



REQUEST FOR PROPOSALS

SUBJECT MATTER EXPERT (SME): NAVIGATING ADDICTIONS AND REFUGEE MENTAL HEALTH: A SAFETY APPROACH IN RESETTLEMENT

IN BRIEF

The **Alberta Association of Immigrant Serving Agencies (AAISA)** is seeking a subject matter expert(s) (SME) to create and deliver professional development training. The training aims to enhance the knowledge and awareness of settlement worker with the various mental health challenges of their refugee clients and build their capacity to create a safe environment when interacting with clients who are dealing with addictions and substance abuse.

ABOUT AAISA

The Alberta Association of Immigrant Serving Agencies (AAISA) is a non-profit umbrella organization that has represented, supported, and advocated for Alberta's settlement and integration sector since 1980. Collectively, AAISA member agencies offer services to newcomers in over 22 municipalities across the province. AAISA's mandate is to build sector capacity to serve newcomers by providing access to relevant and meaningful professional development opportunities, engaging the sector on issue-based initiatives, and by undertaking research to build understanding of context and emerging needs.

More info about AAISA: www.aaisa.ca

CONTEXT AND BROAD OBJECTIVES

As Alberta continues to welcome refugees, providing comprehensive resettlement assistance is crucial. This involves addressing not only their immediate needs but also long-term health concerns that impact their quality of life as they integrate into their new communities. According to the World Health Organization (WHO), refugees face a range of physical and mental health challenges shaped by their experiences in their home country, their migration journey, and post-migration stressors. These factors can increase the risk of poor mental health, including depression, anxiety, post-traumatic stress disorder (PTSD), and substance abuse.

Funded by IRCC, AAISA aims to enhance the knowledge and skills of settlement workers by increasing their capacity to foster safety and preparedness in supporting refugee clients dealing



with addictions. By equipping participants with practical tools and culturally sensitive approaches, the training empowers them to address the unique challenges faced by refugees, enabling better management of other stressors during their resettlement journey.

The objectives of this course must include, but are not limited to, the following:

- Understand how trauma and stressors influence mental health and addiction issues in the refugee population, fostering a deep awareness of the unique challenges they face.
- Identify the common signs and behaviours associated with addiction and mental health challenges in clients to provide appropriate support.
- Learn practical safety strategies and trauma-informed care approaches to ensure mutual safety between clients and workers.
- Learn methods of crisis intervention during interactions in spaces such as temporary housings and resettlement centres where stressors and triggers for clients with addictions may be present.
- Explore culturally responsive practices for engaging with refugee clients with addictions
- Develop effective communication techniques to build rapport and trust with clients experiencing addiction and mental health challenges.
- Navigate and connect clients with appropriate resources that can offer additional support for addiction and mental health needs.
- Learn ways to collaborate with other support services to create a comprehensive support network for refugees.

This course will be open to anyone but must be designed for settlement workers and service providers who are working in or with the immigrant and refugee-serving sector across Alberta.

SCOPE OF WORK

The scope of work of the project is as follows:

- Design, Development and Facilitation of professional development sessions
- Creation of an Evaluation of Learning Effectiveness for the workshop sessions and self-paced online course modules.
- A development report that provides a summary of workshop and course description, learning objectives and outcomes, learning activities, and course structure.
- A final report that will assist AAISA in shaping the future direction of its professional development work with settlement practitioners in Alberta's settlement and integration sector, including reflection by the facilitator(s) on the proceedings of the workshops and activities and possible areas of improvement, and other relevant information.



COURSE STRUCTURE

Courses are developed according to AAISA's settlement practitioner competency framework, representing best practices and describing a continuum of functions and activities within the settlement sector.

AAISA courses comprise 5-7 modules which include guiding materials for up to 15 hours of training time, delivered as an online or in-person facilitated course. Each course is designed to be highly interactive, incorporate participant experience, and provide a balance of theoretical knowledge and skill development. Other AAISA courses can be provided to the selected SME(s) as a guiding resource.

COMPONENTS

- A brief description of the course and intended outcomes
- Demonstration of how learner outcomes align with AAISA's Settlement Practitioner Competency Framework
- Key tasks and activities, including the course assessment (course quizzes, case studies and assignments), main content and additional resources, discussion questions and announcements for the LMS
- Facilitator guide including notes to facilitators with instructions for delivery and materials required
- Digital learning resources (electronic documents, Microsoft PowerPoint presentation slides, audio, video and other multimedia resources)
- List of resources and references

DELIVERY TIMEFRAME

The development of the course should start in **December 2024**. It is expected that the course deliverables will be submitted by the SME in **January 2025** with the delivery of the facilitated synchronous sessions completed no later than **February 2025**. The facilitated synchronous session may be online via zoom or any other video conferencing platform or in-person over 1 to 3 weeks, as to be agreed.

