

Our File/N/Réf.
Your File/V/Réf.

DATE 7 May 1996

TO/DEST. Regional Chair
Chair and Members of
Community Services Committee

FROM/EXP. Acting Medical Officer of Health
Health Department

SUBJECT/OBJET **COMMUNITY CONSULTATION ON
PROGRAMS AND SERVICES TO
ETHNO-RACIAL COMMUNITIES**

BACKGROUND

Attached for your information, please find a copy of the Ottawa-Carleton Health Department invitation to ethno-racial communities encouraging participation in one of two Open House/Community Consultations to take place in June. The invitation and accompanying overview of departmental programs and services will be mailed out in early May to approximately 70 ethnic organizations and community-based agencies serving immigrants and refugees in Ottawa-Carleton. The Open House/Community Consultation may interest members of your constituency.

Approved by

*G.C. Dunkley, MD, CCFP, FRCPC,`
Acting Medical Officer of Health*

AE/sf

Attach.

May 13, 1996

(Name of Recipient)
(Organization)
(Address)
(City, Province)
(Postal Code)

Dear:

**RE: OTTAWA-CARLETON HEALTH DEPARTMENT INVITATION TO
COMMUNITY CONSULTATION ON PROGRAMS AND SERVICES
TO ETHNO-RACIAL COMMUNITIES**

I would like to invite you to participate in one of the two Open House/Community Consultations, to be held in June, by the Ottawa-Carleton Health Department. During the two days, we hope to achieve the following goals:

- To promote the Health Department's programs and services to the ethno-racial communities;
- To improve access to the Health Department's programs and services and build partnerships with the ethno-racial communities; and
- To get feedback and input from the ethno-racial communities on the programs and services offered by the Health Department.

The Open House/Community Consultations will be held:

- Tuesday, June 25, 1996 from 11 a.m. - 6 p.m., Multicultural Centre, 381 Richmond Road
- Wednesday, June 26, 1996 from 11 a.m. - 6 p.m., St. Laurent Shopping Centre, South Court Lower Level

Health Department staff will be available to discuss Health Department programs and services. You are invited to tell us how we can make our programs and services work better for you. Your suggestions and ideas will help us to strengthen and build long lasting partnerships between the Health Department and your community.

An overview of programs and services that may be of interest to you and your community members is attached. It includes a brief description of current Health Department services and activities, and Community partnership opportunities.

If you require further information, please do not hesitate to call me at 724-4122, ext. 3730.

Sincerely,

Abebe Engdasaw
Multicultural Health Coordinator

PROGRAMS AND SERVICES **TO ETHNO-RACIAL COMMUNITIES**

Note: All programs and services are offered in English and French. Some have been offered in other languages and are noted as such. We welcome community partnership opportunities to offer additional programs and services in other languages.

PARENT/CHILD HEALTH

- Health promotion and information sessions with English as a Second Language groups
- Health promotion and information sharing in residential shelters
- Prenatal classes (Arabic, Chinese) in collaboration with other agencies
- Home visits
- Well Baby drop-ins and group sessions
- Referrals to Community Perinatal Advisors and other community agencies for services to women during pregnancy by trained individuals who share the same cultural background
- Written materials for pregnant women - prenatal guide in Chinese

SCHOOL AGE HEALTH

- Immunization, assessment, counselling and referral services - at the Welcome Centre
- Nutrition information in schools
- Dental health education and assessment of children in special need of dental treatment
- Immunization clinics in schools, vaccine information in different languages
- Parenting classes and groups for parents attending English as a Second Language classes
- Partnerships with school communities to promote healthy lifestyles

DENTAL TREATMENT

- Basic treatment and preventive dental care for children of social service clients
- Urgent dental treatment for adults receiving social services benefits

HEALTHY LIVING INITIATIVES:

TOBACCO USE PREVENTION

- Promotion and distribution of “Fresh Start” video, that describe the dangers of smoking and help quitting (Arabic, Cantonese)
- Tobacco fact sheets, available in Arabic, Chinese, Polish, Somali, and Spanish
- Advise and counselling clients about smoking cessation and protection from involuntary exposure to second-hand smoke
- Tobacco use prevention training for groups of multicultural health professionals
- Training for English as a Second Language teachers on tobacco use prevention
- Support tobacco prevention and cessation programs with Arab and Lebanese community

SUBSTANCE ABUSE PREVENTION

- Substance Abuse Prevention Project for Ethno-Racial Youth: To encourage the development and delivery of substance abuse prevention projects with these communities

