



# An environmental scan of culturally competent mental health services for newcomers in major Canadian municipalities

Prepared for  
ABRAR Trauma and Mental Health  
Services'

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# Executive Summary

The primary objective of this research project was to conduct an environmental scan to identify mental health services for newcomers to Canada. The information gathered will facilitate ABRAR Trauma and Mental Health Services' strategic shift toward non-profit incorporation, ultimately enhancing its ability to fulfill its mission of providing culturally competent mental health services to newcomer and immigrant populations. The research question that was addressed was: What culturally competent mental health care services are available for newcomers, refugees, and asylum seekers in major Canadian cities?

We conducted an environmental scan for culturally competent mental health services in Canada using an internet search and email correspondence with service providers and discovered 119 services providers offering 144 different programs, 86% of which operate under a non-profit model. From this scan, the research identified a diverse landscape of culturally competent mental health services across 22 major Canadian municipalities. Toronto/GTA emerged as a focal point with 53 service providers, emphasizing the need for targeted efforts in regions with fewer resources. Most service providers offered inclusive services, while specific subgroups, such as refugees and women, received focused attention. The delivery of interventions showcased adaptability, with a significant reliance on in-person and virtual platforms. The prevalence of 1-on-1 and group interventions, coupled with a range of therapeutic modalities, highlighted the service providers' commitment to tailoring services to individual and collective needs.

# Introduction

## Overview

This report has been prepared by Research Associates from the McMaster Research Shop in response to a request from ABRAR Trauma and Mental Health Services (ABRAR). ABRAR is an organization committed to delivering affordable, trauma-informed, arts-based, and culturally competent mental health support to diverse newcomers and immigrant populations. Currently, many of ABRAR's services are targeted to women and youth. The services are provided by professionals with lived experiences, emphasizing the creation of safe and comfortable environments. ABRAR values resonance with their community, respecting diversity, vulnerability, resilience, new ideas, and passion. Currently, the organization is considering a strategic shift toward non-profit incorporation to fulfill their mission, though they're uncertain about the scope (e.g., services provided) and scale (e.g., local vs. national) of their services. To inform decision-making, they sought to undertake a comprehensive environmental scan of other service providers doing this work. To facilitate this scan, ABRAR enlisted the help of Research Shop to gather essential insights and inform the organization's strategic direction. The research question for the environmental scan was:

**What culturally competent mental health care services are available for newcomers, refugees, and asylum seekers in major Canadian municipalities?**

## Background

### Mental health services

According to the [Centre for Addiction and Mental Health \(CAMH\)](#), in any given year, 1 in 5 Canadians experience mental illness, such as anxiety and depression. Mental health services consist of the assessment, diagnosis treatment and counselling of mental health issues (American Psychological Association). Mental health services also aim to prevent mental illness and strengthen mental health within communities. These services are provided by a variety of mental health professionals and service providers, such as trained counselors, psychiatrists, social workers and peer supporters. Such services are especially crucial for newcomers who often face unique challenges in adapting to a new cultural context, including language barriers and difficulty navigating unfamiliar systems. Culturally competent services not only bridge these gaps but also provide a supportive framework that respects and integrates diverse cultural nuances into mental health care.

## Culturally competent mental health services

Mental health services are important to newcomer populations (Sim et al., 2023). Newcomers may experience stressors prior to (e.g., civil war/conflict), during and after migration (e.g., adjusting to a new cultures/language, discrimination, etc.), which increases their risk of developing mental health issues (Ali, 2022). However, many mental health services often do not consider the unique cultural context of newcomer populations. For example, newcomers often come from diverse cultural backgrounds with unique values, norms, and beliefs about mental health, or may face language barriers that can hinder effective communication with mental health professionals. Culturally competent mental health services bridge the gap between diverse cultural backgrounds and mental health support needed by newcomers during the migration and resettlement process (Chin, 2000). Increasing the availability of culturally competent mental health services can therefore contribute to better mental health outcomes by considering the unique cultural contexts of individuals seeking care.

In this report, we refer to culturally competent mental health services as any service that meets at least one of the below criteria as outlined by Anderson et al (2003):

- Services offered by culturally diverse staff that reflect the communities served,
- Services offered by providers or translators who speak the clients' language(s),
- Services where providers have been trained about the culture and language of the people they serve,
- Services where signage and instructional literature in the clients' language(s) and consistent with their cultural norms are provided, and
- Services delivered in culturally specific healthcare settings.

## ABRAR Trauma and Mental Health

Established in 2020, ABRAR is a Hamilton-based organization dedicated to offering culturally competent mental health services for a diverse range of newcomer and immigrant populations. With a client-centered approach at its core, the organization strives to create culturally competent spaces that foster the well-being of newcomers and immigrants. ABRAR'S services are delivered by professionals with lived experiences, ensuring a deep understanding of the unique challenges facing newcomer populations. The organization also prioritizes language accessibility and inclusivity, with services offered in Arabic, English, Urdu and Farsi. To better enact their mission of providing culturally competent mental health services to newcomer and immigrant populations, ABRAR is currently considering a transition to becoming a non-profit incorporated and expanding where they provide services.

# Methodology and Limitations

## Methodology

### Selecting cities of focus

We chose to review mental health service providers within 22 cities across Canada. We selected cities to capture the top ten locations where immigrants settle<sup>1</sup>. For provinces/territories not featured in this top 10 list, the largest city of each province/territory was selected to ensure all provinces/territories would be represented in the environmental scan. Additionally, in consultation with ABRAR, we included cities of specific interest. The 22 cities of focus are:

- Toronto/GTA, ON
- Montreal, QC
- Vancouver, BC
- Calgary, AB
- Ottawa, ON
- Edmonton, AB
- Winnipeg, MB
- Halifax, NS
- Saskatoon, SK
- Regina, SK
- London, ON
- Niagara Region, ON
- Kitchener/Cambridge/Waterloo, ON
- Hamilton, ON
- Windsor, ON
- Abbotsford-Mission, BC
- Moncton, NB
- Charlottetown, PEI
- St. John's, NL
- Yellowknife, NT
- Whitehorse, YT
- Iqaluit, NU

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<sup>1</sup> Moving2Canada: <https://moving2canada.com/news-and-features/news/immigration/where-canadian-immigrants-landed-in-2022/>

## Inclusion/exclusion criteria

We included service providers if they primarily catered to newcomer populations or offered culturally competent mental health services. This includes community-based organizations, post-secondary institutions, public health care service providers and private sector mental health service providers. Detailed inclusion and exclusion criteria can be found in Appendix I.

## Search strategy

Using Google, we searched the following keywords: (mental health OR wellness) AND (service OR organization) AND (cultural\* OR immigrant OR refugee OR multicultural) AND [city].

To supplement the search engine results, we scanned the websites of post-secondary institutions to identify services targeted to international students. We also reached out via email to the appropriate jurisdictional health units/health authorities in each city for lists of partnering service providers that provide mental health services to newcomer populations.

## Data collection

We collected data on each service provider's website, creating a data collection table to organize information about key features of each identified service provider. We gathered data on the service provider's name, location, contact information, type (whether it is non-profit, post-secondary institution, etc.), the specific program or intervention offered, the target population, the intervention delivery method and format, the type of professional delivering the intervention, the languages in which the intervention is offered, components of the intervention meeting the definition of cultural competency, referral schemes, and the cost of the interventions.

