

Neighbours, Friends and Families Immigrant and Refugee Communities Campaign

Hamilton Urban Core Community Health Centre

**A REPORT ON THE NEIGHBOURS FRIENDS AND FAMILIES IMMIGRANT AND
REFUGEE COMMUNITIES CAMPAIGN**

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Neighbours, Friends and Families Immigrant and Refugee Communities Campaign

Hamilton Urban Core Community Health Centre

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INTRODUCTION

Neighbours, Friends and Families Immigrant and Refugee Communities Campaign Hamilton

“Woman abuse is a serious social problem in our community and we believe that everyone can play a role in preventing it.”

- Nadine Favics, NFF Immigrant and Refugee Communities Hamilton Project Coordinator

Overview of Hamilton Urban Core Community Health Centre

Hamilton Urban Core is a thriving inner city health centre and a leader in Canada in the provision of high-quality primary health services and programs in more than 15 languages. The Centre’s mission is to provide the highest level of primary health care, education and advocacy, especially with those individuals in the community who face barriers to improving their health and well-being.

As a trusted provider to thousands of registered clients, over 15 years of service have not only changed the lives of people, but have also helped shape the city of Hamilton in many positive and wonderful ways.

Founded in 1996, Hamilton Urban Core is a community-based agency primarily funded by Ontario’s Ministry of Health and Long-Term Care. The Centre is the result of extensive community collaboration and the energy of service providers, community members, prospective clients and health practitioners who shared a common vision for health services in the Hamilton inner city. Responding to a compelling need, they worked together to imagine and create a first-rate health centre to deliver quality primary health care services, health promotion, education, advocacy and outreach services for the core population.

From the time of its inception Hamilton Urban Core has been working with individuals, families and communities across a broad range of issues and needs. Client populations include immigrants and refugees, people who are homeless or at risk of being homeless, individuals and families living in poverty, individuals with mental health issues or mental illness, isolated seniors and street involved youth. Hamilton Urban Core is unique in that the Centre balances needs and issues across populations and does not segment groups. In other words, the strength of our service delivery approach is in adjusting the way in which services are delivered to meet the needs of diverse populations while offering the same high quality of services to all populations.

The Community Health Centre Model of Care

The CHC Model of Care focuses on five service areas:

- Primary Care

- Illness Preventions
- Health Promotion
- Community Capacity Building
- Service Integration

The CHC Model of Care is:

- Comprehensive
- Accessible
- Client and community focused
- Inter-disciplinary
- Integrated
- Community Governed
- Inclusive of the social determinants of health
- Grounded in a community development approach

Core Competencies

Competencies are statements describing behaviours that health care providers and or/ staff members believe are important for providing safe, effective and ethical care. They are the best practices of Hamilton Urban Core and the foundation upon which its philosophy and services are built.

Core competencies are key elements that an organization sees as being central to the way it or its staff members work. In general, core competencies provide client benefits and can be adapted widely across programs, services and service structures.

Hamilton Urban Core has identified six core competencies. Each core competency is dynamic, creating the opportunity to further develop our expertise. The current scope of these core competencies are described below. They are:

- **Team Building and Development**
Collaboration, Communication, Trust, Respect
- **Cultural Competence**
Anti-Racism, Respect, and understanding of diverse cultural beliefs, traditions and practices, Anti-Oppression, Cultural Knowledge
- **Skills and Abilities**
Professional Development, Knowledge Sharing, Learning and Teaching, Self Reflection
- **Community Capacity Building & Empowerment**
Bridging Information Gaps, Enhancing Leadership Skills, Community Organizing, Knowledge Sharing
- **Health Promotion**

Education, Awareness, Wellness, Illness and Injury Prevention

- Client-Centred
Advocacy, Relationships, Compassion

Project Background

Intended to foster community organizing, the Neighbours, Friends and Families campaign provides Communities with information and strategies to help prevent woman abuse, including tools and educational activities to:

1. Recognize the warning signs of woman abuse
2. Support women and other members of the community who are impacted by woman abuse
3. Locate supportive resources in the community

The NFF Diverse (Immigrant and Refugee) Communities Hamilton is a community-based Project, which involves the collaboration of community members, leaders and representatives from diverse communities and agencies serving women and their families in Hamilton. Our approach is based on the knowledge that comprehensive, coordinated and culturally appropriate strategies are needed to reach out to and engage immigrant and refugee women, neighbours, friends and families, who are abused by their husbands or partners. The intended audience of the NFF Immigrant and Refugee Communities is primarily the Minority Roma Czech and Hungarian, the Sudanese Communities and other immigrant and refugee community groups. Together with the Project Coordinator, the Cultural Facilitators representing these communities work to expand the NFF Campaign to raise awareness of the warning signs of woman abuse.

To promote the NFF campaign effectively, NFF staff worked collaboratively with community leaders who best understand their community's needs. Women and their children face multiple barriers, in relation to their gender, culture, language, geographic location, class, ability, faith/spirituality, and immigration status when dealing with violence and accessing supports. As such, implementation of the *Neighbours, Friends and Families Campaign* is rooted in the specific needs and assets of each community.

To raise awareness of the warning signs of woman abuse the NFF Project Staff engaged communities in culturally specific events, knowledge exchanges and information sessions, and provided anti-racism and cultural competence education to strengthen the supports in the mainstream services that provide services to abused immigrant and refugee women and their families.

NFF Hamilton project activities include:

Outreaching to community members

Engaging Communities in Forums, Focus Groups, Information Sessions

Participating in the work driven by OCASI

Providing Anti-Racism/ Cultural Competence education for NFF Committee members

Reviewing NFF material to strengthen the effectiveness of the material in increasing the awareness of the warning signs of woman abuse
Evaluation and documentation of best practices

This report is the evaluation and documentation of the project.

Objectives of the Project

The objectives of the NFF Diverse (Immigrant and Refugee) Communities Project were to collaborate with community members, leaders and representatives from diverse immigrant and refugee communities in Hamilton and agencies serving women and their families to implement coordinated and culturally appropriate strategies to reach out to and engage immigrant and refugee women, neighbours, friends and families, who are abused by their husbands or partners.

Barriers and Challenges for Immigrant and Refugee Communities

Numerous studies have highlighted the many barriers and challenges faced by marginalized racialized immigrant and refugee communities in finding supports around woman abuse. “Language is an obvious barrier for some however more important is the lack of cultural appropriate approaches to raising the awareness about woman abuse and responding. Most approaches are aimed at mainstream audiences and are successful in those communities however immigrant and refugee communities are not often affected or engaged by these approaches. Most of the research in this area points to the lack of language in official language and literacy skills different cultural norms and beliefs, differences in communication styles, stigmatizing attitudes, plus racism and discrimination often prevent members of ethnocultural communities from getting involved in health promotion activities.”¹

Immigrant and Refugee women are uniquely vulnerable when faced by woman abuse as they are more than often isolated and without language or knowledge of services and supports available to them. Barriers and challenges abused women from marginalized, racialized, immigrant and/or refugee communities face are as follows but not limited to:

- Fear of jeopardizing Canadian status

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Culture Counts: Best Practices in Community Education in Mental Health and Addiction with Ethnoracial/Ethnocultural Communities, Canadian Mental Health Association October 21, 2004 Submitted by Branka Agic

- Lack of information about Canadian laws and their rights as women
- Fear of being ostracized from their community
- Fear of retaliation against family members left back home
- Fear and distrust of police
- Fear of vulnerability without male protection
- Experiences of prejudice, discrimination, or racism when they have interacted with various institutions
- Lack of English language skills
- Isolation from others
- Fear of bringing shame to family
- Lack of knowledge about or experience with social service agencies
- Lack of availability of culturally appropriate services
- Difficulties living within a shelter environment. For example:
 - Experiences of racism and discrimination
 - Food issues
 - Differences about what is socially accepted behaviour
 - Child care/parenting issues
 - Feels like another prison or refugee camp and therefore reliving trauma
- In many cases, having low or no income, especially if sponsored by spouse or family member
- Assumptions of mainstream organizations which create barriers for Immigrant and refugee communities for examples:
 1. Translation of materials is all that is needed to be done to engage immigrant and refugee communities
 2. Immigrant and Refugee Communities have beliefs and will not discuss woman abuse
 3. Anti-racism policies exist therefore racism and discrimination do not exist.

THE HAMILTON URBAN CORE COMMUNITY MODEL

Introduction to the Model

Assumptions

- Current initiatives and campaigns are based on the values and belief systems of mainstream Canadian culture and therefore do not reach diverse communities
- There may be less understanding in some communities that woman abuse is a crime
- There may be less understanding in some communities about forms of woman abuse and the effects of domestic violence
- There may be beliefs systems in some communities which dictate that woman abuse is a private matter and to be dealt with by the family without outside interference

Redo model chart



- The Hamilton Model is based on asset based community development guidelines which recognize that the strength in any change effort is in the community.
- The chart representing this model is intended to serve as a road map. There are a number of component parts that must work together in the process of reaching diverse communities in Hamilton.

In expanding the NFF campaign to diverse communities, we recognize that diverse communities must be at the center of the campaign. Using established community

development approaches we believe that the goal of bringing awareness of the signs of woman abuse to all community members is very attainable.

Central to this mapping are the diverse communities themselves as they are the key to a successful campaign in their respective communities and an effective NFF Diverse Immigrant and Refugee Communities Coordinating Committee.

The Hamilton Model in Action

Expanding the NFF Campaign to Reach Diverse Immigrant and Refugee Communities in Hamilton

- Effective outreach to diverse communities must include the Leaders representing the diverse communities. They provide cultural perspectives, bring credibility to your efforts, and bring expertise in working with the groups you want to target...
- The Coordinating committee had initiated some work in the area of collaboration and coordination.
- Collaboration and Coordination is an ongoing process.

