



## Newcomer Mental Health & Well-being Program

*Aligning Mental Health Services for Refugees and Persons with Protected Status*

### Promise of Partnership

The Newcomer Mental Health Program is a Carizon Family and Community Services program funded by Immigration, Refugee and Citizenship Canada (IRCC). Our immediate aims are to provide mental health support to newcomers, to increase their understanding of mental health and well-being, facilitate direct access to community services, and to support building capacity of community partners and the larger community to meet the mental health needs of newcomers in our region.

#### Clinical & Consultation Services

Individual and Group Trauma Therapy, Groups Focused on Mental Health for all ages, and Mental Health Resource Consultation for refugees and their families. Our new Mental Health Consultation Service is provided within a circle of care with settlement workers and community partners and will consist of supportive counselling, coaching, and reassurance, and resource information will involve suggesting and helping participants to access mental health resources in the community such as therapy, psychiatry, and other mental health services, such as groups.

Once we are back to working in the community, service will take place at settlement service locations in Waterloo Region. In order to ensure a warm and successful transfer to mental health services, a Newcomer Mental Health Facilitator may also accompany consultation participants to their initial mental health service appointment to explain what is going to happen, and help ease their anxiety and. In the meantime, **consultation services are available virtually and over the phone**. To connect with this program or to learn more, please contact [promise@carizon.ca](mailto:promise@carizon.ca) or phone 519-743-6333.

#### Community Education & Outreach

Community education sessions for professionals and newcomers to increase community awareness of newcomer mental health needs, and to provide consultation for community partners & share best practice knowledge with local service providers. Outreach through drop-in programs in schools and other community settings for newcomers to meet with one of our Newcomer Mental Health Facilitators.



#### Program Activities

Mental Health Consultation for Refugees, Educational Presentations for Community Organizations and Newcomers, Individual Trauma Treatment, Group Trauma Programs, Mental Health Promotion Groups for all ages, Community and Family Events.

#### TO LEARN MORE ABOUT OUR

Newcomer Mental Health & Well-being Program

Contact: [promise@carizon.ca](mailto:promise@carizon.ca) or 519-743-6333

Funded by:

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Immigration, Refugees  
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Immigration, Réfugiés  
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