## Data analysis and synthesis

Frequencies and percentages were calculated to describe the collected data for each variable. The data is synthesized visually in graphs, narratively and in summary tables.

## Limitations

Within this project there are a few limitations that must be acknowledged. With our methodology, we could only identify service providers with an online presence. Therefore, we could be missing some service providers that meet our inclusion criteria but do not have established websites. Similarly, if websites did not explicitly mention newcomers/culturally competent care on their website, we refrained from including them in the environmental scan.

Additionally, some service providers had limited information about their services online—although we emailed some health units and health authorities to gather more information, some did not respond to our communications, limiting the information collected about their services. Lastly, as the focus of our search was on major Canadian municipalities, we did not capture services provided in rural areas or smaller cities, limiting our ability to make insightful comparisons, e.g. differences in service coverage between urban and rural areas.

## Findings

### Characteristics of service providers

A complete summary of all collected data is provided in Appendix II.

Table 1 showcases the number of mental health service providers identified in the environmental scan. In total, 119 services providers were identified offering 144 mental health programs. The municipality with the highest number of service providers available was the Toronto/GTA region, consisting of 53 culturally competent mental health service providers. Our search yielded fewer results in other Ontario municipalities such as Windsor, London and Niagara Region, where less than 5 culturally competent service providers were found in each. Vancouver had the second highest availability of culturally competent mental health service providers overall, with 19 found through our search. In 6 municipalities, namely St. John's, Iqaluit, Saskatoon, Regina, Whitehorse and Yellowknife, no culturally competent service providers that fit our inclusion/exclusion criteria were found. One organization provides services nation-wide.

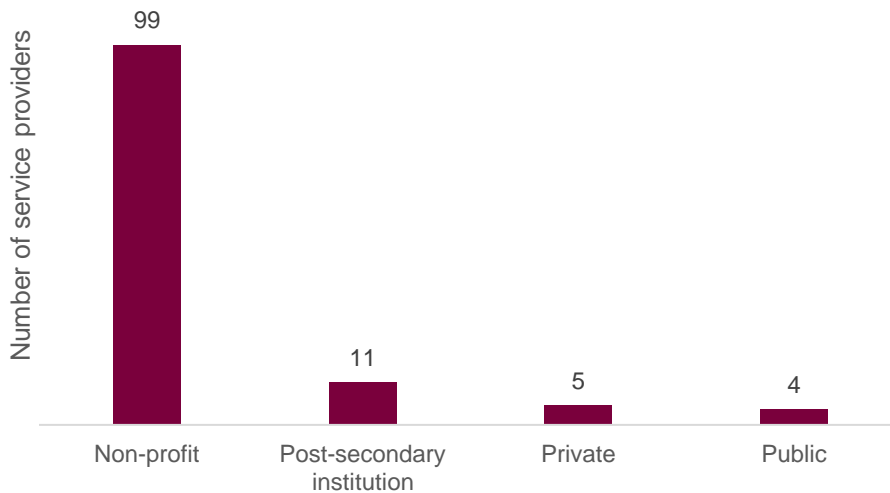
**Table 1: Service providers providing mental health services to Canadian newcomers.**

<b>Province/Territory</b>	<b>Municipality</b>	<b>Number of culturally competent mental health service providers found</b>
Alberta	Calgary	13
	Edmonton	4
	Province-wide	2
British Columbia	Abbotsford-Mission	5
	Vancouver	19
	Province-wide	1
Manitoba	Winnipeg	4
New Brunswick	Moncton	1



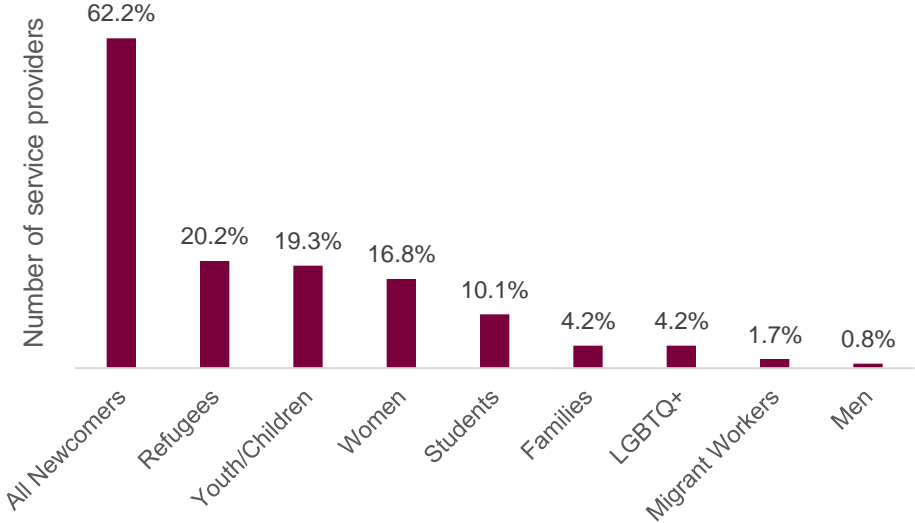
Newfoundland and Labrador	St. John's	0
Northwest Territories	Yellowknife	0
Nova Scotia	Halifax	1
Nunavut	Iqaluit	0
Ontario	Hamilton	8
	Kitchener/Cambridge/Waterloo	8
	London	2
	Niagara Region	3
	Ottawa	6
	Toronto/GTA	53
	Windsor	3
Prince Edward Island	Charlottetown	1
Quebec	Montreal	9
Saskatchewan	Regina	0
	Saskatoon	0
Yukon	Whitehorse	0

Figure 1 illustrates that most service providers operate under a non-profit model. Few mental health services targeted to newcomers in Canada are provided by post-secondary institutions, public (government-run) and private mental health service providers.



**Figure 1: Most mental health service providers targeting newcomers to Canada operate under a non-profit model.**

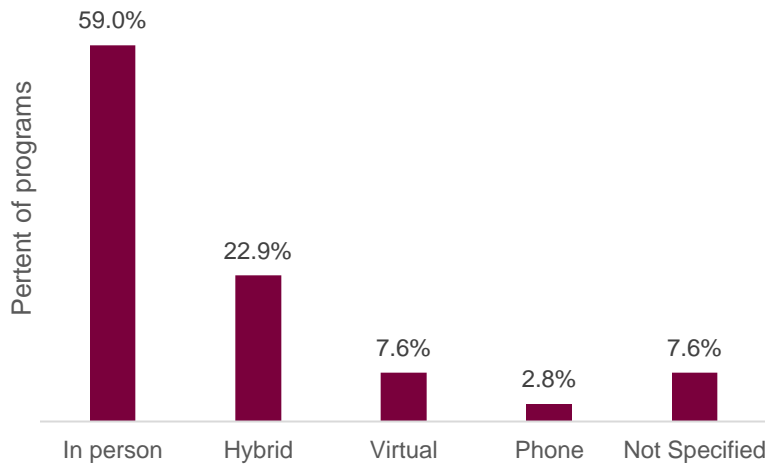
Figure 2 illustrates that most (62.2%) service providers offer services for a broad population of all newcomers. Refugees and women were the second and third most targeted subgroups of newcomers, representing 20.2% and 19.3% of services, respectively. Culturally competent services designed for men were the least prevalent subgroup, with only 0.8% of programs catering to this population.