NFF Diverse Communities Coordinating Committee & Community Leaders

Leaders may include: religious leaders, representatives of faith based and community based organizations, business leaders, doctors, nurses, other health practitioners, Ontario works workers, school teachers, coaches, schools, leaders of culturally specific organizations and cultural facilitators. The Coordinating Committee recommended that a special committee be struck to recruit Community Leaders Hamilton Urban Core conducted an informal cultural mapping and identified woman serving agencies as well as some of the cultural organizations to be involved in expanding the campaign. There are many aspects of component. For example in this component there is opportunity to identify community assets, identify and source out fiscal resources to support the campaign. Establish a Community Coordinator to organize the initiative. Collaborate with community leaders to identify cultural facilitators. Engage other community leaders and seek out community champions, disseminate information to support the initiative.

Community Coordinator

The Community Coordinator is involved in the daily administration and organizing of the activities related to the expansion of the NFF campaign. Directed by the Coordinating Committee, the Community Coordinator works with the Cultural Facilitators in reaching out to and responding to the various diverse communities in the area. They will focus on finding appropriate and respectful ways in which to share information and knowledge while building capacity within the community. The Coordinator and Facilitators also identify and work with faith based organizations and cultural organizations or groups in raising awareness and extending the initiatives outreach further.

The Cultural Facilitators

Cultural Facilitators role is to build an awareness and understanding of the cultural factors of the diverse communities they serve and of the ways in which such factors influence communities. Cultural Facilitators may not necessarily be members of a particular cultural group or community. Ultimately the communities determine their own

needs. They must be full partners in the decision making. However, they must have a history and experience with cultural groups for which they serve as facilitators including: the trust and respect of the community; knowledge of values, beliefs, and health practices of cultural groups; an understanding of traditions and the networks within diverse communities

Faith Based and Cultural Community Organizing

Many communities have their own informal and formal supports and places of receiving information. Two of those places are the faith-based organizations and culture based organization. These two community networks must understand and be involved in the campaign if there is to be true success... Some of these organizations may not be ready to start an anti woman abuse campaign. Ultimately it is the communities who will decide what initiatives they are willing to undertake and share. No community or religious organization condones woman abuse but their may be various comfort levels which need to be recognized and respected. They may need to start with anti-violence initiatives such as; bullying, creating safe neighbourhoods or family focused initiatives such as healthy and happy families, parenting skills in Canada. The committee may need to integrate the campaign with other existing social programs which may be linked to woman.

Outreach and Leadership Development

Involves all coordinating members of the committee, community leaders, the community coordinator and the cultural facilitators within the community in outreaching to diverse communities and helping to identify and/or develop leadership within communities. With such expertise, experience and knowledge the coordinating committee should be able to establish activities that might motivate the communities to be involved or to seek more information. It would also be helpful to have representatives from both diverse community and mainstream media to assist in this process.

Example of what some key messages:

- build on the positives: strong family unit, strong community, strong country
- emphasize the positive family values of love and respect that stand in contradiction to violence within the family
- raise the issue of domestic violence as a community responsibility, as a way of supporting the victim.
- Strengthening attitudes opposing domestic violence in culturally diverse communities campaign show images of 'happy families' and emphasize the positive aspects of keeping peace and harmony in the home, rather than showing images of battered women
- highlight the importance of children, their future as productive adults and the damaging effect violence has on their formative growth

Community Capacity Building

The intention is to build capacity within the community through training and education in areas such as woman abuse, anti-racism and cultural competence. Capacity building will largely be the result of resource, information sharing and knowledge exchange.

This component is intended to provide information and support to all areas of the initiative including the Coordinating Committee, the Community Coordinator, the Cultural Facilitators, community organizations and groups and faith based organizations.

Implementing the Model

Phase One

- Getting the community ready this phase important because it involves getting the Coordinating Committee established.
- Seeking out Diverse Community Leaders and establishing commitment from agencies and organizations to expanding the campaign to diverse communities
- This is where the coordinating committee decides the structures that need to be in place and the roles and level of involvement of each member. Adequate resources are identified and the first steps of launching the campaign are decided

Phase Two

- Research and cultural mapping need to be carried out to obtain the true picture of the work ahead. This may include needs assessment focus groups and other research methods to assess the various community needs, attitudes and values systems
- The languages for communication must also be established and the methods of disseminated the information and the cultural appropriate methods.
- Woman abuse, cultural competence and anti-racism education and training will begin in this phase. Direct translation is not an effective outreach tool.
- All campaign outreach tools must be adjusted to reflect the communities they aim to reach.

Phase Three

- Implementation: Together with the Coordinating Committee, Community Coordinator and Cultural Facilitators purposeful and specific activities designed to outreach diverse communities are put in place

Phase Four

- Diffusion: The processes established by the processes, tools and activities are now widespread use or common understanding
- The communities themselves are the drivers of the campaign.

Barriers and Challenges

Racism

- Systemic racism is a reality of Canadian culture. In numerous reports racism is an identified barrier to women reporting abuse and seeking assistance. For fear that they will be further abused by the system.
- It is the responsibility of the Coordinating Committee to first acknowledge that racism does exist and then work towards eliminating the obvious and systemic roots by influencing policies and effecting change within their own organizations.
- Anti-racism education and cultural competence must be a component of bringing this campaign to diverse communities or we risk further marginalizing communities who are the most marginalized. “racism must be recognized as part of the context in which minorities in Canada live. To pretend that it does not exist is like pretending that partner abuse does not happen”⁴

“People may not want to talk about it because there is already a lot of discrimination against their community. There *is* domestic violence in our community, but we don’t talk about it because we don’t want to reinforce the prejudice. It can feed into stereotypes. People already think you come from a violent place, and that you must be hot tempered or whatever.”

Another participant put the sensitivity in a different light: *Nowhere to Turn? Responding to partner violence against immigrant and visible minority women* Voices of Frontline Workers Part of a project for the Department of Justice, Sectoral Involvement in Departmental Policy Development Canadian Council on Social Development

Language

Language is the most commonly identified barrier. While interpretation services could be helpful cultural interpreters need to be familiar with woman abuse, the Canadian systems as well as the lived realities of the community members. They must also have an understanding of what the new immigrants may have recently experienced in their home country. Other Barriers and challenges abused women from marginalized, racialized, immigrant and/or refugee communities face are as follows but not limited to:

- fear of jeopardizing Canadian status;
- lack of information about Canadian laws and their rights as women;
- fear of being ostracized from their community ;
- fear of retaliation against family members left back home;
- fear and distrust of police; fear of vulnerability without male protection; experiences of prejudice, discrimination, or racism when they have interacted with various institutions;
- lack of English language skills, isolation from others;

- ❑ fear of bringing shame to family; lack of knowledge about or experience with social service agencies; lack of availability of culturally appropriate services;
- ❑ difficulties living within a shelter environment; in many cases, having low or no income, especially if sponsored by spouse or family member

Roma Community highlights from sessions and evaluation

Sudanese Community:

Sudan, once the largest and one of the most geographically diverse states in Africa, split into two countries in July 2011 after the people of the south voted for independence. Sudan's population is one of the most diverse on the African continent. Within two distinct major cultures--Arab and sub-Saharan African--there are hundreds of ethnic and tribal subdivisions and language groups, which make effective collaboration among them a major political challenge. According to post-secession figures based on census results released in early 2009, Sudan's population has reached an estimated 33.4 million. The Sudanese Community is one of the largest, organized and well connected communities in Hamilton. They have their own league which was formed back in 1996. The Sudanese League of Hamilton (SLOH) www.sloh.ca and the surrounding area is a non-profit, community-based, social organization which facilitates social activities and provides emotional support to all Sudanese and Sudanese/Canadians living in Hamilton, regardless of their religion, political beliefs, tribe or gender. The league encourages all of its members to integrate fully and participate in the social, political and economic life of Canada's multicultural society. The Sudanese Community has become involve in the NFF Campaign since the beginning when Hamilton Urban Core starts to be part of the campaign back in 2009.

Best Practices

A best practice is a method or technique that, through experience and research has consistently shown results to lead to results that are better than those achieved with other means, that relates information that can be used for similar purposes and that may be useful in benchmarking. In any event it is important to identify the best practice or standard particularly if breaking new ground or looking to expand existing ways of thinking.

The Neighbours, Friends and Families project used best practices in two ways: one is in sharing best practices information with the project participants such as information about healthy relationships, stress management, the warning signs of woman abuse and so on; the other is in gathering information and identifying best practices related to raising the awareness, strengthening the support, services and access for marginalized immigrant and refugee communities experiencing violence and abuse.

To that end all projects aimed to address the determinants of health should follow best practices. These practices should be used throughout all phases of the project life including the final dissemination of reporting. Best practices allow for us to implement the best most appropriate approaches and interventions for the specific demographic we hope to serve.

Within an inner city community health centre these practices must reflect the realities and the lived experiencing of the populations served. The Neighbours, Friends and Families Project utilized mix-method approaches to best practices including evaluation, data collection, data and results from existing programs and services within the community health centre and most important the identified needs of the participating groups. It has been found that by reviewing and implementing both qualitative and quantitative methods, strengthened the approach and effectiveness of the programs delivered. *Health Promotion, Cultural Competence and Community Capacity Building* and Empowerment were the best practices identified. These best practices are linked to and consistent with Hamilton Urban Core's identified six core competencies. The core competencies are:

1. **Team Building and Development**
Collaboration, Communication, Trust, Respect
2. **Cultural Competence**
Anti-Racism, Respect and understanding of diverse cultural beliefs, traditions and practices, Anti-Oppression, Cultural Knowledge
3. **Skills and Abilities**
Professional Development, Knowledge Sharing, Learning and Teaching, Self Reflection

4. **Community Capacity Building and Empowerment**

Bridging Information Gaps, Enhancing Leadership Skills, Community Organizing, Knowledge Sharing

5. **Health Promotion**

Education, Awareness, Wellness, Illness and Injury Prevention

6. **Client-Centred**

Advocacy, Relationships, Compassion

Health Promotion

Education, Awareness, Illness and Injury Prevention

One of the pillars of the community health centre model is Health Promotion. Health promotion involves a range of services, strategies and processes directed toward helping people improve their over health and the health of the community. Health promotion and illness prevention are interlinked with the determinants of health. Effective health promotion strategies work to not only address the presenting health issue but to understand health from a holistic perspective.

