

## **WIN 6.1 - Creating a Positive Work Environment**

### **Lesson 5 - Going Beyond: Community Partnerships**

#### **Community Partnerships**

Waheeda Rahman, The Scarborough Hospital:

It's really important for an organization to not see themselves as an independent entity, or an island on their own.

Gurwinder Gill, William Osler Health System:

Clinical and community partnerships. Making sure that we are working with our external community partners who are funded to provide services to newcomers.

Waheeda Rahman, The Scarborough Hospital:

It's really important about building capacity and looking at the community partners that you might not necessarily be approaching.

Gurwinder Gill, William Osler Health System:

We have, for example, on site, community organizations that are here at the hospital, once or twice a week from organization, whether it's to serve newcomers, whether it's to serve low-income populations; and they provides services to patients, families, visitors, as well as our staff.

Waheeda Rahman, The Scarborough Hospital:

We have to look at IEHPs not just from an employment perspective. We need to look at them holistically. What we're really seeing is that IEHPs are really struggling with trying to navigate employment, settlement, and it's really having an impact on the stress level that they have.

Daniela Beckford, Hamilton Health Sciences:

Keep in mind that these people are displaced from their community, so they move from one area to another; in here maybe they couldn't find a job and they know that they have to move again, so the need for the emotional

support and integration into the community—not only clinically—it’s very important if you want them to stay with you in that area, and to retain them for long-term. I think that’s important.

Waheeda Rahman, The Scarborough Hospital:

This Global Community Resource Centre that we’re sitting in right now acts as a navigation centre for accessing community and health services support and information. And what we’ve found is that many of our staff, particularly those who are IEHPs, are actually coming to the centre to access information that our community providers were providing. What we realized early on was there was a role for the centre to play in helping even our IEHPs, and our staff generally, in navigating they system.

Daniela Beckford, Hamilton Health Sciences:

So our community partners—one of them is Mohawk College. They have a program for internationally-educated nurses—a bridging program for them. We have also Hamilton Centre for Civic Inclusion; they’re helping us with doing a training for cultural competence—not only for the IEN or ESL participants itself, but for the managers, for the directors, for staff in here. And we have all this training that we even provide outside of the Hamilton Health Sciences. Care Centre for Internationally-Educated Nurses—they provide our language component. We do language communication for nurses advance: it’s a workplace communication specifically set up for the internationally-educated nurses.

Jane Hastie, Hamilton Health Sciences:

It’s not just about day-to-day practices inside the hospital; it’s learning about the community, and outside; what exists; how they can learn to meet new friends; find their faith base; whatever it is they’re looking for.

Gurwinder Gill, William Osler Health System:

It really adds to the whole wellbeing of an individual when we look after the individual’s holistic needs and general needs.