

# MA'AN

## Wraparound Service Response



### Culturally competent services for Arab-Canadian children, youth and families

Peel is one of the most culturally diverse regions in the country, and Peel CAS is committed to responding to the unique needs of families in our region. We have developed a series of culturally competent service models, in partnership with local community organizations, to ensure that children, youth and families receive service that is anti-racist, anti-oppressive, and respectful of their culture. These services recognize the systemic barriers and oppression racialized youth and families experience and help to address them through cultural sensitivity and enhanced community partnerships.

Ma'an is a partnership between Peel CAS and Polycultural Immigrant & Community Services (PICS) to serve the Arab communities\* in Peel. Ma'an launched in April 2021 with the goal of providing culturally appropriate services to Arab children, youth and families. The word "Ma'an" means "together" in Arabic, which emphasizes the collaborative nature of our work with our partners and the families we support. Programs like Ma'an are at the heart of Peel CAS' overall goal to keep children at home with their families whenever possible and strengthen connections with community.

### How does it work?

Families from Arab communities are eligible to participate in the Ma'an Wraparound program. Participating families are paired with a Cultural Resource Worker who collaborates with the family, Peel CAS, and other community agencies, to foster an environment of understanding. This worker integrates case management, community engagement, system navigation, and advocacy, through a lens of diversity, equity and inclusion and anti-racism practices. Through Ma'an, families receive culturally sensitive support and resources to meet the unique needs of the clients.

Ma'an allows families to receive services that are better suited to their particular situation, from providers who understand Arab culture.



The Ma'an Project and our other wraparound service models are important components of the agency's Diversity, Equity and Inclusion strategy. By working in partnership with our region's diverse communities, we can strengthen relationships, raise awareness, and dispel myths related to child welfare, while providing better service to the children, youth and families we work with.

*\*The phrase "Arab communities" refers to members of the Peel community who speak Arabic and/or are from an Arab cultural background.*

### Client testimonials

*"I'm very appreciative of this service. It feels like a family here."*

*"I'm very thankful to have the support from someone who understands my culture and speaks my language."*

*"My Ma'an worker was the bridge between the Peel CAS worker and me and played a big role in explaining my culture to the Peel CAS worker, which helped us work cooperatively together."*

*"I'm so thankful for your help and support. I feel so comfortable sharing my story with you."*

### What kinds of services are available?

Ma'an offers a range of culturally-centered services, including:

- Joint visits with a CAS worker and a Ma'an Cultural Resource Worker to provide culturally centred context and support
- Creating a safety plan together with the family that ensure the safety of the child and youth
- Connections to parenting and network support in Arabic
- Access to employment, housing, education and childcare support
- Facilitating mental health services through community partnerships
- Support with navigating immigration and settlement services

### For more information

Ask your CAS worker or contact our Client Service and Support team at 905-363-6131 x 3045 or [MJohn@peelcas.org](mailto:MJohn@peelcas.org).

Learn more about Ma'an and our other culturally competent service models at [www.peelcas.org](http://www.peelcas.org).



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