Determinants of health affect the health of individuals and communities.

Environment, economic status/ income, our relationships with neighbours, friends and family impact our health. Hamilton Urban Core believes that Woman Abuse is a determinant of health. Statistics Canada identifies crime as a “non-medical determinant of health”

- ❖ Family is identified as the pillar of social support and determinant of health
- ❖ Family violence is the key indicator of Family Health
- ❖ Violence in the Family undermines social support and health of the Family

The following is an illustration of how Health Promotion was used to guide the work of the Neighbours, Friends, and Families Immigrant and Refugees Communities Project:

Health Promotion at Work

- Health promotion interventions to address priority health concerns
- Address the social determinants of health as the underlying processes that influence the health and well-being of individuals and communities
- Use health teaching and education for self-management and to develop capacity
- Focus on promoting wellness and reducing illness and injury
- Incorporate a variety of approaches that anticipate and respect diverse values, belief and cultures in the community
- Engage and collaborate with the community in ways that build capacity and empower

- Achieve community health through respect of the rights of individuals and groups within the community

Health promotion is the process of enabling people to increase control over, and to improve their health. To reach a state of complete physical, mental and social well-being, an individual or group must be able to identify and to realize aspirations, to satisfy needs, and to change or cope with the environment. Health is, therefore, seen as a resource for everyday life, not the objective of living. Health is a positive concept emphasizing social and personal resources, as well as physical capacities. Therefore, health promotion is not just the responsibility of the health sector, but goes beyond healthy life-styles to well-being.

Participation is essential to sustain health promotion action. The NFF Project utilized health promotion strategies in planning and implementation of the project, setting priorities and making decisions. Enabling participants and communities to have increased control over the determinants of health.

Healthy Relationships

Having discussions about healthy relationships is one health promotion strategies utilized in the NFF Project to raise awareness of the warning signs of woman abuse. The goal of these sessions was to reduce the risk of abuse for participants through building skills and knowledge related to developing and maintaining healthy relationships. There are many factors influencing the lives of immigrant and refugee families in Canada. Through enhancing the awareness of the social context of their lives and providing a safe environment to discuss the forms of oppression that result in violence, participants were able to see woman abuse as a determinant of health and risk.

Participants were given a simple presentation of the components of a healthy relationship; warning signs of abuse; resources in the community. They were engaged in discussions as experts of their own lives and lived experiences. This expertise and knowledge was shared in a trusting environment were participants felt comfortable to share problem solving tactics, ask questions with out fear of judgment or reprisal for saying “the wrong thing”.

This approach also allowed for community groups to have the space to determine their needs in terms of supports, further skill development and or desire, commitment to further discussion and involvement with the NFF Project.

The project had several “Healthy Relationships” sessions the following are the highlights from 2 sessions. One was held at the Hamilton Urban Core 9th Annual Mind, Body, Spirit Women’s Health and Wellness Conference and one was held at the centre with Chinese seniors:

Healthy Relationship Workshop Highlights:

9th Annual Mind, Body, Spirit Women’s Health and Wellness Conference 2012

The facilitators shared that healthy relationships are important to wellbeing. They explained that the Neighbours, Friends and Families (NFF) is a province-wide public education campaign to raise awareness about the warning signs of woman abuse and that requires involvement from community members at a grassroots level to be involved and share the message.

Violence exists in all forms like physical abuse, emotional, verbal, and financial abuse. All of which impact the victim of the abuse and often children or other family members who witness the abuse. Reaching out for help is important and it requires courage. Together they discussed the sensitivity and difficulty in just talking about woman abuse for many people and cultures.

These discussions highlighted the barriers faced by immigrant and refugee women seeking help. Such as their immigration status, language and feelings of being alone or isolated in Canada as well as the lack of knowledge of their rights and services available to them.

They discussed the importance of safety and share that often in cases of woman abuse it is often the neighbours, friends and families who know something is happening

The Facilitators also spoke about supporting teens and being able to identify if their children were in unhealthy relationships. They discussed the importance of building healthy relationship between parents and children. Having healthy open communication and a relationship that is built on trust is an important foundation to being able to have your children trust you and come to you with their issues or concerns. Recognizing changes in the behavior of their children could be a sign that something is wrong. Some examples of warning signs of children experiencing violence, abuse or bullying are sleeping a lot, avoiding the family.

Evaluation Summary

- ✓ 98 % of participants attending the **Healthy Relationships** workshop agreed that this was something they could use in their own lives

- ✓ 94% of participants agreed that the information was easy to understand.
- ✓ 91.7% of participants agreed that they were able to participate in the workshop; for example to ask questions and to get the answers they needed
- ✓ 86% of participants agreed that they have a better understanding about Healthy Relationships than they did before this workshop.
- ✓ 84% of participants agreed that the facilitator was good – they knew all about the topic and made the presentation interesting
- ✓ 60.5% of participants would like to learn more about **Healthy Relationships**

Healthy Relationships Workshop with Chinese Seniors

The facilitator and with your use of interpreters the group had an open discussion defining what a healthy relationship is, and the main traits of a healthy relationship. They also discussed the warning signs of an unhealthy relationship which could potentially result in violence. The participants shared the barriers that immigrants are facing in Canada which may lead to increase and aggravate the risk of domestic violence among them. The participants felt that this would be a good session to share with the young couples and families in their community. The group also shared the values and experience they believe have maintained their relationships as senior couples. They felt that the healthy relationships sessions was a good and very important session and suggested repeating the session.

- ✓ 67% of participants heard about the Healthy Relationships Workshop from word of mouth
- ✓ 56% went to the Healthy Relationships Workshop because they were curious about healthy relationships
- ✓ 44% went to the workshop with a friend
- ✓ 99% of participants agreed that the information was easy to understand
- ✓ 100% agreed that the facilitators were interested, approachable and sincere
- ✓ 100% agreed that the timing of the workshop and the room and location were suitable
- ✓ 100% agreed that the handouts they received were useful and easy to understand
- ✓ 89% of participants said that they plan to make changes in things they normally do as a result of something they learned or talked about in the session.
- ✓ 100% have participated in other programs and activities at Hamilton Urban Core
- ✓ 78% of participants would like to learn more about Healthy families and Healthy Relationships
- ✓ 100% of participants said that they would like to participate in some way in the Neighbours, Friends and Families Campaign
- ✓ 100% of participants said that they thought Neighbours, Friends and Families campaign is important to their community
- ✓ 100% of participants would like to be contacted for future workshops about healthy relationships.

Mental Health and Wellbeing

The World Health Organization describes mental health as a state of well-being in which the individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his own community. Hamilton Urban Core recognizes that there are many factors that influence individuals' ability to achieve the best possible mental health and wellbeing. These may include but are not limited to social, economic, psychological and or biological factors.

For immigrant and refugee community members factors that may impact mental health include but are not limited to migration, racial discrimination, the immigration process trauma, no official language skill, social isolation or exclusion etc. Health promotion strategies that seek to reduce social isolation and exclusion and strengthen the mental health and wellbeing of community members.

EID AWAY from home, Healthy Ramadan and Feeling Good Inside and Out strategies were developed to outreach to people in the community during a time when many face a great deal of isolation and stress. The project team also felt that this was a great trust building opportunity and engaged people at a time that is very important to them

The following are highlights from those sessions:

EID Away From Home

This session was developed as to be a fun but informative way to engage community members around a time where for most they may feel the most socially isolated and stressed. Facilitators created an atmosphere of trust and safety and engaged women in lively discussion about the stress of being away from their former countries during EID. Outreach was conducted in both English and Arabic, utilizing flyers, word of mouth and other community agencies to get the word out. Participants represented many different communities such as Sudanese, Iraqi, Chadian, Bangladeshi, Syrian, and Eritrean and Kosovor. Facilitators conducted the session in both English and Arabic. Child minding was also provided, to ensure that there were no barriers to women attending the session.

Introductions were made and the facilitators established ground rules to ensure confidentiality and a sense of safety for participants. Participants shared a meal and their experiences, barriers and challenges of celebrating EID away from home, friends and family. They discussed the stresses that can develop during a holiday season that is not recognized in Canada as an official holiday.

Facilitators shared strategies for reducing stress and social isolation during these times and participants shared their ideas about building healthier family relationships and community. Participants requested more EID sessions in the future; having something especially for their kids, fun activities and more opportunities for women to come together alone.

Feeling Good Inside & Out for Women of Colour and for Roma Women

This engaged activity helped the project to outreach and connect with women from racialized immigrant and refugee communities including Sudanese, Chadian, Jamaican, Egyptian, Chinese, Moroccan, Roma Czech and Hungarian, Yemen.

Outreach consisted of distributing flyers and engaging with members of diverse communities in the area as well as connecting with different organizations, institutions and recreation centers in Hamilton in Arabic and English, Hungarian and Czech.