INTELLECTUAL PROPERTY

Proprietary right to all data, materials, documentation and products originated by and prepared pursuant to the contract shall belong exclusively to AAISA. The contractor will acknowledge and agree that any Product and/or Deliverable created shall be considered a "work made for hire" and all rights to said Product and/or Deliverable shall belong exclusively to AAISA. The contractor will be prohibited from disseminating products and information developed.

PROJECT DELIVERABLES

The SME (also known as the “consultant”) will be responsible for:

- Providing a plan with a timeline for each project component and deliverable
- Conducting a literature review and exploring current best practices to identify key areas of focus for the modules course
- Ensuring all online course components are developed in alignment with AAISA’s settlement practitioner competency framework and current contextual needs
- Providing the content for the course including drafts, revisions, and finals
- Meeting with AAISA’s Programs & Services department to plan for the development of the course
- Collaborating with AAISA’s Learning & Technology Coordinator to develop content in relation to AAISA’s structure of the course
- Committing to generation of digital learning resources for the course (this would include electronic versions of pre- and post- assessments of competencies, discussion board tasks, full course content, descriptions and course outlines, assignments and quizzes, readings and references, and Microsoft PowerPoint slides)
- Create an Evaluation of Effectiveness of Learning for the course modules to AAISA’s Learning and Professional Development Lead

AAISA will be responsible for:

- Securing the online platform, advertising, and promoting course on social media, and handling registration, enrolment, and distribution of course materials
- Schedule and host a virtual technology orientation session with the SME on managing online sessions including breakout rooms, group discussions, online engagement on AAISA’s LMS, etc.
- Providing the SME with the AAISA Competency Framework and other course preparation templates.

PROPOSAL

We require a detailed proposal with a cost estimate and projected timelines for the project that includes the above deliverables. PLEASE NOTE that the **proposal is for a total of \$5,000** for all SMEs.

The proposal should include:

- Project design: proposed activities, cost estimates, and timeline for the various components (approach to learning/facilitation, learning goals, proposed modules, etc.) of the project



- Resume of the Project Leader responsible for the development and coordination of the project
- List of courses/workshops developed/delivered previously
- Two references of people whom you have developed/delivered course or workshops previously and their contact information

SELECTION CRITERIA & PROCESS

The following are the criteria we will use in the selection process:

- Detailed plan and timeline (including projected costs for each component).
- Demonstrated expertise in counselling psychology, mental health, and addictions especially in the context of newcomers and immigrants
- Knowledge and/or experience in the immigration, settlement and integration sector is considered an asset
- Demonstrable experience in facilitating learning and development workshops, trainings, courses with adult learners
- Familiarity with online learning platforms preferred (e.g., Moodle, Blackboard, D2L etc.)
- Familiarity with online webinar platforms preferred (e.g., Zoom, Microsoft Teams, etc.)
- Compliance with deadline(s)
- Fluency in English, both written and verbal. Fluency in French would be an asset
- In your proposal, please identify the following information:
 - Learning goals and outcomes
 - Key focus questions
 - Main areas of awareness and attitude

The proposal will be reviewed in detail according to the above criteria. Shortlisted candidates may be asked to provide portfolios of their work or examples of previously designed and developed courses and/or workshops, as well as to participate in an interview. All applicants will be promptly notified when a selection has been made.

Both individual and collaborative proposals will be considered.

PROPOSAL SUBMISSION

Please send an electronic submission including the following: letter of intent, resume, plan, examples of past work, and proposed fees to pd@aaisa.ca. Please ensure that your name or your organization's name appears in the file name.

Your electronic submission should be sent by Monday, November 18, 2024 @ 5PM MDT to pd@aaisa.ca with the email title: “RFP Submission: Navigating Addictions and Refugee Addictions and Refugee Mental Health: A Safety Approach in Resettlement”

Qualified applicants will be added to AAISA's network for notification of future opportunities.



If you have any questions, please contact pd@aaisa.ca.

AAISA is an Equal Opportunity Employer, and we work to sustain anti-discrimination and anti-racism practices in our workplace. We do not discriminate based on race, ethnicity, sexual orientation, gender identity and/or gender expression, age, physical or mental health, religion or beliefs, or any other status protected by law. Harassment or discrimination is not tolerated at AAISA. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business need

PLEASE NOTE: AAISA is not obligated to accept the lowest cost proposal. In addition, AAISA need not accept any of the proposals. All decisions of AAISA shall be final and binding.