

Translating Needs to Clinical Service

An Innovative Care Model for Refugee Newcomers in Waterloo Region

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BACKGROUND

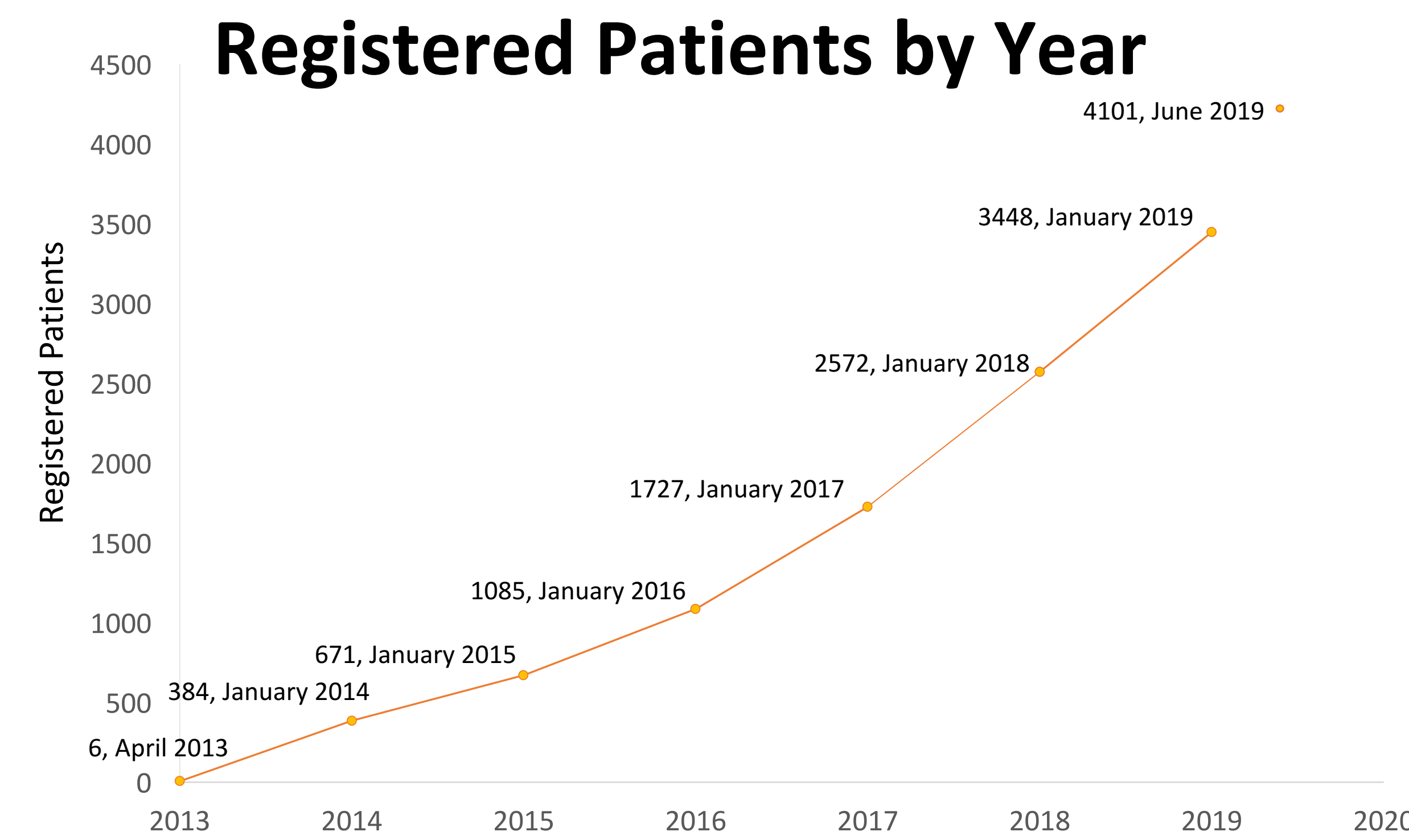
- Waterloo Region has long been a 'landing spot' for immigrants and refugees coming to Canada
- From January 2015 - March 2019, IRCC landing data shows that 3875 resettled refugees landed in Waterloo Region; this figure does not account for refugee claimants or secondary migration
- Before 2013, there was an identified gap in longitudinal primary health resources specifically dedicated to the unique needs of refugees

METHODOLOGY

- In 2013, Sanctuary Refugee Health Centre was created to fill this void
- Needs assessments based on patient demographics have guided subsequent clinic expansion and program development, customized to the particular demands of the local refugee newcomer population
- All patients are seen, regardless of status or coverage

Statistics accurate as of June 1, 2019.