Women spent the time to receive information about physical and mental health and overall wellbeing. This was a trust building activity which laid the foundation to have further discussions with participants. Facilitators shared tips on making healthy life style choices; protecting the skin from sun and stress and innovative ways to deal with stress. After these sessions women expressed that they would like to gather monthly and discuss other important topics that impact their lives.

- ✓ 81% of participants agreed that the information was easy to understand
- ✓ 99% agreed that the facilitators were interested, approachable and sincere
- ✓ 99% agreed that the timing of the workshop and the room and location were suitable
- ✓ 99% agreed that the handouts they received were useful and easy to understand
- ✓ 81% of participants said that they plan to make changes in things they normally do as a result of something they learned or talked about in the session.
- ✓ 18% have participated in other programs and activities at Hamilton Urban Core
- ✓ 18% of participants would like to learn more about Healthy families and 36% wanted to learn about Healthy Relationships
- ✓ 90% of participants said that they would like to participate in some way in the Neighbours, Friends and Families Campaign
- ✓ 90% of participants said that they thought Neighbours, Friends and Families campaign is important to their community

Healthy Ramadan

Healthy Ramadan was another outreach activity and health promotion strategy used in the NFF project. Flyers were distributed in English, Arabic, Kurdish and Somali. Culturally Ramadan is an important holiday for many followers of the Muslim faith and project staff felt that it was a good opportunity to reduce social isolation and encourage good mental health and wellbeing.

They discussed shared information about the effects of Ramadan/ fasting on our bodies(physically and psychologically); how to fast in the healthy ways/ steps to follow; healthy diet and some recipes; advice for people with Chronic disease in Ramadan such as hypertension, diabetes, kidney stones, UTI, Respiratory diseases especially asthma etc. Women also shared food and traditions from their countries.

The women brainstormed about the topics they wished to explore and discuss for the future:

1. Parenting in Canada
2. Cooking Class before Ramadan (urgent)
3. Canadian citizen rights in: housing, education, child benefits (dental and other)
4. Canadian law
5. Getting a job in Canada
6. Taxes
7. Medication
8. Where low income people can go for free activities or lower fees
9. Access to activities/ programs for low income women and their families
10. Breast Cancer

Cultural Competence

Cultural competence is defined as a set of “congruent behaviours, attitudes, and policies that come together in a system, agency, or among professionals that enables the system or professionals to work effectively in cross-cultural situations². The NFF project focused on enhancing cultural competence to respond to violence against women. From the very early stages of the project the committee felt that it was important to launch the campaign responsibly. To prepare the community to respond in the most culturally competent ways and to try to address the barriers that keep immigrant and refugee women and their families from accessing the supports they require when experiencing domestic violence.

Many organizations have anti-racism or diversity policies however the NFF project strived to promote equitable access to immigrant and refugee women experiencing abuse and to provide insight and give breadth to policy. Encouraging providers to challenge their assumptions and to take action.

The NFF Committee diverse Immigrant and Refugee Campaign Committee Guiding Principles and Terms of Reference

Neighbours, Friends, and Families Diverse Immigrant and Refugee Campaign Committee

Guiding Principles

Knowledge

Seek and use the best knowledge and proactively share your knowledge while embracing a

² A Cultural Competence Guide for Primary Health Care Professionals in Nova Scotia – 2005 – Primary Health Care Section, Nova Scotia Department of Health

challenge process.

Change

Embrace change. Envision what could be, challenge the status quo, and drive creativity.

Humility

Practice humility and intellectual honesty. Constantly seek to understand and constructively deal with reality to create real value and achieve personal improvement.

Respect

Treat others with dignity, respect, honesty, and sensitivity. Appreciate the value of diversity. Encourage and practice teamwork. We treat each other as valued colleagues.

Advocacy

Advocate vigorously but responsibly in our areas of focus.

Community Engagement

Working within a framework of anti-oppression, anti-racism we must be humble and mindful in our actions and words. We seek and heed the counsel of outside voices and engage those with lived experiences who are the experts of their communities. Community engagement should result in the reciprocal transfer of knowledge and skills among all collaborators and partners.

Cultural Competence

Cultural competence extends the concept of self-determination to the community. Cultural competence involves working in conjunction with natural, informal support and helping networks within culturally diverse communities (i.e. neighborhood, ethnic, social, and religious). Communities determine their own needs. Community members are full partners in decision making.

Work Together

Agencies will cooperate and collaborate in order to establish the best possible foundation for successful outcomes to be commonly achieved.

Inclusion

The act of creating environments in which any individual or group can be and feel welcomed, respected, supported, and valued. An inclusive and welcoming climate embraces differences and offers respect in words and actions so that all people can fully participate.

Hamilton Urban Core Community Health Centre

**Neighbours, Friends and Families Diverse Immigrant and
Refugee Communities Committee**

Draft Terms of Reference

1. Objective of the Neighbours, Friends and Families Campaign Diverse Immigrant and Refugee Communities Committee:

To develop culturally appropriate outreach with community services providers and diverse communities around woman abuse by:

- ▶ Raising awareness
- ▶ Engaging and collaborating
- ▶ Exchanging knowledge
- ▶ Providing support

2. Background

- i. On June 24, 2009 OCASI in partnership with Neighbours, Friends and Families conducted a consultation on expanding the NFF Campaign to outreach to diverse communities. This consultation was held at Hamilton Urban Core Community Health Centre.
- ii. The Hamilton consultation was attended by several community organizations in Hamilton with both direct women services as well as settlement services. The consultation was well received and was the impetus to start the process of expanding the NFF campaign to diverse communities in Hamilton. Many of the community organizations in attendance expressed interest in being involved.
- iii. On July 31, 2009 in keeping with our commitment to safe, responsible and healthy communities Hamilton Urban Core took the leadership role and brought together agencies, businesses, community organizations and community leaders who are concerned about woman abuse with the goal of identifying an approach that is relevant to our specific community needs. With the assistance of Alfredo Marroquin (Coordinator of NFF) The Neighbours, Friends and Families Diverse Immigrant and Refugee Communities Committee.
- iv. The NFF Diverse Immigrant and Refugee Communities Committee began the work of expanding the NFF campaign to reach diverse communities.
- v. In 2010 the Committee developed objectives for the group to move the work forward. Also in 2010 several women from diverse communities participated in a 2 day NFF training and committed to volunteering and being involved with sharing the information of the NFF campaign.
- vi. From 2009 – 2011 Hamilton Urban Core Community Health Centre tried to pursue funding to support this initiative and received project based funding from

Ontario Women's Directorate to support expanding the campaign to outreach to three communities in Hamilton, the Sudanese Community and the Roma Hungarian and Czech Communities. Both communities agreed and committed to being involved with the campaign with hopes of also reaching out to other diverse immigrant and refugee communities in Hamilton.

- vii. In 2011 Hamilton Urban Core drafted the Committee Terms of Reference for the NFF Coordinating Committee, to be finalized by all Committee members.

3. Mandate:

The mandate of the Committee is to aid in fulfilling the objectives by providing inclusive, productive and efficient coordination and communication to the NFF Immigrant and Refugee Communities Campaign by:

- i. Providing input and advice on achieving the objectives of the Committee
- ii. Sharing expertise, information and resources
- iii. Identifying trainers and facilitators and potential volunteers as needed
- iv. Participating in the evaluation of the planning processes and outcomes

4. Participation and Membership:

- i. Meetings will be held once per month on a date and during a time decided by the committee members
- ii. Membership is open to all service providers, organizations, community groups and individual community members committed to ending woman abuse
- iii. Members will make their best efforts to attend meetings, events and trainings planned to meet the objectives of the committee

Antiracism Training

The NFF Diverse Immigrant and Refugee Communities Committee hosted 3 antiracism training events. September 2011 facilitated by Zahra Dhanani January 2012 and February 2012 facilitated by Maxine Carter. These events were open to management and frontline staff from local community agencies and immigrant & community members who may provide support to women and families experiencing abuse. The purpose of the sessions were to deepened understanding of immigrant and refugee communities specifically the realities of women experiencing abuse; to ensure that services are being delivered in barrier free and anti-oppressive manners; to provide culturally competent services. The sessions help to provide a common understanding of what racism is and how it historically has manifested systemically. The groups explored various aspects of

cultural competence and antiracism including impact versus intent; what are the barriers; privilege; other forms of discrimination; change processes; racialization; creating safe environments; challenging assumptions, biases, stereotypes and prejudice; and service equity. Participants developed a personal plan that they could take back to their organizations/ communities. The following are the results from surveyed participants.

