### Creative Approaches to Providing Inclusive Services

Presented to the:

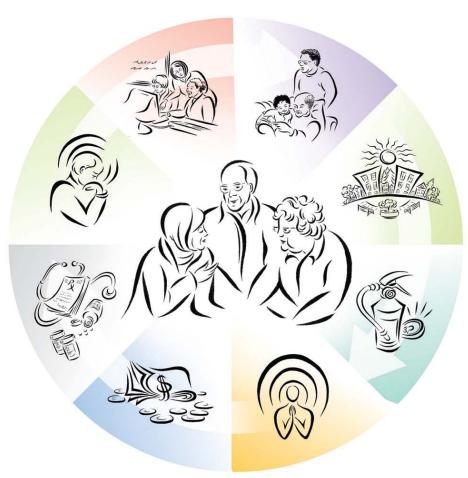
Collaborative Graduate
Program in Migration and
Ethnic Relations

Colloquium Series

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# Immigrant and Francophone Seniors' WrapAround





Every One Matters.

## What is Immigrant and Francophone Seniors' WrapAround

WrapAround is a process that can be best described as a collaborative team based approach to accessing services and life planning.





The WrapAround Program at LIHC supports immigrant and francophone seniors who are living at home but have few community or social supports — leaving them isolated and at higher risk of hospitalization or long-term care placement.











Life Domains	
Family	Financial
Language	Spiritual/emotional
Residence	Safety
Neighbourhood	Educational
Social	Vocational
Cultural	Health









Every One Matters.

1. The senior will be partnered with a WA facilitator

The facilitator will help the senior to identify needs and strengths



3. The senior will choose team members :Natural and Professional Supports



4. The team will make a plan based on identified needs with the senior's approval



### The Focus of our Work

### Long Term Outcomes:

- Systems of care are ethno-culturally competent
- 2. Broader system to increase accessibility of their services
- 3. Successfully access the wealth of knowledge and experience of Internationally Trained Professionals





### **Evaluating our work**

- Project Outputs
- Short Term Outcomes
- Continuous Learning





## Systems of care are ethno-culturally competent

### Continuous Learning:

- The WrapAround Process Itself
- Engagement of Families
- Working with Interpreters
- Working with Natural and Informal Supports
- Working with clients on long term planning for care
- Engaging the Francophone Community





### Broader system to increase accessibility of their services

### Continuous Learning:

- Partner Engagement
- Service Provider Engagement





# Successfully access the wealth of knowledge and experience on Internationally Trained Professionals

### Continuous Learning:

- Recruitment Strategy
- Cross Cultural Perspective
- A new way of being challenged
- Working with colleagues with English as a Second or Third Language





#### To sum up

The learning really continuous

 We have learned to elebrate success differently





### Thank you





#### Questions and Comments