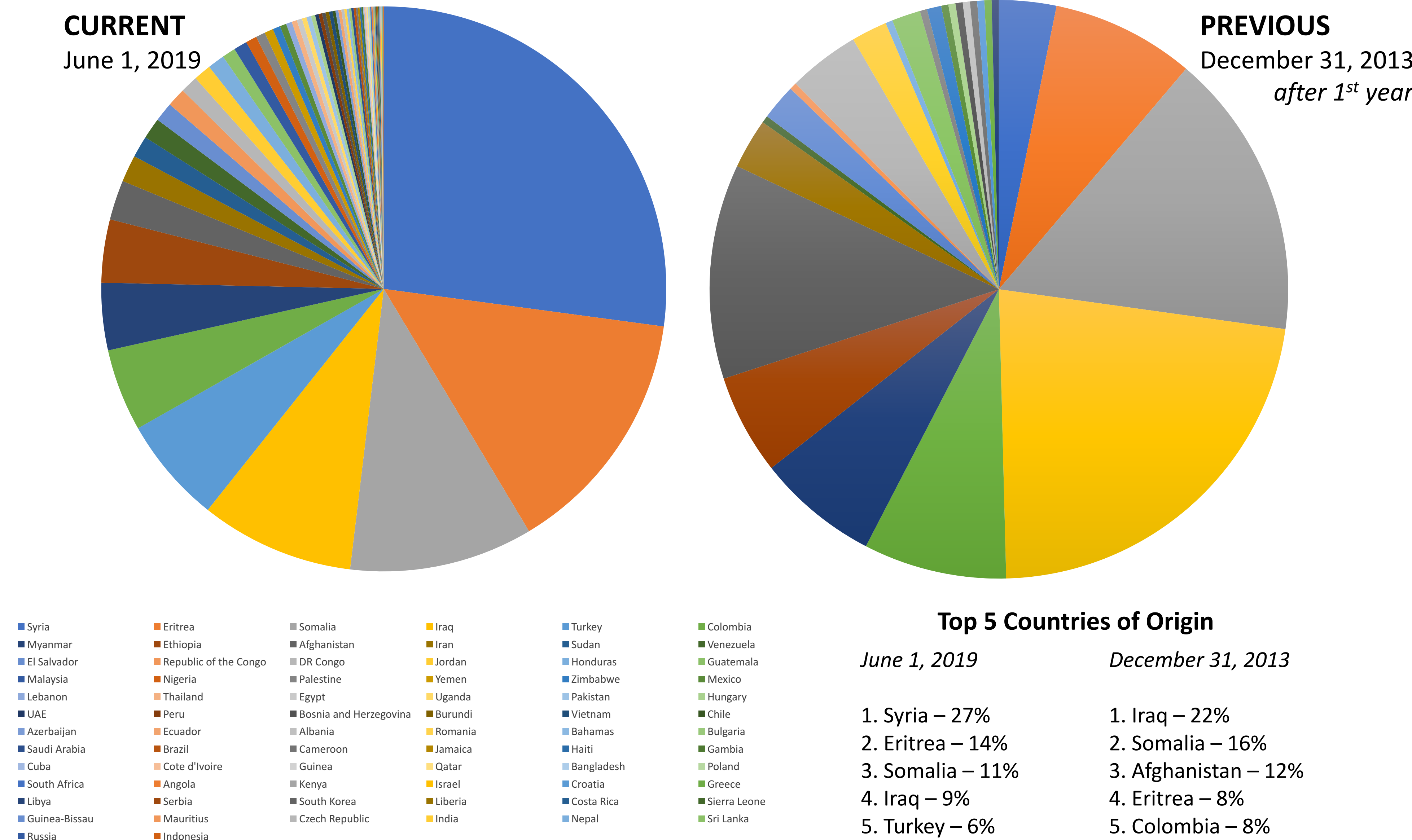
RESULTS & OUTCOMES



- Sanctuary currently provides care for 4101 registered patients (a growth of 19.8% since January 2019), with more than 600 individuals on the waiting list