**Figure 2: Most mental health service providers targeting newcomers to Canada offer programs to a broad target audience.**

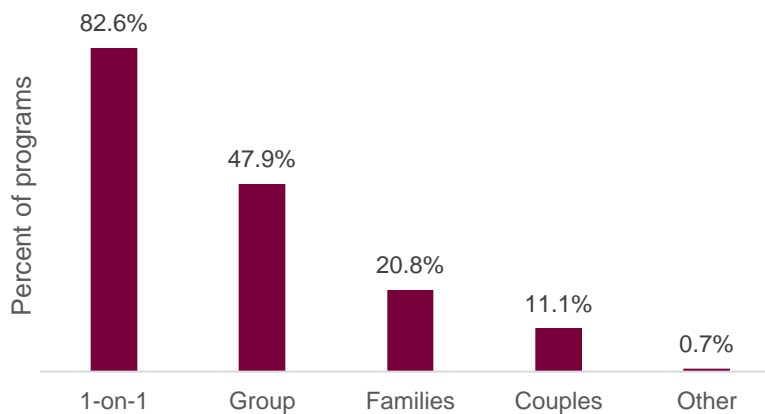
### Characteristics of programs

Most (59.0%) programs are delivered in person and 22.9% of programs are offered through a hybrid delivery model. This includes a combination of in-person, virtual, telephone-based, email and other delivery formats. Virtual platforms are also often utilized, representing 7.6% of the interventions. Additionally, phone-based interventions make up 2.8% of the services.



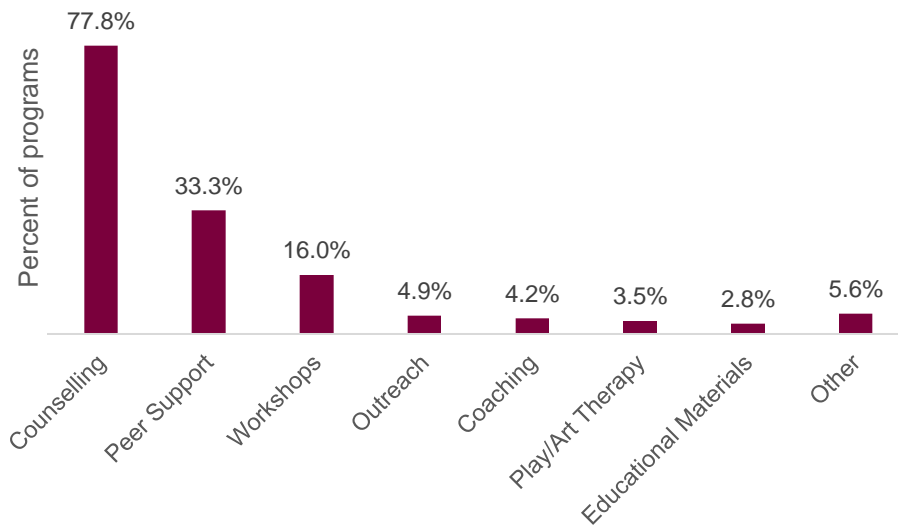
**Figure 3: Many mental health service providers targeting newcomers to Canada delivery programming in-person or through a hybrid delivery format.**

Most service providers (82.6%) offer 1-on-1 programs, emphasizing individualized support. Group interventions are also offered by 47.9% of service providers, while family-focused interventions are provided by 20.8% and couples-focused interventions are offered by 11.1%.



**Figure 4: Many mental health service providers targeting newcomers to Canada provide both individual and group-based programs.**

Counseling is the most widely provided service, with 77.8% of programs incorporating counselling into their services. Peer support follows, being employed by 33.3% of service providers. Workshops, coaching, and play/art therapy are utilized by 16.0%, 4.9%, and 4.2% of service providers, respectively, indicating a diversity of therapeutic approaches. Educational materials, outreach, and other modalities collectively contribute to the overall therapeutic landscape.

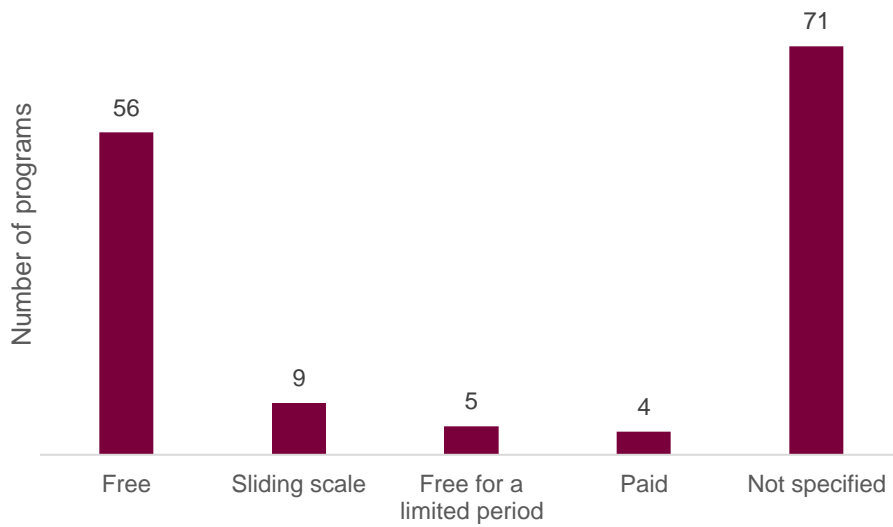


**Figure 5: Counselling, peer support groups and workshops at the most common programs offered by mental health service providers targeting newcomers to Canada.**

Most service provider’s websites (68.1%) do not provide detail on the type of professionals involved in program delivery. However, various professionals, including therapists (9.7%), counselors (11.1%), social workers (5.6%), psychologists (4.9%), program staff (2.1%), peer workers (1.4%), psychiatrists (1.4%), family doctors (0.7%), chaplains (0.7%), case managers (0.7%), advisors (0.7%), community health workers (0.7%), and volunteers (0.7%), contribute to the delivery of mental health interventions.

Regarding referral schemes, most service providers (54.0%) accept self-referrals. Some service providers require professional and community referrals.

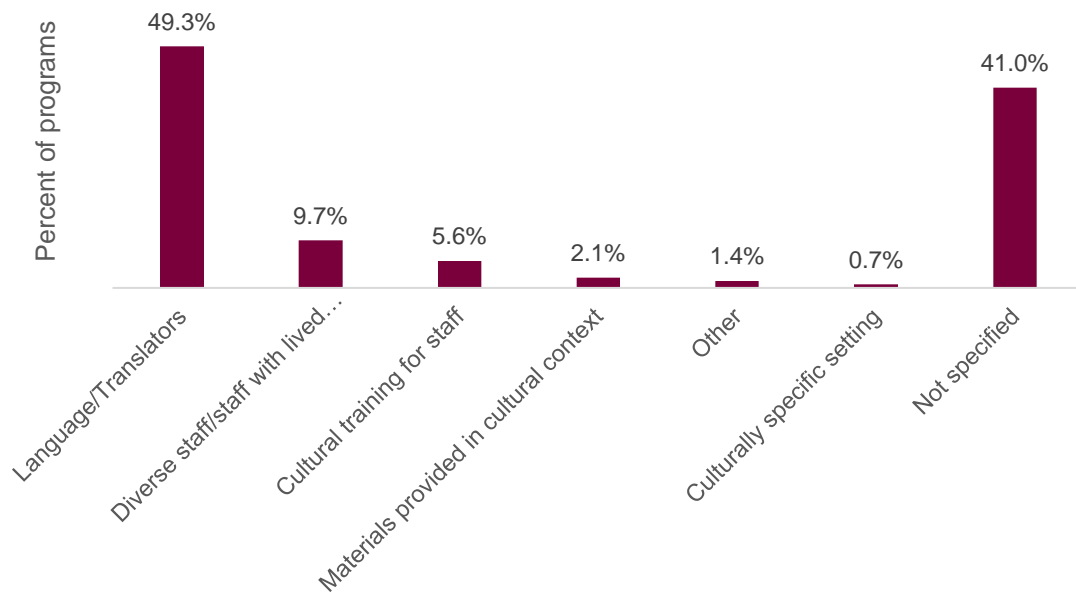
Figure 6 illustrates the cost of services provided at each organization. As shown, most service providers do not specify the cost of services. However, many (n=56) programs are offered at no cost to service users. Some (n=9) services are provided on a sliding scale (adjusted for a client’s income).