WORKSHOP EVALUATION January 2012	Hamilton Urban Core Community Health Centre Neighbours, Friends and Families Diverse Immigrant and Refugee Communities Committee ANTIRACISM & CULTURAL COMPETENCE
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Results of the evaluation received from 17 Participants:

Questions	Strongly Agree	Agree	Disagree	Not sure
My knowledge of NFF Campaign before the workshop	I was familiar with NFF 5 – 29%	Some Knowledge 7 – 41%		No Knowledge 5 – 29%
I feel services and community groups in Hamilton are equipped to respond to the increased volume of requests for support upon the success of the NFF Campaign within immigrant and refugee communities	Yes 3 – 18%		No 11 – 65%	3 – 16%

Explanations

- Services are responding adequately with the current demand
- More translation services needed
- Agencies training needed
- Services in Hamilton fragmented – not geared to immigrant and refugee communities
- This message need to be

			more clear and involve more community leaders	
I learned something in the workshop that I can apply at work, within my organization, in my community	7 41%	10 59%		
The information was easy to understand	6 35%	9 65%		
I was able to participate in the workshop; for example I asked questions and got the answers I needed	6 35%	9 65%		
I have a better understanding about antiracism and cultural competence than I did before this workshop	3 18%	10 59%	4 23%	
The facilitator was good – they knew all about the topic and made the presentation interesting	9 53%	6 35%		
I would like to learn more about antiracism and cultural competence	Yes 16 – 94%		No	
My suggestions and comments	<ul style="list-style-type: none"> • Hope to have another workshop about antiracism • These session should include politician and policy making people • The session was very good; hope to have more sessions in the future to discuss important issues like racism, equity and others. • Design the same training for older communities specially the European to know how others feel when they experience racism • The facilitator was very nice natural presenter 			

WORKSHOP EVALUATION February 2012	Hamilton Urban Core Community Health Centre Neighbours, Friends and Families Diverse Immigrant and Refugee Communities Committee ANTIRACISM & CULTURAL COMPETENCE
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Results of the evaluation received from 12 Participants:

Questions	Strongly	Agree	Disagree	Not sure
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	Agree			
My knowledge of NFF Campaign before the workshop	I was familiar with NFF 6 – 50%	Some Knowledge 5 – 42%		No Knowledge 1 –8%
I feel services and community groups in Hamilton are equipped to respond to the increased volume of requests for support upon the success of the NFF Campaign within immigrant and refugee communities	Yes 6 – 50%		No 6 – 50% <u>Explanations</u> <ul style="list-style-type: none"> • Until we have a collaborative efforts at translation, I think we will continue to struggle during providing services • Better coordination of services & more cultural competent services • More education needed in the community • Still some community work to do 	
I learned something in the workshop that I can apply at work, within my organization, in my community	6 50 %	5 42 %	1 8%	
The information was easy to understand	6 50%	6 50%		
I was able to participate in the workshop; for example I asked questions and got the answers I needed	6 50%	6 50%		
I have a better understanding about antiracism and cultural	5	5	2	

competence than I did before this workshop	42%	42%	16%	
The facilitator was good – they knew all about the topic and made the presentation interesting	6 50%	6 50%		
I would like to learn more about antiracism and cultural competence	Yes 12 – 100%		No	
My suggestions and comments	<ul style="list-style-type: none"> Organize the same seminar for Ontario Work workers and government officers as it's so valuable Focus day on cultural competency Provide more opportunity for critical analysis of agencies and policies If it was one day workshop better than 2- day as we didn't end up focusing on cultural competency. There was overlap on the 2nd day It was great, the only thing I want to mention is that I wish more white (mainstream) involved in this workshop but never the less it was great This was an opportunity to have a discussion about real issues and concerns that are facing our community and services. This conversation needs to happen on going basis. The workshop didn't deliver the information that was suggested and the information were prior knowledge The information was not in depth, we need more sessions about cultural competence as this part of information was not delivered in the workshop The personal tools were simple and it would be great to have a simple strategy that translates to organizational changes; thanks Maxine for a great couple of days 			

Approaches: Community Engagement and Organizing

Community Engagement:

Community engagement can take many forms, and partners can include organized groups, agencies, institutions, or individuals' collaborators may be engaged in health promotion, research, or policy making. Over the last two decades, research and practice in health promotion have increasingly employed community engagement, which is been defined as "the process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest, or similar situations to address issues affecting the well-being of those people" In general, the goals of community engagement are to build trust, enlist new resources and allies, create better communication, and improve overall health outcomes as successful projects evolve into lasting collaborations.

The rationale for community-engaged health promotion, policy making, and research is largely rooted in the recognition that lifestyles, behaviors, and the incidence of illness

are all shaped by social and physical environments. This “ecological” view is consistent with the idea that health inequalities have their roots in larger socioeconomic conditions. If health is socially determined, then health issues are best addressed by engaging community partners who can bring their own perspectives and understandings of community life and health issues to a project. And if health inequalities are rooted in larger socioeconomic inequalities, then approaches to health improvement must take into account the concerns of communities and be able to benefit diverse populations. Moreover, community engagement is grounded in the principles of community organization: fairness, justice, empowerment, participation, and self-determination.

Community Organizing

The process of bringing community members together and providing them with the tools to help themselves. Community organizing is a strategy for building communities and for community development. The practice and theory of community organizing provide useful insights into mobilizing the community to engage in health promotion the foundation for community organizing is the principle of social action, bringing people together — often, but not exclusively, from the same neighborhood — to pursue a shared interest. We conceive of community organizing as a long-term, relationship-building and capacity-building process that attempts to identify, include, and build upon a range of key resources, both internal and external to the community...The process includes: the identification of key local resources, the gathering of information about the community context, the development and training of local leaders to prepare them to serve effectively as representatives of the community and as full partners in an initiative, and the strengthening of the network of the various interests both internal and external to a community.

Community organizing is based on the principles of empowerment, community competence, active participation, and “starting where the people are”. Community organizing recognizes that, in order to change, we all must feel a need for change, and that we are more likely to do so when we are involved in group learning and decision making.

Reference: Ottawa Charter for Health Promotion. WHO, Geneva, 1986
Hanson, 1988; Institute of Medicine, 1988)
(Iton, 2009)

Outreach Plan

As part of the community engagement and organizing The NFF project staff developed and implemented a communication and outreach plan.

The purposes of this plan:

To provide a blueprint for comprehensive outreach and communications plan to support for the success of the Neighbours, Friends and Families Immigrant and Refugee Communities Hamilton Project.

To articulate outreach objectives for the Project

To identify appropriate outreach opportunities and plan strategic content for effective promotional materials

Outreach Objectives:

To promote and increase public awareness of the Neighbours, Friends and Families Immigrant and Refugee Communities Hamilton Project and enhance the perception of Hamilton Urban Core Community Health Centre as a valuable resource by:

Providing Hamilton Urban Core Community Health Centre staff with the information and tools they need to successfully support and promote the NFF Project

Providing communities with an opportunity to engage and share their strategies to addressing their communities needs

Facilitate the development of community leaders by identifying “Community Champions”

Formalize linkages and partnerships between communities that will benefit from involvement with the project and identifying 2 new Communities to be engaged.

Organize a series of Community Information Session, meetings, focus groups and forums as a platform for information exchange to close the knowledge and experience gaps between marginalized refugee/immigrant communities in Hamilton.

The Desired Situation

Participants from all communities will take an active interest in the NFF Project and attend the information sessions and symposiums. The creation of language and culturally appropriate materials. An effective and appropriate outreach to communities who are often excluded.

Identify and invite Community Champions from each community to join the project.

Documented best practices and documentation of feedback, related to raising the awareness of the warning signs of woman abuse and promoting healthy families and communities in marginalized immigrant and refugee communities.

Vital Factors

To be successful the Neighbours, Friends and Families Immigrant and Refugee Communities Hamilton Project requires:

- Positive attitude and a feeling of ownership by all staff and community members

- Respectful and culturally appropriate outreach to communities who are often marginalized and excluded in Hamilton.
- Emphasis on involvement from all communities, with particular focus on attracting communities who are not connected.
- Effective outreach and advertising to make information about the project available in language and culturally appropriate ways throughout Hamilton and area
- Increased internal communication about the reasons for this project so that staff members can use common language when speaking of the project
- Communities not accustomed to any engagement or without community linkages in Hamilton having this opportunity to meet and engage. The outreach style is vital in encouraging participation and interest.

Key strategic issues

Internal

To enlist staff support and build enthusiasm by making the project easy to understand and simple to administer

Creating language and culturally appropriate outreach material that is inviting and interesting to several different communities

Selecting appropriate dates, times and locations for meetings, focus groups, information sessions and forums

External

Encouraging community participation and enthusiasm for the project

To create appealing, timely, effective outreach tools

Emphasize the value of establishing cross community connections assessing collective skills and knowledge to build community capacity

Develop an effective culturally and language appropriate method of sharing the best practices and feedback of the project.

Communities:

Northern and Southern Sudanese Community

Roma minority from Czech and Hungary and Slovakia

Other New immigrants and refugees Communities in Hamilton – 2 specifically identified during the project.

Tools:

Ethnic Newspapers, Newsletters bulletins, Flyers at schools, community organizations, religious institutes, ESL classes, Radio and Television, News announcements, public service announcements, cable television announcements, Queen and Oxford Street building, 125 Wellington, Early Years Centres, 151 John Street, meetings and information sessions with community members, health promotion information sessions for men and women, focus groups, Sudanese community website, Roma Community newsletters, Posting on other association websites and at events.

Positive Messages:

It's an opportunity to connect with people who are living the same experiences as you!

It's a great learning opportunity!

Healthy Relationships lead to Healthier Communities!

Everyone has a responsibility to end woman abuse

The opportunity to get involved is right in your neighbourhood! It gives you new ideas for great things to do!

It's for everyone

Know the warning signs of woman abuse! It everyone's responsibility

It's interesting and informative

It's valuable, and relevant to your life!

Let's talk about being healthy and having healthy families, communities

To help enrich your life, build new skills, meet new friends, learn new things, meet your neighbours, learn about Canada

Beneficial to the whole community!

Faith Based and Cultural Community Organizing

Faith Based and Cultural Community Organizing is not a new concept. Groundbreaking social change has resulted from it. In the USA it has been recently reported that a congregation near Chicago worked with other faith based groups to shut down a gun supplier in their

neighbourhood. Another congregation in Ohio raised \$1 million to help expand a local community health centre so that it could serve more people in their community. These movements are not limited to any particular cultural or faith base in fact many of these movements are interfaith. Groups of people getting together to affect change. Community organizing works to empower people to change and hold accountable those institutions and systems. The NFF project worked on engaging the local mosque and successfully outreached to members and the Imam of the mosque. The project staff met with the Imam the following are highlights of this meeting as well as a faith leaders package which was developed by the team to share with the Imam and other faith leaders who may want to be involved in NFF. The team hoped that the tool would be able to be adapted for all faithbased and cultural communities.