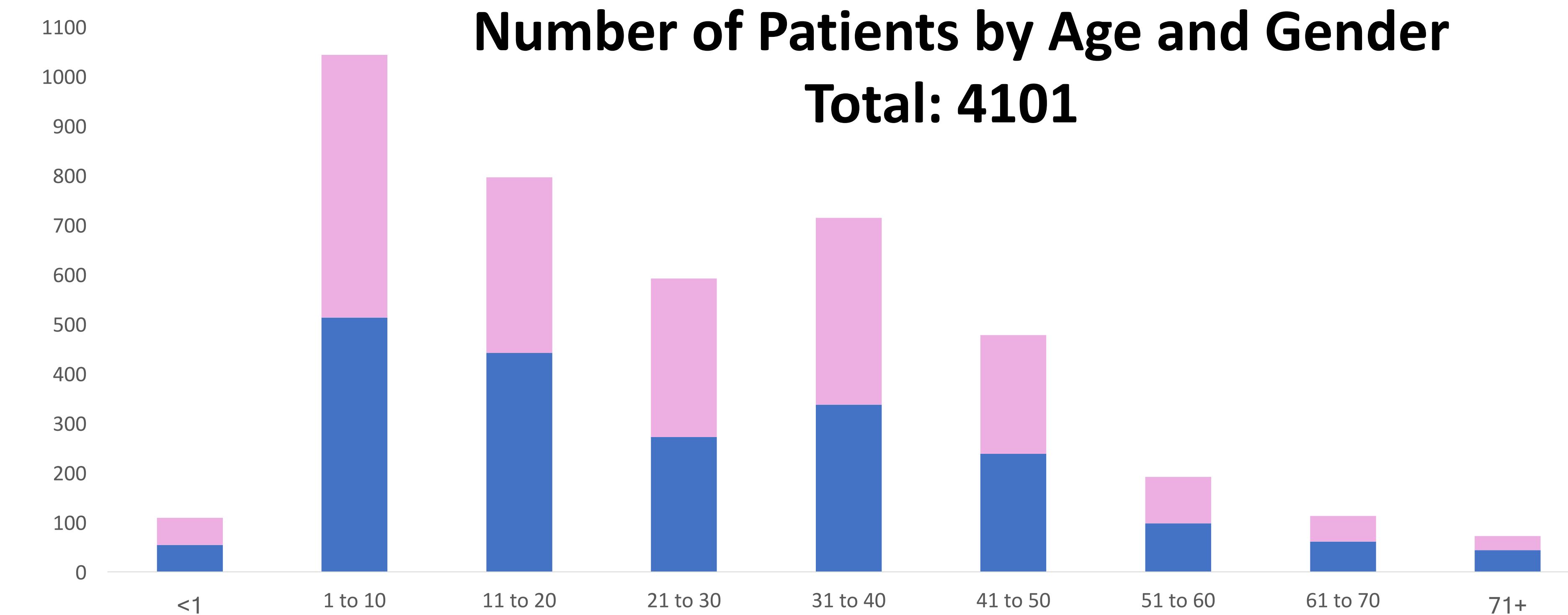
- Sanctuary's patients identify 74 different countries of origin and over 30 different first languages, the most common of which are Arabic, Tigrinya, Somali, Spanish, and Turkish
- The majority of patients come from settings with a high burden of tuberculosis (high burden countries, refugee camps, etc.)

Country of Origin Breakdown



- Sanctuary's patient population is young – 47.5% are under 20, compared to 23% of Ontario's population; and only 3.1% is 65+, compared to 16.7% of Ontario's population

- Half of our female population (55%) is of child-bearing age



- These demographics have fueled the expansion of services provided at the clinic, including:
 - a full immunization program
 - on-site and over-the-phone medical interpretation
 - comprehensive prenatal and postnatal care
 - formal TB screening
 - in-house resettlement support

- All children's and adults' vaccinations are reviewed, and approximately 200 vaccinations are administered monthly
- Culture- and language-sensitive obstetrical care provided on site for 114 pregnancies in 2018

CONCLUSIONS

- Sanctuary seeks to be an inclusive primary care destination, tailoring its care not only to refugees, but to the *particular demographic constituents* of the local newcomer population
- Ongoing innovation is prioritized in order to maintain customized, truly 'patient-centred' care