tr>
<tr>
<td>Speak neither English nor French</td>
<td>2295 (38%)</td>
</tr>
</tbody>
</table>

[open.canada.ca/data/](open.canada.ca/data/)
Refugee Claimant coverage under *IFHP - PFSI
Programme fédéral de santé intérimaire

- Clinics must register to claim PFSI (IFHP). Many do not
- Many clinics refuse services and charge asylum seekers.
- Unaware of rights, not familiar with clinics who accept PFSI
- Interpreters not present

Solutions:
- Documentation of patient visits under IFH - PFSI coverage
- Public Information and support for enrollment in the PFSI
- Medecins du Monde: No health coverage needed
- Cliniques pour des femmes enceintes
- Cliniques pour des personnes migrantes
- Sans carte d’assurance maladie, sans PFSI
- Sans papiers et sans statut canadien

http://www.medecinsdumonde.ca/
*Interim federal health Plan

LES RÉFUGIÉS et DEMANDEURS D’ASILE AU QUÉBEC
Conférence-midi (CLSC Cotes des Neiges) :
Refugee Support services

- PRAIDA (Programme régional d’accueil et d’intégration des demandeurs d’asile)
- Provide temporary housing, access to healthcare
- Refugee settlement services
- Information for work permits, housing
- Language classes
- Support for community groups

- CDAR (Clinique des demandeurs d'asile et des réfugiés)
- Health promotion
- Psychological and practical support during claim for status
- Health check up and screening for asylum seekers and refugees

https://www.csssdelamontagne.qc.ca/en/care-and-services/asylum-seekers/pra...
MCH Refugee Experience

- Increase in African and Arabic dialects
- Screened for health on arrival
- MCH for complex care
- Some Arabic speakers are treated directly their language
- Others speak Eng. Or Fr.

### African Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of Requests 2015-2016</th>
<th>Number of Requests 2016-2017</th>
<th>Increase by Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swahili</td>
<td>9</td>
<td>30</td>
<td>233.33%</td>
</tr>
<tr>
<td>kirundi</td>
<td>10</td>
<td>14</td>
<td>40%</td>
</tr>
<tr>
<td>Sango</td>
<td>0</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Kinyarwanda</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td>19</td>
<td>54</td>
<td>184.20%</td>
</tr>
</tbody>
</table>

### Arabic Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of Requests 2015-2016</th>
<th>Number of Requests 2016-2017</th>
<th>Increase by Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>553</td>
<td>769</td>
<td>39%</td>
</tr>
</tbody>
</table>
Total: 4733 Interpretations

Languages per percentage:
- Mandarin: 26%
- Arabic: 16%
- Tamil: 14%
- Cantonese: 10%
- Spanish: 6%
- Vietnamese: 4%
- Punjabi: 4%
- Bengali: 4%
- Urdu: 5%
- Farsi: 1%
- Persian: 1%
- Hungarian: 1%
- Korean: 1%
- Other: 5%
Refugee Inclusion through Interpreters and beginning Health Literacy
What we are seeing at The MCH for Syrian Refugees

Challengers

- Cultural differences
- Language barriers
- Parents health
- Distrust of medical system
- Isolation
- Food insecurity
- Activities for Children

Facilitators

- Presence of Arabic speaking Physicians
- Desire to integrate
- Working with Interpreters
- Presence of Arabic communities
- French language classes
- Some access to cultural foods
- Beginning use of health terminology
MCH – MUHC: Speech and Language Services

- Children with language difficulties encouraged to speak mother tongue
- Will perform better in school in other language
- Direct contact encouraged with pathologist. Ease reliance on interpreters
- Materials in language of origin
- Connects with families

- CDI* adaptations in Romanian, Inuktitut, Italian and Russian
- In house translations in Chinese and Tamil
- Intelligibility in Context scales in multiple languages
- In general, Parents encouraged to take multilingual approach to language
- Language development advances using hybrid practice

*Communicative Development Inventories
Free books in clinics. Referral to libraries. Multilingual books
Need for Increased Multilingual Health Education Tools

- Various surveys and study indicate need for culturally adapted patient education and services in multiple languages

- St Mary’s and MUHC CALD study for Culturally and Linguistically Diverse Patients Needs

- MUHC Social Services and Nurses use of PE material identified gaps in other language materials (2 surveys)

- Routes to bilingual culturally based material and modalities
Danke, Merci, Thank You

- MCH
  - Jan Lariviere, Read Imagine Lire
  - Caroline Erdos, Speech and Language
  - Yasmeen Shahzadeh, SCIS Interpreter
  - Rakan Okde, SCIS Interpreter
  - Hassina Belkadi SCIS Interpreter
  - Aida Louafi, etudiant en anthropologie
  - Patricia Gauthier and Social Services
  - Samir El-Hussein, MCH ER Physician
  - Danielle Lamy, Quality management

- Banque interrégionale d'interprètes
- CIUSSS centre sud
- Isabelle Hemlin

- McGill, St Marys Hospital, MUHC
  - Sylvie Lambert, Andrea Laizener, Karissa Clayburg et al

- CLSC CDN: PRAIDA
- Medecins du Monde