**Figure 6: Many mental health service providers targeting newcomers to Canada provide programming at no cost to service users.**

## Cultural competency of interventions

Figure 4 illustrates the cultural competency components of mental health services identified on organization’s websites. Many (49.3%) service providers’ websites stated they offer services in languages other than English and French. The most common of these languages are Arabic, Spanish, Punjabi, Cantonese and Mandarin. Some (9.7%) service providers also indicated providing cultural training for staff or employ staff with lived experience.



**Figure 7: Many mental health service providers targeting newcomers to Canada provide services in multiple languages or provide translators/interpreters.**

## Recommendations

Establish connections with service providers providing mental health services to Canadian newcomers to learn more about service delivery.

Services addressing the mental health of newcomers in Canada were identified through this environmental scan. However, the data found on websites occasionally lacked comprehensive details regarding the nature of the services, their delivery methods, and more specific information such as pricing and wait times.

To address this limitation, we recommend that future work focuses on connecting with service providers. Conducting interviews with representatives, for instance, could enable us to gain insights into the nature of services offered, barriers to care, the limitations and challenges that service providers encounter in fulfilling their missions, and the encountered needs of newcomers.

## Conclusion

This environmental scan identified 119 service providers offering 144 mental health programs for newcomers across 22 Canadian cities. Larger cities, such as Toronto and Vancouver, have a greater concentration of service providers than smaller cities. There

are some cities where culturally competent mental health services targeted to newcomers were not identified. The majority of identified service providers are not-for-profit charitable organizations. The types of programs offered by these service providers vary, however many include 1-on-1 and group-based services, including counselling, peer support groups and workshops. Unfortunately, the data available on websites occasionally lacked comprehensive details regarding the nature of the services, their delivery methods and cost of services.

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# Appendices

## Appendix I: Inclusion/exclusion criteria

	<b>Included</b>	<b>Excluded</b>
<b>Population served</b>	<ul style="list-style-type: none"> <li>• Newcomers to Canada (immigrants, refugees, asylum-seekers, international students, migrant workers, etc.)               <ul style="list-style-type: none"> <li>• All age groups</li> <li>• All genders</li> <li>• All ethnicities</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Long-term residents of Canada</li> </ul>
<b>Interventions</b>	<ul style="list-style-type: none"> <li>• Culturally tailored mental health interventions, including:               <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Mental health education/literacy</li> <li>• Peer support groups</li> <li>• Youth-led initiatives</li> <li>• Arts-based and other alternative therapies</li> <li>• Mental health campaigns</li> <li>• Digital/online/mobile mental health interventions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Case management</li> <li>• Interventions that do not explicitly target mental health</li> </ul>
<b>Setting/Service Provider</b>	<ul style="list-style-type: none"> <li>• Publicly funded, non-profit, grassroots and private service providers offering community-based services</li> <li>• National service delivery providers (I.e. CAMH, Kids Help Phone, etc.)</li> </ul>	

## Appendix II: Characteristics of service providers

Name of Organization	Province/Territory	City	Type of Service Provider	Name of Program/Intervention	Target Population	Intervention Delivery	Who Delivers the Intervention	Languages that the intervention is offered in	Format of Intervention	Therapeutic Modality	Component of Cultural Competency	Referral Pathway to Services	Cost of Intervention
Centre de santé communautaire Hamilton/Niagara	Ontario	Hamilton	Non-profit		All Newcomers, Youth	In person	Therapist	French	1:1, Group	Peer Support, Counselling, Workshops	Language/Translators	Professional referral (for youth services) Self referral	Free
ABRAR Trauma and Mental Health	Ontario	Hamilton	Private		All Newcomers	In person Virtual Phone	Counselor	English, Arabic, Urdu, Farsi	1:1, Couples, Families	Counselling, Peer Support, Workshops	Language/Translators	Self referral	Sliding Scale
Access Alliance	Ontario	Toronto/GTA	Non-profit		Refugees , LGBTQ+	Not specified	Therapist	English	1:1, Group	Peer Support, Counselling, Play/Art Therapy	Not Specified	Not specified	Not specified
Achev	Ontario	Toronto/GTA	Non-profit	Wellness Response and Assistance program	All Newcomers	In person	Counselor	Other	1:1	Counselling	Cultural training for staff	Professional referral	Not specified
Across Boundaries	Ontario	Toronto/GTA	Non-profit		All Newcomers, Youth, LGBTQ+	In person	Not specified	Mandarin, Swahili, Punjabi, Urdu, Hindi, Other	1:1, Families	Counselling, Outreach, Case Management	Language/Translators	Self referral	Not specified
Afghan Women's Organization	Ontario	Toronto/GTA	Non-profit		Women	In person	Not specified	Farsi, Arabic, Punjabi, Urdu, Hindi	1:1, Group	Counselling, Peer Support	Language/Translators	Self referral	Free
African Community Services of Peel	Ontario	Toronto/GTA	Non-profit	Mental Health Promotion and Awareness Program	All Newcomers	In person	Not specified	English	1:1	Counselling	Cultural training for staff	Self referral	Free
Agence Ometz	Quebec	Montreal	Non-profit		All Newcomers	In person	Not specified	English, French	1:1, Families	Counselling	Not Specified	Self referral	Not specified

AGIR Montréal (Action LGBTQIA+ avec les Immigrantes et Réfugiées)	Quebec	Montreal	Non-profit		Refugees	In person	Not specified	French, English, Spanish, Arabic	Group	Peer Support	Language/Translators	Not specified	Not specified
Archway Community Services	British Columbia	Abotsford-Mission	Non-profit	Moving Ahead Program (MAP)	All Newcomers	In person	Not specified	English	1:1, Group	Counselling, Peer Support, Workshops	Not Specified	Self-referral Community referral	Free for limited period.
	British Columbia	Abotsford-Mission	Non-profit	One Line Referral	All Newcomers	In person	Not specified	English	1:1	Other	Not Specified	Self-referral Community referral	Free for limited period.
	British Columbia	Abotsford-Mission	Non-profit	Refugee Claimants Support Services	Refugees	In person	Not specified	Arabic, Bosnian, English, Cantonese, Hindi, Japanese, Korean, Mandarin, Punjabi, Russian, Spanish, Swahili, Turkish, Urdu, Vietnamese	1:1	Counselling	Language/Translators	Self referral	Free for limited period.
	British Columbia	Abbotsford-Mission	Non-profit	Immigrant Youth Services	Youth	In person	Not specified	English	1:1, Group	Counselling	Not Specified	Self referral	Not specified
ASSIST Community Services	Alberta	Edmonton	Non-profit	T.A.N.G. Youth Program	Youth	In person	Not specified	English	Group	Workshops	Not Specified	Not specified	\$40
Aurora Family Therapy Centre	Manitoba	Winnipeg	Non-profit		Refugees , Youth	In person	Therapist	English	1:1, Group	Counselling	Not Specified	Self referral	Not specified
Battered Women's Support Services	British Columbia	Vancouver	Non-profit	Latin American Women's Program	Women	In person	Not specified	Spanish	Group	Peer Support	Language/Translators	Not specified	Not specified
Caribbean African Canadian (CAFCAN) Social Services	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Not specified	English	1:1, Families, Group	Counselling	Not Specified	Not specified	Not specified
Centro de ayuda a familias latinoamericanas (CAFLA)	Quebec	Montreal	Non-profit		All Newcomers	In person	Not specified	Spanish	1:1, Couples, Families	Counselling	Language/Translators	Community referral	Not specified

