



## The practices to privilege to maintain or improve professional interaction with immigrant seniors

C. Pelletier, M. Mandza and M-E. Bédard, CCEG-CCTT Cégep de Drummondville,  
in partnership with Institut de recherche sur l'intégration professionnelle des immigrants

caroline.pelletier@cegepdrummond.ca ; matey.mandza@cegepdrummond.ca ; marie-eve.bedard@cegepdrummond.ca

48th Annual Scientific and Educational Meeting, 25 October 20<sup>th</sup> 2019

### PROBLEM

Given the growing cultural diversity in Quebec, health and social services professionals (HSSP) are directly concerned by the challenges of providing services to immigrant seniors. That is why the CCEG and IRIPI put their expertise together to realize a research on best practices to privilege for adapting professional interaction with immigrant seniors. The goal is to equip these professionals to better meet the different needs of communication and support.

### METHOD

Were realised.

➤ An exploratory review of writings;

**65** semi-directed individual interviews with **27** HSSP (nurses, attendant beneficiaries, social workers) and **38** immigrant seniors in the Drummondville and Montreal regions;

3 group interviews with nursing and human sciences college teachers to validate the content of the 2-step practice guide:

- validation of the table of contents;
- validation of the content of the guide.

**« Some immigrant seniors do not want to disturb (...) but the fact that the person does not ask for help, sometimes we are not inclined to see if they do well, sometimes we can miss some things...»**

Nurse in Montréal.

### RESULTS

The triangulation of the results obtained by the different data collections allows the elaboration of the guide on the practices to be privileged to adapt the interaction of the HSSP with the immigrant seniors. This guide of innovative practices is proposed for all those working in health and social services. It is also proposed for teachers of the faculty of the Nursing and Social Sciences programs at the college level, which trains and prepares the next generation to support seniors in general and immigrants' seniors singularly.

The following topics are addressed according to the work context (hospital, residential and long-term care, home), the theory of aging process, practical advice, etc.

Hospital, residential and long-term care	Concretely
How to announce a diagnosis	When announcing a life-threatening diagnosis, choose a professional interpreter rather than a family member. The information may be distorted by family members who may qualify the information or hide some of the information in a way that does not hurt their elderly parent or because they are themselves upset about the information to be transmitted. First, talk to the interpreter about the situation, in order to prepare him to translate sensitive words.
Find useful resources	Identify professionals of the health and social services network who speak the same language. If necessary, they can act as interpreters.

### CONCLUSION

The practice guide is in the revision phase. It will be available in French and in English, free of charge on the CCEG and IRIPI websites in the autumn of 2019.

