

Activity: Get to Know Who You're Helping



TROUSSE
horizons

There are many ways to adapt an organization's services to cultural diversity and migration-related issues. The firsts in doing so are understanding the people from ethnocultural minority and/or racialized communities, immigrants, refugees, and asylum seekers' needs throughout the local territory.

As a team



- Reflect on your knowledge about these groups in your local area.
- Analyze which groups use the services you offer or not.
- To reflect on this further, see **Groupes ciblés par la Trousse Horizons** on the **Resources** page.

To reflect and discuss

Population

- What ethnocultural communities live within our service area?
- What immigrant communities live within our service area?
- What migration statuses exist within these communities in the area (e.g., international students, refugees, asylum seekers, seasonal workers)?

Use of services

- What groups use our services? Which groups do not use them?
- What differences exist according to age, sex, gender, and migration status?
- What factors facilitate access to services? What barriers exist?

Forced migration

- Do the majority of the refugees or asylum-seekers in the service territory belong to a specific ethnocultural community?
- In what context did they leave their country? What can this context tell us about their needs?
- How does the political and social context of Quebec affect them (e.g., resettlement program after a conflict, public discourse, etc.)?

To reflect and discuss

*For more information, see the CERDA's [IFHP Guide](#).

Adapted services

- Do these groups have specific needs related to language, migration status, housing, religion, health (physical, mental, and social), integration, etc.?
- How are we fulfilling these needs?
- If our services are covered by the RAMQ, are we registered with the Interim Federal Health Program (IFHP)* for asylum seekers?
- What factors help or hinder our ability to adapt our services to these needs?
- What organizations in our service area can help fulfill these needs?
- What partnerships exist between our team and these organizations?

Promotion and awareness

- How can we effectively raise awareness of the issue of suicide and prevention resources within these groups?
- How can outreach practices be adapted to better raise awareness in these communities (e.g., through radio, social media, newspapers, cultural centres, community organizations, libraries, stores, hair salons)?
- What mechanisms can we put in place to meet with these groups, learn about their needs, and inform them of our services?
- Can we engage certain professionals who are in contact with these groups (e.g., primary care physicians, community organizations, etc.) to promote available services?

Best practices for communicating about suicide prevention

- **Best Practices for Media Coverage of Suicide** from the Institut national de santé publique du Québec (INSPQ) [Only available in French]
- **Suicide Prevention and Media Coverage** from the Association québécoise de prévention du suicide [Only available in French]
- **Language Matters: Safe Communication for Suicide Prevention** from the Public Health Agency of Canada