Calgary Catholic Immigration Society	Alberta	Calgary	Non-profit	Centre for Refugee Resilience	All Newcomers	In person	Not specified	English	1:1, Group, Families	Counselling, Peer Support, Workshops	Language/Translators	Self referral	Not specified
Calgary Immigrant Women's Association	Alberta	Calgary	Non-profit	Supports for Immigrants and Refugees with Mental Health and Addiction Issues: A culturally competent approach	All Newcomers	In person	Not specified	English	1:1, Couples, Families	Counselling, Workshops, Peer Support	Language/Translators, Materials provided in cultural context/language	Not specified	Not specified
	Alberta	Calgary	Non-profit	Counselling Supports for Immigrant Families	All Newcomers	In person	Not specified	English	1:1, Group, Couples, Families	Peer Support, Counselling, Workshops	Language/Translators, Materials provided in cultural context/language	Not specified	Not specified
	Alberta	Calgary	Non-profit	Family Conflict Prevention Program	Families, Women	In person	Not specified	English	1:1, Couples, Families	Counselling, Workshops, Peer Support	Not Specified	Not specified	Not specified
	Alberta	Calgary	Non-profit	Social Recovery and Wellness of Immigrant Women Project	Women	In person	Not specified	English	Group	Workshops	Not Specified	Not specified	Not specified
The Centre for Addictions and Mental Health (CAMH)	Ontario	Toronto/GTA	Non-profit	New Beginnings Clinic: CAMH Services for Refugees	Refugees	In person	Psychiatrist	English	1:1	Counselling, Other	Cultural training for staff	Professional referral	Not specified
Canadian Centre for Refugee and Immigrant Healthcare	Ontario	Toronto/GTA	Non-profit		All Newcomers	Not specified	Social Worker Therapist	English	1:1	Counselling	Not Specified	Professional referral	Not specified
Canadian Centres for Victims of Torture	Ontario	Toronto/GTA	Non-profit		Refugees	Not specified	Not specified	English, French, Spanish, Italian, Arabic, Farsi, Albanian, Other	1:1	Counselling	Language/Translators	Self referral	Free
Canadian Council of Muslim Women	Ontario	Toronto/GTA	Non-profit	CCMW's Healing and Wisdom Circle	Women	Virtual	Psychologist	English	Group	Peer Support	Culturally diverse staff/staff with lived experience	Self referral	Free
Canadian Mental Health Association (CMHA)	British Columbia	Vancouver	Non-profit	The Chinese Mental Health Promotion Program	All Newcomers	Virtual	Not specified	Cantonese	Other	Educational Materials, Other	Language/Translators, Culturally diverse staff/staff with lived experience	Not specified	Not specified

	Ontario	Toronto/ GTA	Non-profit	Newcomers' Health and Well-Being Program	All Newcomers	In person	Therapist	English	1:1	Counselling	Not Specified	Self-referral Professional referral	Not specified
	British Columbia	Province-wide	Non-profit	Bounce Back	Youth	Virtual Phone	Not specified	Cantonese, English, French, Punjabi	1:1	Coaching, Educational Materials	Language/Translators	Self referral	Free
	Ontario	Windsor	Non-profit	Migrant Worker Workplace Outreach	Migrant Workers	In person	Not specified	English, Spanish, Tagalog	1:1	Counselling, Outreach	Language/Translators	Not specified	Not specified
Carizon	Ontario	Kitchener /Waterloo /Cambridge	Non-profit	Empowering Youth on Anti-Racism	Youth, Refugees	Virtual	Not specified	English	Group	Peer Support	Not Specified	Not specified	Free
	Ontario	Kitchener /Waterloo /Cambridge	Non-profit	International Youth Group	Children, Refugees	In person	Not specified	English	Group	Peer Support	Not Specified	Not specified	Free
	Ontario	Kitchener /Waterloo /Cambridge	Non-profit	Tea & Talk	All Newcomers	In person	Not specified	English	Group	Peer Support	Not Specified	Not specified	Free
	Ontario	Kitchener /Waterloo /Cambridge	Non-profit	A Promise of Partnership	All newcomers	In person Virtual Phone	Program Staff	English, Farsi, Spanish, Arabic, Tigrigna	1:1, Group, Family	Group. Workshop, Outreach Programs	Language	Self referral	Not specified
Carleton University	Ontario	Ottawa	Post-secondary Institution	International Student Counselling	Post-secondary Students	Phone	Not specified	English	1:1	Counselling	Not Specified	Self referral	Free
carya (partnership with Gateway)	Alberta	Calgary	Non-profit	Language Specific Counselling	All Newcomers	In person Virtual	Not specified	English, Spanish, Mandarin, Punjabi, Vietnamese	1:1, Group, Families	Counselling	Language/Translators	Not specified	Sliding Scale
Catholic Crosscultural Services	Ontario	Toronto/ GTA	Non-profit	Women's Support Services	Women	In person	Not specified	Spanish, Arabic, Punjabi, English, Hindi, Urdu	1:1	Counselling	Language/Translators	Self referral	Free
Centre For Immigrant and Community Services	Ontario	Toronto/ GTA	Non-profit		All Newcomers	Not specified	Not specified	English	1:1	Counselling	Not Specified	Self referral	Not specified
Centre for Newcomers	Alberta	Calgary	Non-profit		All Newcomers	In person	Not specified	English	1:1	Counselling	Not Specified	Self referral	Not specified

