

Translating Needs to Clinical Service

An Innovative Care Model for Refugee Newcomers in Waterloo Region

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BACKGROUND

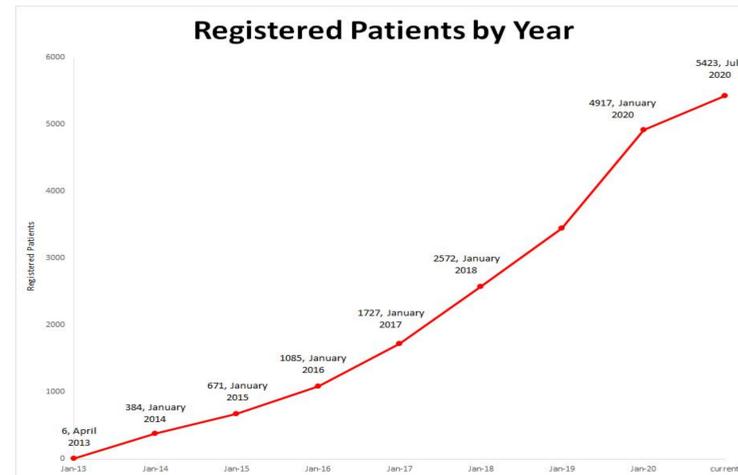
- Waterloo Region has long been a 'landing spot' for immigrants and refugees coming to Canada
- From January 2015 - **May 2020**, IRCC landing data shows that **4625** resettled refugees landed in Waterloo Region; this figure does not account for refugee claimants or secondary migration
- Before 2013, 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 **July 17, 2020**.

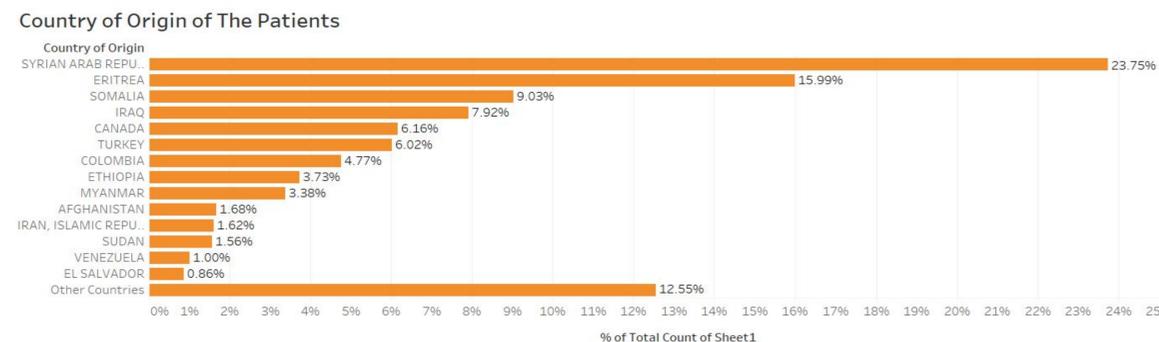
RESULTS & OUTCOMES



- Sanctuary currently provides care for **5423** registered patients (a growth of **57.1%** since January 2019), with more than **1400** individuals on the waiting list

- Sanctuary's patients identify **85** different countries of origin and over **63** different first languages, the most common of which are Arabic, Tigrinya, Spanish, Somali, and Turkish
- The majority of patients come from settings with a high burden of tuberculosis (high burden countries, refugee camps, etc.)

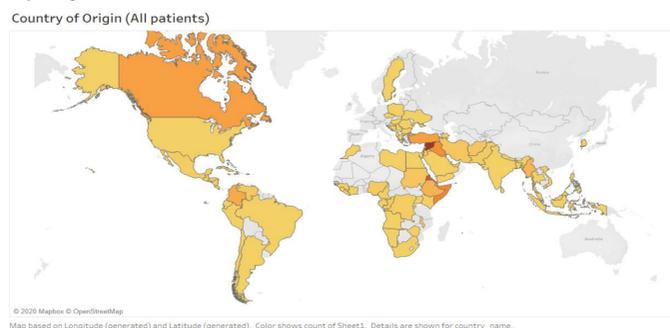
Country of Origin Breakdown



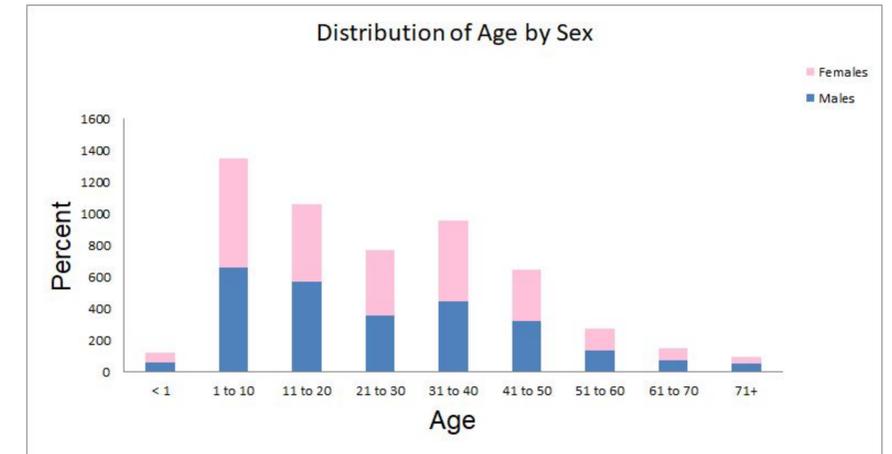
COMPARISON

Top 5 Countries of Origin

July 17, 2020	December 31, 2013
1. Syria – 24%	1. Iraq – 22%
2. Eritrea – 16%	2. Somalia – 16%
3. Somalia – 9%	3. Afghanistan – 12%
4. Iraq – 8%	4. Eritrea – 8%
5. Turkey – 6%	5. Colombia – 8%



- Sanctuary's patient population is young – **50%** are under 20, compared to **31%** of Ontario's population; and only **3.3%** is 65+, compared to **17%** of Ontario's population
- Half of our female population (**59.3%**) 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 **more than 200** pregnancies and **141 new babies** in 2019
- More than 300 pregnancies and 225 babies are expected in 2020**

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