HEART HEALTH

- Work through partnerships of the **Ottawa-Carleton Heart Beat Program** to prevent heart disease and promote healthy living. Activities include displays, supermarket tours, awareness of importance of CPR (Cardio Pulmonary Resuscitation), special events like parades, contests, etc.
- Support for community initiatives such as smoking cessation programs, newspaper supplements, group programs, and other projects
- Information available on heart healthy living

WORK PLACE HEALTH

- Work with Somerset Height Business Improvement Area (BIA) office and local businesses to develop health promotion activities
- Use the above project as a model to develop partnerships with other BIAs

WOMEN'S HEALTH

- Promote awareness of early detection practices for breast cancer for women aged 50 and over
- Work with community groups and coalitions, to improve the health of women
- To promote awareness of detection practices of cervical cancer, for women in specific ethno-racial communities

INFLUENZA IMMUNIZATION **FOR SENIORS AND ADULTS**

- Distribute influenza prevention resource materials through media (TV, radio, newspapers) and agencies that work with ethnic communities
- Distribute influenza health educational materials and Ministry of Health fact sheets in Chinese, Italian, Greek, Portuguese, Vietnamese, Arabic, Somali, Spanish, and Cambodian to Family Practice/Medical Centres
- Annual Influenza Prevention Campaign planning meeting with ethno-cultural agencies

ORAL HEALTH

- Booklet of “Senior Friendly Dentists” in Ottawa-Carleton - includes listing of dentists able to provide services in various languages
- Provide oral health group education sessions: English as a Second Language presentations (Arabic, Somali, Vietnamese) and French as a Second Language presentations (Haitian)

SAFETY FOR SENIORS

- Work with the Ottawa-Carleton Fall Prevention Coalition to develop a partnership to promote fall prevention and develop “Train The Trainer” programs

HEALTHY NEIGHBOURHOODS

- Promote the use of the three Health Promotion Senior Centres by multicultural communities:
 - Billings’ Seniors’ Centre (Billings Mall) for Asian & Mid-east seniors;
 - “Owl’s Nest” at Lincoln Heights Galleria, for Italian Community;
 - “The Friendly Corner” Seniors Centre (St Laurent Mall) for all cultural groups.

ELDERLY IN NEED

- Work with multicultural communities that may be interested in helping frail and elderly members

CAREGIVERS FOR SENIORS

- Increase awareness of the Caregiver Program (family and friends who care for aged relatives, neighbours and friends)
- Meeting with the front line workers in:
 - Chinese community (Somerset West & Chinese Community Centre);
 - Spanish community (Ottawa West Seniors Support Services);
 - Italian community (Somerset West Community Health Centre).
- Support sessions for Spanish and Italian caregivers - “You And Your Aging Parent”

COMMUNITY HEALTH PROGRAMS FOR FRANCOPHONES

- Develop health promotion activities for Francophone ethnic communities as a component to the Program's Action Plan
- Establish links with community partners such as " L'Assemblée des affaires francophones", the Council On Aging

TUBERCULOSIS (TB) PREVENTION AND CONTROL

- Promotion of education, screening for infection and disease, and arranging for treatment
- Partnerships with community health centres and school boards to broaden TB screening of adult English as a Second Language students
- TB treatment program using home support workers from several ethno-racial backgrounds

HIV/AIDS PREVENTION

- Education programs to prevent the spread of the AIDS virus (HIV)
- Needle exchange program for injection drug users to provide clean needles and to help arrange for treatment of the drug abuse
- Support efforts of other communities and organizations working to prevent AIDS

HEALTHY SEXUALITY

Free and confidential services to control the spread of sexually transmitted diseases:

- Health education and information
- Counselling
- Testing for disease
- Treatment
- Vaccine for hepatitis B
- Contraception and family planning services

ENVIRONMENTAL HEALTH

- Restaurant food handler training and education
- Information on how to control pests safely in apartments
- Reduce food-borne illness and complaints about restaurants through advice, education for street cart vendors and restaurant staff and enforcement of regulations

HOME CARE PROGRAM

- Provide information on the services of Home Care
- Matching clients and caregivers by language when possible
- Building partnerships with ethno-cultural communities

If you have any questions on the aforementioned programs and services, please call Abebe Engdasaw, Multicultural Health Coordinator, Ottawa-Carleton Health Department, at 724-4122, ext. 3730.

HEALTH DEPARTMENT PROGRAMS AND SERVICES
TO ETHNO-RACIAL COMMUNITIES

MAY, 1996