	Alberta	Calgary	Non-profit		All Newcomers	Not specified	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
Centre of Healing Minds	Ontario	Toronto/GTA	Private		All Newcomers	In person Virtual	Therapist	English, Urdu, Arabic, Hindi, Punjabi	1:1, Couples, Families	Counselling	Language/Translators	Self referral	\$150-190/session
Chinese Family Services of Montreal	Quebec	Montreal	Non-profit	Psychosocial and Psychological Support Program	All Newcomers	In person	Not specified	Mandarin, Cantonese	1:1, Families	Counselling	Language/Translators	Not specified	Not specified
Community Family Services of Ontario	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Not specified	English	1:1	Counselling	Not Specified	Professional referral	Not specified
Community Healthcaring	Ontario	Kitchener/Waterloo/Cambridge	Non-profit		Refugees	In person Virtual	Social Worker	English	1:1, Group	N/A	Language/Translators	Professional referral	Not specified
Community Mental Wellness Association of Canada	British Columbia	Vancouver	Non-profit		All Newcomers	In person Virtual	Not specified	English, Cantonese, Mandarin	1:1, Group	Counselling, Peer Support	Language/Translators	Not specified	Not specified
COMPASS Community Health	Ontario	Hamilton	Non-profit		All Newcomers	In person	Not specified	English	1:1, Couples, Group	Counselling, Workshops	Language/Translators	Self referral	Not specified
COSTI	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Not specified	English, Spanish, Cantonese, Urdu, Other, Bosnian, Arabic, French, Punjabi, Russian, Turkish, Vietnamese	1:1, Families, Couples	Counselling	Language/Translators	Not specified	Sliding Scale
Culture Link	Ontario	Toronto/GTA	Non-profit		Refugees	In person	Not specified	English, Other	1:1, Families	Counselling	Language/Translators	Not specified	Not specified
Delton Glebe Counselling Centre	Ontario	Kitchener/Waterloo/Cambridge	Private		All newcomers	In person	Therapist	English, French, Spanish, Mandarin, Cantonese	1:1, Group	Group, Play Based Therapy, Art Therapy	Multi-faith, language	Self referral	Sliding Scale
Diversecity Community Resources Society	British Columbia	Vancouver	Non-profit	Refugee & Immigrant Specialized Experience (RISE) Program	All Newcomers, LGBTQ+, Youth	In person	Not specified	Arabic, Burmese, French, English, Karen, Kirundi, Portuguese, Swahili	1:1, Group	Peer Support, Counselling	Language/Translators	Self referral	Free
	British Columbia	Vancouver	Non-profit	Healthy Self, Healthy	Families	In person	Not specified	English	Families, Group	Workshops	Language/Translators, Materials provided in	Self referral	Free

				Families Program							cultural context/language		
	British Columbia	Vancouver	Non-profit	First Steps Early Years Refugee Program	Families, Refugees	In person	Not specified	English	1:1, Group, Families	Counselling, Peer Support, Workshops, Play/Art Therapy	Not Specified	Self referral	Free
	British Columbia	Vancouver	Non-profit	Mental Health Counselling Services	All Newcomers, Migrant Workers, Youth	In person	Not specified	English	Families, 1:1	Counselling, Peer Support, Counselling	Not Specified	Self referral	Free
Edmonton Mennonite Centre for Newcomers	Alberta	Edmonton	Non-profit	Therapeutic and Counselling Services	All Newcomers	In person	Psychologist Therapist Social worker	English	1:1, Group, Couples, Families	Counselling	Language/Translators	Self referral	Free
Family Services York Region	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Not specified	Farsi, Cantonese, Mandarin, Punjabi, Hindi, Urdu	1:1, Group	Counselling, Peer Support	Language/Translators	Self referral	Sliding Scale
FCJ Refugee Centre	Ontario	Toronto/GTA	Non-profit	Primary Health Clinic	Refugees	In person	Family Doctor Psychiatrist	English	1:1	Counselling	Not Specified	Self referral Professional referral	Free
For You Telecare Family Service	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person Virtual Phone	Not specified	English, Korean	1:1, Couples, Families	Counselling	Language/Translators	Self referral	Sliding Scale
Government of Alberta	Alberta	Province-wide	Public	Ukraine Help Line	Refugees	Phone	Not specified	English, Russian, Other	1:1	Counselling	Language/Translators	Not specified	Free
Hamilton Urban Core Community Health Centre	Ontario	Hamilton	Non-profit	Immigrant Women at the Core - Virtual	Women	Virtual	Program Staff	English	Group	Peer Support	Not Specified	Self referral	Free
	Ontario	Hamilton	Non-profit	My Health, My Responsibility	All Newcomers	In person	Counsellor	English	Group	Peer Support	Not Specified	Self referral	Free
Here2Talk	British Columbia	Province-wide	Public	Here2Talk	Post-secondary Students	Mobile app Phone	Not specified	English, Other	1:1	Counselling	Language/Translators	Self referral	Free for limited period.
Hong Fook Mental Health Association	Ontario	Toronto/GTA	Non-profit	Psychotherapy Program	All Newcomers	In person	Not specified	Mandarin, Cantonese, Korean	1:1, Group	Counselling	Language/Translators	Self referral	Not specified
IG Vital Health	Ontario	Toronto/GTA	Private		All Newcomers	In person	Therapist	English	1:1	Counselling	Language/Translators	Self referral	Not specified
Immigrant and Refugee Services Association	Prince Edward Island	Charlottetown	Non-profit		All Newcomers	In person	Not specified	Other	1:1	Counselling	Language/Translators	Not specified	Not specified

Immigrant Women Services	Ontario	Ottawa	Non-profit		Women, Children	In person Virtual Phone	Counselor	English, Spanish, Arabic, French	1:1, Group, Families	Counselling, Peer Support, Other	Language/Translators, Culturally diverse staff/staff with lived experience	Self referral	Not specified
Immigrants Healthcare Support Network	Ontario	Toronto/GTA	Non-profit	Youth Mental Health and Cannabis Education Program	Youth	In person	Not specified	English	Group	Workshops	Not Specified	Not specified	Not specified
Indus Community Services	Ontario	Toronto/GTA	Non-profit	Intersections	LGBTQ+	In person	Not specified	Arabic, Hindi, Punjabi, Other	1:1, Group	Counselling, Workshops	Culturally diverse staff/staff with lived experience, Language/Translators	Self referral	Not specified
	Ontario	Toronto/GTA	Non-profit	Boost Wellness	Youth	In person Virtual	Not specified	English	Group	Peer Support, Workshops	Culturally diverse staff/staff with lived experience, Language/Translators, Not Specified	Self referral	Free
Islamic Family & Social Services Association	Alberta	Edmonton	Non-profit	Counselling and Mental Health	All Newcomers	In person Virtual	Psychologist Chaplain	English, Arabic	1:1, Families	Counselling	Culturally diverse staff/staff with lived experience, Language/Translators	Self referral	Free
Immigrant Services Society of BC	British Columbia	Vancouver	Non-profit	Immigrant Women's Peer Support Program	Women	In person	Not specified	English, Arabic, Spanish	Group	Peer Support	Language/Translators	Not specified	Not specified
keep.meSAFE Student Support Program	Ontario	Niagara Region	Post-secondary Institution		Post-secondary Students	Virtual Phone	Program Staff	English	1:1	Counselling	Language/Translators	Self referral	Free
Kids Help Phone	National	National	Non-profit		Youth	Phone	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
London InterCommunity Health Centre	Ontario	London	Non-profit		Refugees	In person	Social Worker	English	1:1	Counselling	Not Specified	Professional referral	Free
MAGMA- AMGM	New Brunswick	Moncton	Non-profit		All Newcomers	In person	Counselor	Other	1:1	Counselling	Language/Translators	Not specified	Not specified
Maison Multiethnique Myosotis	Quebec	Montreal	Non-profit		All Newcomers	In person	Not specified	English, French, Spanish	1:1, Group	Counselling, Workshops	Language/Translators, Cultural training for staff	Self referral	Sliding Scale
Malton Neighbourhood Services	Ontario	Toronto/GTA	Non-profit	Black Parent Support Program	All Newcomers	In person	Not specified	Urdu, Farsi, Spanish, Arabic, Urdu, Italian, Other, Tagalog, Punjabi	1:1, Group	Counselling, Peer Support	Language/Translators	Self referral	Free