Highlights of Meeting With Imam

The NFF Project Team's Cultural Facilitator met with the Imam of the Downtown Hamilton Mosque as part of the faithbased community organizing for the NFF Project. Early on in the project Cultural Facilitators did their outreach at the local Mosque and had the opportunity to hear this particular Imam call the parishioners to action to end domestic violence. The project team explained the concepts of the Neighbours, Friends and Families Campaign. The goals and objective of the project and approaches and the importance of faith based and culturally based organizing within the Campaign. Highlight that everyone indeed does have a role to play in raising the awareness of domestic violence. The Imam shared what faith leaders are doing to contribute to ending violence against women and a series of lectures planned about ending abuse given from an Islamic perspective. They discussed the barriers and challenges of ending woman abuse and the importance of involving the whole family and community. The Cultural Facilitator shared information about some of the project activities including Healthy Ramadan and EID Away from Home. At the end he shared with the facilitator that he planned to continue the work he has been doing with other faith leaders in Hamilton. Shortly after this meeting there was a Muslim community "call to action" to end woman abuse.

An outcome from this meeting was the Cultural Facilitator was able to attend the Mosques Open House event. This annual event gives the opportunity for everyone in neighbourhoods to come and see what their local mosque is doing. During this event the Imam again spoke about ending woman abuse. Iterating that Islam believes in respecting women and promotes healthy relationships.

Faith Leaders Information Package

We believe that religious leaders in the community have the potential to assist families in ending domestic violence. Which our Mosques in Hamilton are part of them and also based on the results from a study for the Arab-American Action Network in Illinois³ we would like to present to you some suggestions on how Imams and Mosques can play an important role in reducing violence against women and children:

1. One Imam said "every year during Friday prayer we do touch base on this issue, we start by saying this domestic violence is prohibited in Islam, and the Prophet never disrespected his wife or children. We also interpret the text which might be

³ An investigation into the social context of domestic violence in the Arab/ Muslim American community: Identifying best practices for successful prevention and intervention – Louise Cainkar, PHD., and Sandra Del Toro M.P.P.A 2010

misinterpreted in Islam. It is necessary for us to clarify the teaching and say that this behaviour is Islamically unacceptable”

2. Religious leaders said they hold marriage preparation seminars so couples can plan for their union and understand the responsibilities of marital partnership.
3. Some mosques in US sponsored events focused on domestic violence involving community-based organizations in order to raise the awareness of domestic violence.
4. Imams and sheiks described the ways they become involved once a domestic violence issue has surfaced, “they recruit donations in the form of food, clothing, housing or emergency financial support for those families who are in economic need.
5. Some mosques have developed ways to respond to domestic violence on an ongoing basis. One religious leader said they capitalized on their large volunteer base to develop a help line for families experiencing domestic violence. They had a toll free number available for families seeking social services operated by six individuals who graduated from 40 hour domestic violence training. The calls are rotated among the volunteers on a weekly basis. Volunteers screen the calls to assess the problem and obtain help through a network of referrals to local community organizations.
6. Muslim leaders can work with organizations to provide domestic survivors with support, including counselling, meditation.



The Muslim Wheel of Domestic Violence

The Muslim Wheel of Domestic Violence was developed by Dr. Sharifa Alkhateeb. It conveys some of the ways religion can be distorted to justify abuse against women and children in the family context. It is an adaptation of the Power and Control Wheel developed by the Domestic Abuse Project of Duluth, Minnesota.

The Muslim Wheel of Domestic Violence

Using Isolation

- husband says that as the "qawwamun" (manager) of his wife, he has the God-given right to control her every movement, who she sees and talks to, what she thinks, what she reads
- wives are made to get permission to use the telephone, go grocery shopping, visit parents
- even if marriage contract gives her full mobility, husband ignores it

Minimizing, Denying, Blaming

- directing children to lie about/trivializing the abuse
- denying the abuse by calling it "discipline"
- saying the wife caused the abuse
- tells wife that divulging episodes of abuse equals violation of her Islamic responsibility to respect her husband's privacy and God will condemn her for it

Using Children

- children told they are being beaten to prevent becoming too "American"
- father threatens to get custody from Islamic court, send children overseas, marry them off young or kidnap them
- children's trauma symptoms used as excuse to batter wife
- father encourages children to insult, disrespect mother
- husband says he has to abuse mother to stop child abuse

Using Male Privilege

- husband's dominance and inflexibility extolled as Qu'ranically mandated requiring obedience in all matters
- wife's opinions, aspirations, plans considered as "Western" and un-Islamic
- children verbally/physically abused as "right" of Muslim father
- wife encouraged to fear husband
- repeats bogus Hadith [religious text] about women bowing to men

Using Economic Abuse

- refusing to allow wife to get education or training
- refusing to let her get a job
- demanding she quit a job
- taking her entire paycheck while Islam allows her to keep it all

- hiding family income

Using Coercion and Threats

- threatening to marry another wife
- threatening "God-ordained" wife beating (Qu'ran 4:34)
- threatening to leave her without money
- threatening to spread the word that she is an adulteress
- making her drop charges to preserve extended family's reputation

Using Intimidation

- grossly dirtying her kitchen several times a day
- having the local Imam [clergyman] tell the wife that the abuse is her fault
- customs are disguised as religion
- hiding/destroying important documents
- taking all her jewelry and selling it
- apologizing to others for her disobedience
- collecting, displaying weapons
- stalking

Using Emotional Abuse

- belittling/calling wife unfit Muslim mother
- making fun of her inadequate Islamic knowledge
- calling her names/calling her crazy
- making her believe she is incapable of directing her own life
- telling abused women they must be quiet, docile, obedient to uphold family honor
- lying to her extended family in letters
- saying her lovemaking is inferior to Americans



This wheel demonstrates the ideal response of community faith leaders to domestic violence.

UNITED TO END DOMESTIC VIOLENCE

Adapted with permission from the "Power & Control and Equality Wheels," developed by Domestic Abuse Intervention Project, Duluth, MN.

Provided by:  Kansas Coalition Against Sexual and Domestic Violence
 220 SW 33rd Street • Topeka, KS 66611
 785-232-9784 • FAX: 785-266-1874 • E-Mail: coalition@kcsadv.org

Linguistic Competence as a Best Practice

Best practice in the provision of quality health care to diverse populations has evolved beyond simply the provision of language access to organizational capacity for linguistic competence. Hamilton Urban Core Community Health Centre has a Cultural Interpretation program which aims to build the capacity of the organization and the community members we serve by being able to effectively communicate with individuals and community groups in the most cultural and linguistically appropriate ways.

As such we provide interpretation and translation to facilitate access to programs and services. We also recognize that this approach is not limited to the translation of materials but is also routed in our organizational policies, structures, practices and procedures.

The Neighbours, Friends and Families Campaign has translated brochures to reach several language and cultural groups. In this project the team was able to hold focus groups and participants were able to give feedback about the Arabic NFF brochures. The following is a summary of the responses regarding these brochures.

Feedback On Arabic NFF Brochures:

1. In the title (Neighbours, Friends and Families Campaign) it is better to use the word "Campaign" before "Neighbors, Friends and Families" in Arabic saying "Neighbors, Friends and Families" alone, makes the sentence and meaning of the sentence look incomplete.
2. Most of information at the purple flyer (how to identify and help Women at risk of abuse) and the yellow one (how to talk to Men who are abusive) are repetitive. Put specific information for intended audiences or use one brochure if it is the same information.
3. Having three flyers when talking with other women about woman abuse issue is not practical. These flyers must be written in more effective formal Arabic instead of long, detailed sentences.
4. Pink and white are good colours as they are often used for women in many Arabic speaking countries.
5. Number the brochure pages
6. Use pictures on the brochures not just text such as women and children, flower resembling hope and brightness life
7. There are some phrases that have been translated which could be taken in offense. They are: "he puts her down", "women with disability", "Don't get in the middle of an assault" the translation is: **"place her down"**, **"women with block"** and **"not to position when attacked place"**
8. Titles for each section in different color might be helpful because there is so much information

9. Translate meaning by meaning not word by word.
10. You can't add or take away any word to/from the sentences
11. You as a translator, you have to be honest. You cannot filter the message for example if there is an insult it has to be translated.
12. "Warning signs of abuse" – *should be translated in formal Arabic language*

The purple brochure" how to identify and help women at risk of abuse"

“He does all talking and dominates the conversation”	In the Arabic translation means “ <u>Says the talk and there is dialogue</u> ”
“Check up on her all the time, even at work”	In Arabic the translation means “ <u>Look behind her constantly</u> ” Also in English if the word didn't finish and the line ended you put (-)hyphenated and continue the rest of the letter on the second line, but in Arabic you can't do that like the word “ constantly ” because it will be like two different words which it doesn't make sense
“Tries to suggest he is the victim and acts depressed”	In Arabic it means “ <u>Trying to guess he is the victim of depression and works</u> ”
“Tries to keep her away from you”	In Arabic the translation means “He is trying to <u>be kept</u> far away from you” again word by word which makes the reader even more confuse and ask “be kept away from” who?
“Acts as if he owns her”	In Arabic the translation means “ <u>Acting as if he owned</u> ”
“Lies to make himself look good or exaggerates his good qualities”	In Arabic the translation means “Lies in order to <u>appear to a human being good or exaggerate in describing</u> ”
“She is nervous talking when he's there”	In Arabic the translation means “She is nervous <u>about the speech during his</u> ”

(a) "The danger may be greater if": with their details – *there is mistake in the translation & need more clarifications as below*

