



Case # 2 Jean from Haiti

- Jean is a 35 year-old man from Haiti.
- Arrived in Canada in 2010 after earthquake with wife and two children 4 and 2 years old.
- Worked in Haiti as auto mechanic; unable to find similar job in Ottawa.
- Has nightmares from the earthquake. Depressed because he had lost some family members.
- Recently laid off from job in a pizza restaurant.
- Arrived at CCI in his car with wife and children; no child car seats.
- Needs help finding a new job and enrolling one child in kindergarten.
- Is worried about his wife's health and the children complaining of tooth ache. Has no family doctor.

Guidelines for group discussion

Sum up in bullet points on the flipchart:

- What are the health issues that you would address with Jean?
- How would you address them?
 - Things you would tell Jean
 - Things you would do to help Jean
 - Info materials/resources you would give Jean
 - Referrals you would make
 - Follow up you would undertake

Health Skills Health Smart Program Development Training: Case scenarios: Health issues of Public Health importance

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Health Issue	Client's needs	Key OPH Resources, Programs & Services	Accessible non-OPH resources/services	Examples of organisations that can help
Mental health - depression	Reduced stress; treatment for depression and recurrent nightmares	Information and resources on community mental health services. OPHIL Line: 613.580.6744 OPH website: Ottawa.ca/health	Telehealth Ontario 1-866-797-0000 (multilingual 24/7 service).	Community Health & Resource Centres www.coalitionottawa.ca/coalition ; Royal Ottawa Hospital: www.theroyal.ca .

Immunization for child (for school enrolment)	Complete immunization record	Free immunization records form with all required shots. Info on where to get immunized. See OPH contact info above & Section # 6 of resource binder.	School boards have comprehensive info on their websites.	Community Health & Resource Centres; www.coalitionottawa.ca/coalition/ Family doctor or walk- in clinic for shots.
Car Seat Safety	Info on legal and safety requirements for child car seats	“A1Secure”. Child passenger safety social marketing campaign with multilingual fact sheets & resources. www.A1secure.ca . See OPH contact info above & Section # 8 of resource binder.	CAA North & East Ontario 613-820-1890	S.E.A.T.S for Kids (Car seat inspection clinics) www.seatsforkidscanada.com ; Canadian Automobile Association www.caa.ca .
Wife’s health/No Family doctor	Help in finding a family doctor	Info on where to get health care. See contact OPH info above & section #1 resource binder.	Health Care Connect 1-800-445-1822	Community Health & Resource Centres. www.coalitionottawa.ca/coalition/
Children complain of tooth ache	Help in getting dental care	Free monthly dental screening; assistance in accessing provincial “Healthy Smiles Ontario” & “Children In Need of Treatment” programs for children under 17 from low income families. See OPH contact info above & Section # 4 of resource binder.	Community and Social Services Department: 613-560-6000	Dental hygiene school demonstration programs: Algonquin College: 613-727-4723; Dental Hygiene College: 613-726-0100; Cite Collegiale: 613-742-2493 x 2515); Canadian Dental Association www.cda-adc.ca/