McMaster University	Ontario	Hamilton	Post-secondary Institution	RealCampus	Post-secondary Students	Phone Text Email	Not specified	Other, English	1:1	Counselling, Other	Language/Translators, Other	Self referral	Free
Mennonite New Life Centre	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person Virtual	Counsellor Psychologist	English, Arabic, Farsi, Portuguese, Spanish, and Ukrainian (counselling)	1:1	Counselling	Language/Translators	Not specified	Not specified
Mission Community Services	British Columbia	Abotsford-Mission	Non-profit	Newcomer Women's Peer Support Program	Women	In person	Not specified	English	Group	Peer Support	Not Specified	Not specified	Free
MOSAIC	British Columbia	Vancouver	Non-profit	I Belong Program	Refugees, LGBTQ+	In person	Counsellor	English	1:1, Group	Peer Support, Counselling	Not Specified	Not specified	Not specified
	British Columbia	Vancouver	Non-profit	Women's Support Group	Women	Virtual	Not specified	English	Group	Peer Support	Not Specified	Self referral	Free
	British Columbia	Vancouver	Non-profit	Enhancing Healthy Relationships Program (EHRP)	All Newcomers	In person	Not specified	English	Couples, Group	Counselling, Peer Support, Workshops	Not Specified	Self referral	Not specified
	British Columbia	Vancouver	Non-profit	The Men in Change Program	Men	In person	Not specified	English, Hindi, Urdu, Punjabi	1:1, Group	Counselling, Peer Support	Language/Translators	Self referral Community referral	Not specified
Mosaic Primary Care Network	Alberta	Calgary	Public	Mosaic's Refugee Health Clinic	Refugees	In person Phone	Therapist	English	1:1, Group	Counselling	Not Specified	Self referral	Free
Mount Carmel Clinic	Manitoba	Winnipeg	Non-profit	Community Wellness Program	Refugees	In person	Not specified	English	1:1	Counselling, Educational Materials	Language/Translators	Not specified	Not specified
Mount Royal University	Alberta	Calgary	Post-secondary Institution	Global Wellness Group	Post-secondary Students	In person	Not specified	English	Group	Peer Support	Not Specified	Self referral	Free
Multi-Écoute	Quebec	Montreal	Non-profit		Refugees	In person Virtual	Social Worker	Other	1:1	Counselling	Language/Translators	Not specified	Not specified
Multicultural Health Brokers Cooperative (MCHB)	Alberta	Edmonton	Non-profit	Well-being and Mental Health Program	All Newcomers	In person Virtual	Social Worker Psychologist Counsellor	English	1:1, Couples	Counselling, Play/Art Therapy	Not Specified	Self referral	Free

Muslim Food Bank Community Services	British Columbia	Vancouver	Non-profit	ASPIRE counselling	All Newcomers	In person	Counsellor	English, Urdu, Arabic, Farsi, Kurdish	1:1	Counselling	Language/Translators	Not specified	Free
Muslim Social Service Kitchener Waterloo (MSS)	Ontario	Kitchener/Waterloo/Cambridge	Non-profit		All newcomers	In person Virtual	Social Worker	English, Hindi, Gujrati, Kutchi, Arabic, Urdu, and Pashtu	1:1, Group, Couples, Families, Children	Counselling, Psychotherapy	Language	Self-referral Community referral Professional referral	Sliding Scale
Naseeah	Ontario	Toronto/GTA	Non-profit		All Newcomers	Virtual	Not specified	English, French, Urdu, Arabic, Turkish, Punjabi, Swahili	1:1	Counselling	Culturally diverse staff/staff with lived experience, Language/Translators	Not specified	Free
	Ontario	Toronto/GTA	Non-profit		All Newcomers	Phone	Not specified	English	1:1	Counselling	Culturally diverse staff/staff with lived experience	Not specified	Free
	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person Virtual	Not specified	English	1:1, Group	Educational Materials, Outreach, Workshops	Culturally specific setting, Culturally diverse staff/staff with lived experience	Not specified	Free
Newcomer Centre of Peel	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Counsellor	Hindi, English, French, Arabic, Farsi, Mandarin, Russian, Spanish, Other	1:1, Group	Counselling, Workshops	Language/Translators	Self referral	Not specified
Newcomer Wellness Program include	Nova Scotia	Halifax	Public		All Newcomers	In person Virtual	Counsellor	English	1:1, Group	Counselling, Peer Support, Workshops	Not Specified	Self referral	Not specified
Newcomers Employment and Education Development Services (NEEDS)	Manitoba	Winnipeg	Non-profit		Children, Youth	Not specified	Not specified	English, French	1:1, Group	Counselling	Not Specified	Self-referral Professional referral	Not specified
Niagara African/Caribbean Culture Organization (NACCO)	Ontario	Niagara Region	Non-profit		All Newcomers	In person	Not specified	English	1:1, Group	Counselling, Peer Support	Not Specified	Not specified	Not specified
Niagara Folk Arts Multicultural Centre	Ontario	Niagara Region	Non-profit	Youth Program	All newcomers, Youth (13-24)	In person	Peer Worker	English	1:1	Counselling	Newcomers	Not specified	Free

Ottawa Community Immigrant Services Organization (OCISO)	Ontario	Ottawa	Non-profit	Youth Programming at OCISO (YOCISO)	Refugees , Youth	In person Virtual	Not specified	English	1:1, Group	Counselling, Workshops, Play/Art Therapy	Not Specified	Self referral	Not specified
Options Community Services	British Columbia	Vancouver	Non-profit	The Multicultural Family Preservation Program (MFPP)	Families	In person	Therapist Counsellors	Arabic, Mandarin, Tagalog, Punjabi	Families	Outreach, Counselling	Language/Translators	Community referral	Not specified
Parkdale Queen West	Ontario	Toronto/ GTA	Non-profit		All Newcomers	In person	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
Parya Trillium Foundation	Ontario	Toronto/ GTA	Non-profit		All Newcomers	In person	Not specified	Farsi, English, Spanish	1:1, Families	Counselling	Language/Translators	Not specified	Free for limited period.
Polycultural Immigrant and Community Services	Ontario	Toronto/ GTA	Non-profit	Wellbeing Counselling	All Newcomers	Not specified	Not specified	English	1:1	Counselling	Not Specified	Self referral	Free
Punjabi Community Health Services	Alberta	Calgary	Non-profit	Sahara Wellness Group	All Newcomers	Virtual	Counsellor	English	Group	Counselling, Peer Support	Not Specified	Self referral	Free
	Ontario	Toronto/ GTA	Non-profit		All Newcomers	In person	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
Refuge Newcomer Health	Ontario	Hamilton	Non-profit		All Newcomers	In person	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
Refugee Women's Network	Ontario	Toronto/ GTA	Non-profit	Women Helping Women	Women, Refugees	Virtual	Not specified	English	Group	Peer Support	Not Specified	Self referral	Free
Rexdale Women's Centre	Ontario	Toronto/ GTA	Non-profit	Anti-Human Trafficking of Vulnerable Women	Women	In person	Not specified	English, Spanish, Punjabi, Arabic, Urdu, Hindi, Other	1:1	Counselling	Language/Translators, Cultural training for staff	Self referral	Free
Riverdale Immigrant women's centre	Ontario	Toronto/ GTA	Non-profit	VAW Program	Women	In person	Not specified	English, Hindi, Other	1:1	Counselling, Outreach	Language/Translators	Self referral	Not specified
RIVO Résilience	Quebec	Montreal	Non-profit		Refugees	In person	Therapist	Other	1:1	Counselling	Not Specified	Professional referral	Not specified
S.U.C.C.E.S.S.	British Columbia	Vancouver	Non-profit	Changeways Program	All Newcomers	In person	Not specified	Cantonese, Mandarin	Group	Peer Support	Language/Translators	Self-referral Professional referral Community referral	Free
Sakeenah	Ontario	Toronto/ GTA	Non-profit	Mental Health Services	All Newcomers	In person Virtual	Not specified	English	1:1	Counselling	Culturally diverse staff/staff with lived experience	Not specified	Not specified
Scarborough Women's Centre	Ontario	Toronto/ GTA	Non-profit		Women	In person	Not specified	English	1:1	Counselling	Language/Translators	Self referral	Free