<p>"He has access to her and her children"</p>	<p>In Arabic the translation means "<u>It can access</u> and to her children"</p>
<p>"He has a history of abuse with her or others"</p>	<p>In Arabic the translation means "He is a past domestic violence against women <u>with them or with others</u>"</p>
<p>"He has threatens to harm or kill her if she leaves him, he says "if I cant have you, no one will"</p> <p>"He threatens to harm her children, her pets or her property"</p>	<p>In Arabic the translation means "He has threatens to harm or kill her if she leaves him, <u>that will never be me you are not one to another</u>"</p> <p>Not all the words in the sentence have been translated they missed "<i>her pets</i>"</p>
<p>"He has hit her, chocked her"</p>	<p>In Arabic the translation means "<u>He is a hit</u> or tried to strangle her"</p> <p>If you read this sentence you understand that he "the abuser" did it once (He hit her) which is grammar mistake because it translated it in past from not the present perfect form to show the continuation of the action</p>
<p>"She fears for her life and for her children's safety or she cant see her risk"</p>	<p>In Arabic the translation means "she is afraid for her life & the security of their(<u>her</u>) children or <u>they</u>(<u>she</u>) cannot see the <u>danger that</u>(<u>might</u>) <u>harm</u>(<u>her</u>) <u>In my opinion this sentence is fine</u></p>
<p>She is in a custody battle or has children from a previous relationship</p>	<p>In Arabic the translation means "<u>are in dispute over or children</u></p>
<p>"She is involved in another relationship"</p>	<p>In Arabic the translation means "<u>the other is in a relationship</u> (<u>she is in another relationship</u>) missing a word "involved" Arabic Prepositions have different rules they can't be translated as same as English it has to be by the meaning of the whole sentence not word by word, which end up</p>

	not as same meaning as English.
“He blames her for ruining his life”	In Arabic the translation means “He is <u>blaming the destruction</u> of his life

- (b) “Ways to support her” section - *should be translated in formal Arabic language (slang language)*
- In the Arabic translation, all points in this section focused only on women to offer help to the abused woman, while in the English flyer both women and men can offer the help to her.
 - One of points in this section “Talk to her about what you see and assure her that you are concerned. Tell her you believe her and that it is not her fault”, the Arabic translation means “Talk to (her) them about what you see and have confirmed to her that you are interested in. Tell her you believe that what happens (happening) is not (her mistake.) it down.

- (c) “Points of concern and points to consider” section- *should be translated in formal Arabic language (The Arabic language has hundreds different dialects if not more. Each Arabic speaking community has its own way of reading the message. So not every community understands dialects from other communities. Also some finding “formal language” is not for every individual it meant only for people with high educational level. Even those people do not use it in day to day communication.)*
- In the Arabic translation, all points in this section focused only on women to offer help to the abused woman, while in the English flyer both women and men can offer the help to her.
 - The title of section “Overcoming your hesitation to help” have been translated (*in correctly*) in inappropriate Arabic sentence, which means “Hesitating to help overcome the”

If she denies the abuse: the translation was (In case she refuses the Domestic violence)

- Try to understand why she might be having difficulty getting help. She may feel ashamed. *Not all the sentence been translated they left the word “Ashamed” which made incomplete meaning in the Arabic translation.*

The blue flyer "safety planning for women who are abused"

- (d) “Getting ready to leave” section with their notes - *should be translated in formal Arabic language*, which means that;
- “Getting ready to leave” In the Arabic translation means “Ready to leave the house”. I believe that the two meaning do not match the purpose of the title which represent the steps that should followed by any abused women planning to leave her house or her partner.
 - The point “if you can’t keep these things stored in your home for fear your partner will find them; in the Arabic translation means “**if it is not in as you can to keep these things in your home out of fear that your partner finds**”, also in the same point; “your local women shelter will also keep them for you” in the Arabic translation means “**you can also keep them at the local women’s refugee which tracks your status**”. Both of these points have been translated in wrong way.
 - In the point “Remember to clear your phone of the last number you called you to avoid his utilizing redial. In the Arabic translation means “Remember that from the phone memory **empty another number calling you to avoid having to redial using the button**” another wrong translation.
- (e) Leaving the abuser section with their notes - *should be translated in formal Arabic language* , include the following:
- Title “Leaving the abuser” have been translated in Arabic as means “**Leave the exercise of domestic violence against you**” (**Leave who is practicing the domestic violence against you**)
 - “Contact your local women’s shelter, in this Arabic translation means “**Call the shelter to your local women**”
- (f) “After Leaving” section with their notes:
- “Here are some actions you should take after you or your partner has left the relationship” have been translated to Arabic Language which means “Here are some of the measures that must be taken after **you sever the relationship by you or by your partner**”
 - “Consider applying for a restraining order or peace bond that may help keep your partner away from you and your children” have been translated to Arabic Language which means “**Intellectual progress of the request asked for a restraining you or pledge not to breach the system and that may be useful to remain in your partner away from you and your children**”

The yellow flyer "how to talk to men who are abusive"

- (a) Most of the information in this flyer is a repetition of the purple one, so is better to delete one of them
- (b) There is a repetition in the two information sections at the second page and last page so is better to remove one of them
- (c) The section of "Here is what you can do when you recognize the warning signs of abuse" notes can be translated in better formal Arabic language, which means the following:
 - In the point "Approach him when he is calm", have been translated to Arabic Language, where it means "Against him when he is calm" (Directed to him when he is calm)
 - In the point "Be direct and clear about what you have seen", have been translated to Arabic Language, where it means "Be direct and clear connection with what Wright"
 - In the point "Tell him that his behavior is his responsibility. Avoid making judgmental comments about him as a person. Don't validate his attempts to blame others for his behavior. Have been translated to Arabic Language, where it means; "Tell him that he is responsible for his actions. Avoid expressing a personal observation by the condemnation of his. Does not endorse the attempts to blame his behavior on others.

Note: There are a lot of spelling mistakes in the three Arabic flyers

Note: While I was going over the feedback I realized that there are some sentences' translations are fine in my opinion.

Evaluation Framework

An evaluation framework was developed for the evaluation of the Neighbours, Friends and Families Immigrant and Refugee Communities Project. The framework provides a structure for the appraisal of the project.

The success of the project was monitored and evaluated from two perspectives. The implementation of the project itself as well as the achievement of the project milestones were measured against specific project milestones and timelines that will be developed during the first stages of the project. Project milestones are directly connected to the evaluation framework of the project.

The difference/change that the project created was evaluated by gathering quantitative and qualitative information throughout the project. Baseline, measuring the level of knowledge and skills as reported by project participants was captured in the initial stages of the project. Individual sessions of the project were evaluated using pre and post evaluation approaches. Final project evaluation and its analysis was conducted in the last stages of the project. All evaluative information gathered throughout the life of the project was collated and is included in this report including a highlight of lessons learned and recommendations. Participants of the project were included in all stages of project planning implementation and evaluation, they will also be the first recipients to receive and provide feedback to the final project report. Some key points about the Evaluation Framework are as follows:

- The framework is based on the goals and objectives of the project
- The framework uses a qualitative approach that allows for plurality and diversity;
- It is crucial to assess and measure what is important rather than what is easy to measure;
- The framework identifies examples of measures, indicators and methods that signal whether elements and activities have been successfully achieved;
- Measuring impacts of public engagement is complex as they are often multi-layers and hard to assess;
- The framework develops potential indicators to provide proxies for impact - these indicators are evolving.

Monitoring and evaluation processes will collect evidence and inform an understanding of how these dimensions have been met. In order to do this a number of proxies for culture change have been developed in the form of potential indicators. These combine quantitative and qualitative measures to understand and capture the processes, outputs, outcomes and impacts of the program and projects. It is important to note that these criteria should be seen as an emergent, ever-evolving, open ended list.

Tools and Methods

Quantitative information gathered include:

Project participation levels,

of individuals participating in the project

of participants participating in individual sessions

of participants reporting changes in the levels of knowledge, skills or action readiness (as it relates to the project)

of different training/education/sessions/meetings taking place during the project.

Qualitative information gathered include:

- project evaluation forms
- informal discussion and participant's comments/feedback
- project coordinator, participants observation
- feedback from community partner agencies
- pre and post evaluation to measure the level of change in knowledge, skills, attitude

Framework is organized in two main sections Community Development Process Community Engagement and Impact – the outcomes of activities impact on community. Short term and medium term outcomes. The project length was too short to evaluate the long term outcomes.

