

Approaches to adapting services



TROUSSE
horizons

To adapt services to cultural diversity and issues related to migration, organizations can explore the following actions based on their environment, mandate, capabilities, and size.

- 1 From the time they take up their position and on an ongoing basis, provide employees with the time and guidance necessary to develop culturally safe knowledge, skills, and professional attitudes.** This includes developing an understanding of issues related to cultural diversity, migration, and integration, as well as using the intercultural approach, addressing implicit bias, and working with interpreters.
- 2 Create and maintain safe spaces** for the team to reflect and discuss issues, discomfort, uncertainties, and points of view related to clinical cases or organizational orientations. See the [*Take a Step Back*](#) page (only available in French).
- 3 Recruit staff from diverse backgrounds** to better reflect the diversity of the populations served and/or **staff with experience working** with people from ethnocultural minority and/or racialized communities, immigrants, refugees, and asylum seekers.
- 4 Develop a better understanding of the people being supported** to evaluate or adapt services accordingly. Populations may be selected based on age, gender, migration profile, ethnocultural community, etc. The methods of data collection (e.g., post-intervention follow-up, demographic data, discussion groups, surveys, etc.) and the types of information collected (e.g., first-person accounts, lived experiences, quantitative or demographic data, etc.) will vary.
- 5 Establish partnerships with organizations involved in suicide prevention or the selected populations.** Such partnerships facilitate needs-based referral and information exchange. See the [*Safe, needs-based referral and support*](#) information sheet.
 - Suicide prevention centres
 - Crisis centres
 - Housing or integration organizations, food banks, etc.
 - Schools
 - Places of worship
- 6 Organize discussions between public services, community organizations, and the selected populations to better understand their needs.** Collaborating with key actors from these populations may contribute to organizing community activities that strengthen social connections while also helping to identify individuals with certain vulnerabilities.
- 7 Be mindful of linguistic needs** by offering interpretation services, multilingual information, multilingual applications, etc. See the [*Intercultural Communication*](#) page (only available in French).

8 Provide the resources and support necessary to take specific needs into account during interventions, such as additional time for interpretation, providing information on services, or personalized referrals. Services may also adapt their schedules, offer drop-in consultations, or provide multilingual information.

9 Organize activities to raise awareness for mental health and suicide that are culturally adapted. Such activities may or may not target a specific group, take various forms (e.g., posters, information sessions, social media platforms, radio, etc.), and pertain to various topics (e.g., services offered, stigma, suicide prevention, service users rights, mental health first aid, etc.). Adaptation may concern the form (e.g., language, idioms, symbols, people or characters represented, etc.), content (e.g., issues that are important to the community), and dissemination strategy (e.g., place, medium, organization or individual doing the dissemination, etc.). See the [Resources](#) page for a guide and examples.

10 Make efforts to reach people who do not use services by adapting your messaging and dissemination strategies to different profiles. Make sure your organization is able to meet the demand for services it offers.

11 Ensure that all individuals are informed of their rights and help them with any discomfort or discrimination. Issues including confidentiality with interpreters, access to services based on migration status, or traumatic experiences must be taken into account.

12 Adapt and deliver training (e.g., suicide prevention gatekeeper training, mental health first aid training, etc.) **for the general public, including and in collaboration with members of the populations you aim to support.** This may include key actors such as religious or community leaders, teachers, and service providers who work with these populations.