Settlement Assistance & Family Support Services	Ontario	Toronto/GTA	Non-profit	Mental Health Support & Well-Being Program	All Newcomers	In person	Not specified	English	1:1, Families, Couples	Counselling	Not Specified	Not specified	Free
Sherbourne Health	Ontario	Toronto/GTA	Non-profit		Refugees	In person	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
Simon Fraser University	British Columbia	Vancouver	Post-secondary Institution		Post-secondary Students	In person	Case Manager	English	1:1	Counselling	Not Specified	Self referral	Free
Somerset-West Community Health Centre	Ontario	Ottawa	Non-profit	Multicultural Health Navigator Program	All Newcomers	Not specified	Not specified	English, French, Spanish	1:1	Other	Language/Translators, Culturally diverse staff/staff with lived experience	Self referral	Not specified
South Asian Women's Centre	Ontario	Toronto/GTA	Non-profit	Violence Against Women Program	Women	In person	Not specified	English, Farsi, Hindi, Urdu, Punjabi, Other	1:1	Counselling	Language/Translators	Self referral	Free
South-East Ottawa Community Health Centre	Ontario	Ottawa	Non-profit	Community Connections	All Newcomers	Not specified	Not specified	English, French	1:1	Counselling, Coaching, Outreach, Other	Not Specified	Self referral	Not specified
Support Enhance Access Services Centre	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Not specified	Vietnamese, Cantonese, Other	1:1, Group, Families	Counselling, Peer Support	Language/Translators	Not specified	Not specified
Taiwanese Canadian Community Service Association	Ontario	Toronto/GTA	Non-profit	Wellness Oasis	All Newcomers	In person Virtual	Not specified	Mandarin, Cantonese, English, Tagalog	1:1, Group	Counselling, Workshops	Language/Translators	Self referral	Not specified
The Arab Community Centre of Toronto	Ontario	Toronto/GTA	Non-profit		All Newcomers	Not specified	Not specified	English, French	1:1, Group	Counselling, Peer Support	Not Specified	Not specified	Not specified
The South Asian Women's Community Centre	Quebec	Montreal	Non-profit		Women	In person	Not specified	French, English, Other, Hindi, Urdu, Punjabi	1:1	Counselling	Culturally diverse staff/staff with lived experience, Language/Translators	Not specified	Free
Thrive Child and Youth Trauma Services	Ontario	Hamilton	Non-profit	OASIS program	Refugees, Youth, Children, Families	In person	Not specified	English	1:1	Counselling	Language/Translators	Self referral	Free
Trellis Society	Alberta	Calgary	Non-profit	Building Youth Connections	Youth	Not specified	Not specified	English	1:1	Coaching	Not Specified	Self referral	Free
Tropicana Community Services	Ontario	Toronto/GTA	Non-profit		All Newcomers	In person	Not specified	English	1:1, Families	Counselling, Coaching	Not Specified	Self referral	\$10
Unemployed Health Centre	Ontario	Windsor	Non-profit	Emotional Support Services for Newcomers	All newcomers	In person Virtual	Not specified	English	1:1	Not specified	Newcomers	Self referral	Not specified
University of British Columbia	British Columbia	Vancouver	Post-secondary	Global Connections	Post-secondary Students	In person	Psychologist	English	Group	Peer Support	Not Specified	Register online	Free

			Institution										
University of Calgary	Alberta	Calgary	Post-secondary Institution		Post-secondary Students	In person Virtual	Not specified	English, Spanish, Other	1:1	Counselling	Language/Translators	Self referral	Free
University of Manitoba	Manitoba	Winnipeg	Post-secondary Institution	International Centre	Post-secondary Students	Virtual	Advisors	English	1:1	Counselling	Not Specified	Self referral	Free
University of Ottawa	Ontario	Ottawa	Post-secondary Institution	International Students Support Group	Post-secondary Students	In person	Peer Worker Psychologist	English, French	Group	Peer Support	Culturally diverse staff/staff with lived experience, Other	Self referral	Free
Urban Balance Wellness	British Columbia	Vancouver	Private		All Newcomers	In person Virtual	Counselor	English	1:1, Couples, Group, Families	Counselling, Coaching, Play/Art Therapy	Cultural training for staff	Self referral	Sliding Scale
Vancouver Association for Survivors of Torture (VAST)	British Columbia	Vancouver	Non-profit		Refugees	In person Virtual	Therapist Social worker Counselor Community health worker	English, Farsi, Spanish	1:1, Group	Counselling, Peer Support	Language/Translators	Self referral	Not specified
Vicky	Quebec	Montreal	Non-profit		All Newcomers	Virtual Phone	Volunteers	English, French, Spanish, Other	1:1	Counselling	Culturally diverse staff/staff with lived experience, Language/Translators	Self referral	Free
Western University Counselling	Ontario	London	Post-secondary Institution		Post-secondary Students	In person Virtual Phone	Counselor	English	1:1, Group	Counselling	Cultural training for staff	Self referral	Not specified
Wilfrid Laurier Counselling	Ontario	Kitchener /Waterloo /Cambridge	Post-secondary Institution		Post-secondary Students	In person Virtual Phone	Counselor	English	1:1	Counselling	Cultural training for staff	Self referral	Not specified
Windsor Women Working With Immigrant Women	Ontario	Windsor	Non-profit	Mental Health/Crisis Counselling Support Services	All Newcomers	In person	Not specified	English	1:1, Couples, Group, Families	Counselling, Peer Support	Not Specified	Not specified	Not specified

Women's Organization of Ontario (IWOO)	Ontario	Toronto/GTA	Non-profit		Women	In person Virtual	Therapist	Farsi	1:1, Group, Families	Counselling, Workshops, Peer Support	Language/Translators	Not specified	Not specified
WoodGreen	Ontario	Toronto/GTA	Non-profit	Youth Wellness Centre	Youth	In person Virtual	Not specified	English	1:1, Group	Counselling, Peer Support	Not Specified	Self referral	Free
	Ontario	Toronto/GTA	Non-profit	Syrian Family Support Program	All Newcomers	Virtual	Not specified	English, Arabic	1:1, Group	Counselling, Peer Support	Language/Translators	Self referral	Free
Working Women Community Centre	Ontario	Toronto/GTA	Non-profit		Women	In person	Not specified	Arabic, Farsi, Mandarin, Portuguese, Spanish, English	1:1, Group	Peer Support, Counselling	Language/Translators	Not specified	Not specified
Yellow Brick House	Ontario	Toronto/GTA	Non-profit		Women	In person	Not specified	English	1:1	Counselling	Not Specified	Not specified	Not specified
Youth Assisting Youth	Ontario	Toronto/GTA	Non-profit		Youth	Virtual	Not specified	English	Group, 1:1	Coaching, Peer Support	Not Specified	Self referral	Free