

# **Creative Approaches to Providing Inclusive Services**

**Presented to the:**

**Collaborative Graduate  
Program in Migration and  
Ethnic Relations**

***Colloquium Series***

**March 11, 2010**

# Immigrant and Francophone Seniors' WrapAround



# What is Immigrant and Francophone Seniors' WrapAround

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

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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



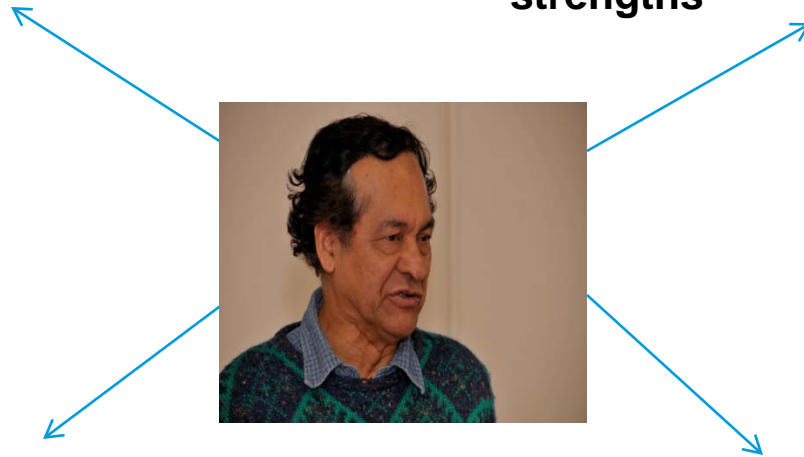
London  
InterCommunity  
Health Centre

Every  
One  
Matters.

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1. The senior will be partnered with a WA facilitator

2. 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

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Long Term Outcomes:

1. 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

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- Project Outputs
- Short Term Outcomes
- **Continuous Learning**



# Systems of care are ethno-culturally competent

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## 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

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## Continuous Learning:

- Partner Engagement
- Service Provider Engagement

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

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## 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

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- The learning really is continuous
- We have learned to celebrate success differently

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Thank you

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- Questions and Comments