Graphic included instead this chart but don't know how to minimize original logic model

Logic Model

Inputs	Outputs	Target Groups	Indicators	Outcome/Impacts	Evaluation

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Evaluation Summary Chart Outcomes

The Community Development Process:

Evaluation Questions	Indicators	Data Sources	Methodology
Did the NFF project build on existing strengths to increase capacity to raise the awareness of the warning signs of woman abuse?	Resources available at the time in the community Linkages established between NFF and these resources	Outreach plan Committee members	Content analysis Meeting minutes
Were there input processes that engaged communities in discussing the barriers and challenges of a successful woman abuse strategy and identification of available resources?	Description of input process Description of output process Description of how communities were engaged in the process	Logic Model Output reports (focus groups, Information sessions)	Content Analysis
Did the process result in practical and achievable goals?	Description of rationale for project goals	Goals statements Project action plan	Content analysis
Was there an increased level of awareness and understanding at the community level about Woman abuse?	Scope of participation (who came) Continuation of contact by community leaders and agencies in committee	Minutes from committee meetings Description of who attended workshops, focus groups, and events Evaluations forms	Content analysis Summary of evaluation
Was a common definition and vision from stakeholder groups on woman abuse developed?	Defined elements around the definition/ vision and commitment to NFF evident	Terms of Reference for NFF Committee	Content Analysis
Was there a vision that focused on the future and encompassed the breadth of woman abuse	Community Involvement (members, agencies, policy makers) Problem solving focus Improved knowledge Multisector framework to address woman abuse identification, barriers, services gaps etc.	Action plans Committee Members Trauma Informed Services Committee Anti-racism Training Workshop reports	Meeting Minutes Evaluation forms Content analysis
How did the community	# of agencies	Workshop reports	Content

have input into the NFF Project?	contacted # of Community members contacted # of participants in workshops, information sessions etc. Recommendations derived from community consultation activities	Committee reports Tracking form	analysis
How were stakeholders involved and encouraged?	# of responses to the evaluations in meetings	Workshop reports	Content analysis
How were the NFF materials used?	Degree of use Revisions and adaptations	PowerPoint's Session handouts Tracking form	Content analysis
How were recommendations developed and prioritized?	Links to goals and visions Links to community consultations Priorities established	NFF Report	Content analysis
Were the recommendations integrated into existing services areas or approaches	Links established to supports for Abused Women	Trauma informed services committee Woman abuse working group Women's lives in women's hands event	Content analysis
Did the community development process engage and empower people at a number of levels?	# and type of consultations with community # of agencies contacted # of individuals providing input # of agencies providing input Community input reflected in the final recommendation	NFF Report Focus Group reports Committee meetings Recommendations	Content analysis
Design of culturally appropriate information to raise the awareness of warning signs of woman abuse			
Were pamphlets and other materials distributed? Was the pamphlet content appropriate for target audience	# of pamphlets distributed # of DVDs distributed # of NFF flyers distributed # of safety cards	Focus group on Arabic materials Tracking chart	Content analysis Focus group

	distributed Pamphlets analyzed for cultural appropriateness Consistent message delivered to target audience		
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Workplan outcomes chart and summary

Lessons Learned

Volunteers – Retaining Volunteers – realities

Engaging Men

We do not think that men are naturally violent and we don't think that men are bad; however we do think all men have roles and responsibilities in ending violence against women. The majority of men are not physically violent. Researchers tell us many past cultures had little or no violence.

At the same time, we do think that some men have learned to express their anger or insecurity through violence. Far too many men have come to believe that violence against a woman, child or another man is an acceptable way to control another person, especially an intimate partner. By remaining silent about these things, we allow other men to poison our work, schools and homes.

The good news is that more and more men and boys want to make a difference. Caring men are tired of the sexism that hurts the women around them. Caring men are also concerned with the impact of this violence on the lives of men and boys. Sudanese men are one of those men who are caring about ending women abuse in all its forms, but sometime they don't know what to do? And from where they should start? They also don't know how to change the stereotype that thinks of men as a massive monster who wants to eradicate the world. Many campaigns and organizations, they are only caring about providing resources and different types of workshops, session and seminars for women trying to put all the these puzzles together to figure out the best solutions for ending women abuse, with out them thinking of their cultural background and also are forgetting about the second main part of this equation is the man.

Overcoming Silence (that people actually talked and participated)

Expanding Networks

Linkages with other organizations:

Miag is one of the 9 NFF project agencies with which there was information exchange about support systems for women and project updates and comparisons.

Downtown Hamilton Mosque met with the Imam and other leaders to share the message of NFF and garner community support and participation in the project.

Mental Health, Addictions and Violence Against Women Steering Committee *connected to the Ontario Woman Abuse Screening Project* serving as tri-chair of this Steering Committee.

Children's Aid Society engagement resulted in a new NFF Committee member representing the local Children's Aid Society.

Neighbour to Neighbour Family Centre is an information sharing linkage about their programs and services

Woman Kind Addictions Services is a supportive networking linkage to facilitate client access to services.

Summarize

Neighbours Friends and Families Immigrant and Refugee Communities Hamilton Campaign

Hamilton Urban Core Community Healthy Center

Sudanese Healthy Family Tea Report

Background:

This report is submitted after a custom session to the Sudanese Community in Hamilton, Ontario; named “**Sudanese Healthy Family Tea**” at Hamilton Urban Core Community Centre as part of the NFF initiative, on Thursday April 26, 2012. After flyers had been made in both version English and Arabic and distributed to the whole community in Hamilton by e-mail, fax, and also have been posted at the center (HUCCHC), Sudanese Community House, and Sudanese League of Hamilton website (www.sloh.ca).

The session started at 6:00 PM after a distribution of a complete folder which included a copy of the power point presentation, Urban Core flyers, Neighbour, Friends & Families Brochures in Arabic & English, a list of places where to get help in Hamilton and NFF evaluation form were all been included in the package. A light healthy snack, tea and Sudanese coffee were provided in the session. Then the NFF facilitator Omselama Abdul Sied with the present of the NFF Coordinator Nadine Favics welcomed the participants in both Arabic and English, where we got immediate response from the participants that they preferred the facilitator to speak to them their own dialect since the facilitator from same community. A cording to the participants request the presentation was delivered in Arabic even though it was written in English.

It is well understood that a Safe Community is one of the reflecting passion and commitment of its people who dream of a community that is free of women abuse & domestic violence and who challenge to commit to do something tangible to realize that dream.

The objective of this session is informing the Sudanese community about NFF and how to address the problem of the woman abuse and domestic violence in our community or if we see it done in front of our eyes what to do?

What skills are we expecting the participant to acquire?

“Understanding the definition of healthy family, characteristic of healthy family, and what are the determinants of healthy families, what are the warning signs of women abuse, where to get help and what is the Neighbours, Friends and Families campaign and why Urban Core Community Health Centre support this initiative” are the topics had been discussed.

A healthy community puts people and processes in place to ensure that a blend of strategic activities and community involvement will have a significant impact on people’s lives. It is a community that does more than it desire. It is a community that has created the capacity to address its domestic violence and women abuse and challenges in a thoughtful and practical way. A designated safe community is one which believes that a safe life is a basic need.

Comments and suggestions

The attendance registered their names and contact information on the log sheet for further communication process. They also mentioned that it was so delightful to have such a session that talks and cares about their family issues, since they all believe that this is a sensitive topic which needs a facilitator or presenter who is aware of their own needs and understand their culture very well. Also by allowing them to discuss their issues freely and in a safe environment with out them feeling worried of making mistakes or saying something that might be interpreted differently since each and every community has their own way of understanding and dealing with Women Abuse and domestic violence. Nevertheless, many participants found that the evaluation form was a little bit confusing when it comes to “My level of agreement *after* the presentation today and *before* because in most of the time before comes first then after, that why some people made some mistake thinking of the first column as before the session, but I got to explain that and then everyone was okay.

The participants’ suggestions were as follows:-

1. Have a meeting like this every two months.
2. E-mails exchange about information sessions, community etc.
3. Stress management and anger management for Sudanese only.
4. Services for men.
5. How to manage teenagers
6. More session about different programs.

To sum up, all participants were so pleased to attend such a session that remind and educated them about the benefit of the healthy family not only from the individuals’ perspective but from the community as a whole. Also they all were excited and

appreciated the HUCCHC as the only non-profit organization in the city that care and address the needs of different communities.

Hamilton Urban Core Community Health Centre

SESSION EVALUATION	 Neighbours, Friends and Families Immigrant and Refugee Communities SUDANESE HEALTHY FAMILY TEA SESSION
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Results of the evaluation from 16 Participants:

Questions	Strongly agree	Agree	Neutral	Disagree	Agree
MY LEVEL OF AGREEMENT AFTER THE PRESENTATION TODAY IS....					
BEFORE THE PRESENTATION TODAY I WOULD HAVE ANSWERED					
I feel better prepared to identify warning signs and risk factors of women abuse/domestic violence	A: 44% B: 6%	A: 56% B: 19%	B: 56%	B: 6%	B: 13%
I feel better prepared to respond to a friend or family member that I know or suspect is experiencing women abuse/domestic violence	A: 50%	A: 50% B: 25%	B: 56%	B: 13%	B: 6%
I feel better prepared to provide referrals and support to a friend or family member experiencing women abuse/domestic violence	A: 63%	A: 38% B:	B: 69%	B: 6%	B: 6%

Neighbours, Friends and Families Immigrant and Refugee Communities Campaign | 5/17/2012

		19%			
I see the value in having the NFF information provided to my community	A: 50%	A: 44% B: 19%	A: 6% B: 63%	B: 6%	B: 13%
How would you rate your facilitator(s)/ presenter(s) in general? (There are three forms without response on this section).	1 Excellent 63%	2 18%	3 Average	4	5 Poor

Other Communities – Chinese, Women’s conference, Muslim/ faith leaders – explain

Conclusion

Recommendations:

- Expanding this campaign must be financially resourced. Initiatives targeting diverse communities are often second thought and are therefore dramatically under resourced and not priority for many funding bodies. If there is a true commitment to launching a successful campaign to diverse communities it must be illustrated in the allocation of a budget.
- There are other important factors in ensuring the sustainability of the campaign. The involvement of diverse communities is key. They must be the leaders and driving force of the campaign. Without them there is no result. Other recommendations are listed below.
- Relationships with the communities must be established and maintained. Information and resources should be shared.
- There should be mutual respect and recognition of the expertise and knowledge the communities have. There must be recognition and respect cultural differences in expressing opinions and in the decision making process.

- Meetings must be flexible and recognize the realities of the Community Leaders and participants.
- Community members participating in focus groups or any research must be compensated. Results of any research must be shared back with the communities.
- Meetings with the communities should be held in the communities we aim to reach.
- Meetings must be culturally sensitive even in the level of formality and the refreshments served and the provision of childminding.
- Translation and interpretation is key and is not just a bonus. It is essential to truly involving and outreaching to diverse communities.
- Woman abuse, cultural competence, and anti-racism training must be undertaken

Appendices:

Surveys
Meeting notes?
Handouts?
Powerpoints?