Promoting Refugee and Community Wellness

Lisa Johannsen-Koppitz, JOUR Group
Welcome!

As valued members of our communities, we each play an important role in contributing to the health and well-being of our fellow community members, including newly arriving refugees. This toolkit offers insight and tailored recommendations for communities of individuals working in cities and states that are helping refugees resettle and integrate. Local business owners, schoolteachers, refugee resettlement agency professionals, healthcare providers, counselors, librarians, caseworkers, and other caring community members can all glean from this tool’s highlighted programs, refugee voices, and encompassing approach to refugee wellness. By welcoming refugees, together we are creating healthy communities.

Consider the words of Anne Frank, the brave young Jewish teenager famous for her diary entries written while she and her family went into hiding from the Nazi persecution of the Jews:

“How wonderful it is that no one has to wait, but can start right now to gradually change the world! How wonderful it is that everyone, great and small, can immediately help bring about justice by giving of themselves!”
What to Expect

With this tool,

> You will gain a better understanding of the connections between health outcomes and fostering a welcoming community climate.

> You will be inspired to do more focused work that intersects wellness and welcoming communities.

> You will have concrete ideas for the next steps you can undertake in this area.

Tool Development

This tool was developed to better understand the cross section of welcoming communities and refugee health. The tool utilizes the Person-in-Environment\(^1\) and Ecological Systems\(^2\) Theories as a foundation to better understand how communities influence refugee health and well-being. These theories can help to frame an individual’s behaviors and overall wellness partially through the ongoing interactions, experiences, and perceptions of the people around them. (See Key Terms section on page 4 for descriptions of each theory.) Interviews with refugee community leaders, mental health counselors, employers, and academics offer direct insight into how each sector of the community can play a role in refugee wellness. In this guide, we will look at how refugee health can be defined in part by the surrounding people and community.

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This toolkit will introduce who refugees are, their resettlement journeys, and the ways they contribute to the community once they have arrived. The toolkit will also explore the connection between refugee wellness and community wellness. Finally, the toolkit offers a Community Map tool outlining various community sectors and specific recommendations for individuals and programs in those sections that can help integrate refugee community members.

While the stressors of forced migration may create challenges, refugees bring a spirit of hope and resilience into every community they enter. This spirit needs ongoing support to remain strong and to heal from any suffering experienced during their migration journey. To create a community of support that includes refugees it is important to build social bridges between the receiving community and newcomers. The World Health Organization’s Brief on migration and health describes the best way to address refugees’ vulnerabilities:

“The most important strategy for reducing the risk of mental disorders in refugees once they have arrived in the host country, is general support: meeting their basic needs and ensuring their safety, and that they are accepted and integrated into mainstream society.”

Key Terms

**Arriving Community:** Refugees who resettle to a new neighborhood, city, state, or region.

**Community:** A group of people who share a similar geographic area or similar interest(s).

**Community Member:** Any individual living, working, or contributing to a community.

**Ecological Systems Theory:** A theory that helps to explain the transactional relationships an individual has with the surrounding people, organizations, and environmental factors.

**ELL:** Refers to an English Language Learner — an individual who is learning the English language, in addition to native language(s) and any other language(s) spoken by the individual.

**Mental Health:** In general, a state of well-being in which individuals can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

**PIE:** Refers to the Person-in-Environment Theory — “a practice-guiding principle that highlights the importance of understanding an individual and individual behavior in light of the environmental contexts in which that person lives and acts.”

**Receiving Community:** A neighborhood, city, state, or region in which refugees are resettled.

**Refugee:** Someone who has left their country due to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion.

**Refugee Resettlement Agency:** Refugees are resettled across the country through affiliate offices of the national resettlement agencies (also called voluntary agencies) that resettle refugees on behalf of the U.S. government. Resettlement agencies help newly arrived refugees settle into local communities and provide a wide range of services that promote self-sufficiency, such as employment and language skill classes.

**Wellness:** Refers to being in good physical and mental health which includes several other dimensions such as emotional, environmental, social, and spiritual.


8 www.wrapsnet.org/rp-agency-contacts
The Refugee Journey

After long and arduous journeys, refugee families arrive at the door of their new homes not only carrying their briskly packed luggage of clothes, family photos, passports, health records, and official United Nations documents proving refugee status, they are also carrying the weight of concerns about the communities they’ve fled and the new communities that lies before them. Refugees may be in various stages of grief as they have left behind all that they have ever known. Since grief is a universal human experience, we can all recognize how challenging it can be to move forward under these circumstances. Within the first days of arriving to their new home, a refugee family is extremely busy attending orientation sessions at their resettlement agency, working on their resumes, attending ELL classes, enrolling their children into school, and finding the nearest grocery store. With the rapid pace of adjustment, it may appear that the life left behind could become a distant memory. However, the complexities of a refugee’s journey, such as fleeing one’s home due to fear of persecution and often leaving loved ones behind, will impact their overall health and wellness. It is common for refugees to experience increased feelings of stress, difficulty sleeping, loss of appetite, and sometimes a general sense of feeling overwhelmed during the resettlement period. What may be surprising to learn is that the role of a refugee’s new community can aid tremendously in minimizing the impact of those negative experiences and positively influencing refugee health and overall wellness. This toolkit explores how supporting community members, including refugees, adds to the health and wellness of the community as a whole.

Refugee Wellness is Community Wellness

A major component of wellness is mental health. However, defining mental health is complex and is often oversimplified to focus on only personality disorders or negative behavioral symptoms. Note: Due to this complexity, this toolkit will not be defining mental health as a concise description, but rather illustrating how communities and community members affect mental health and wellness. It is not only a person’s behavior and actions or physical setting that affect overall health, but also the social environment. Research illustrates that when parents have good mental health and well-being, their children are more likely to benefit from good mental health as well. Additionally, when refugees, especially refugee children, perceive their neighbors, classmates, and community members to be accepting and non-discriminatory, their psychological well-being is positively impacted. Whether children of relocating military families, veterans returning home from war, a family moving into a new neighborhood, or elders seeking a sense of belonging, the role of the community serves as an influential factor in the successful integration and health of new community members.

Refugees bring their inherent and learned strengths into many ongoing, reciprocal community relationships, and many receiving community members recognize that refugees are worth investing in.

Forward-thinking receiving community members recognize that refugees are worth investing in. Refugees can utilize their skills to enhance community facets, such as the economy and local businesses, healthcare settings, and local farmer’s markets. These contributions help strengthen communities’ economic and social vibrancy, increasing health and well-being for all community members. In fact, “Economic and social development is fundamental to health and health equity, and, thus, action across sectors— not just the health sector—is required.”

America’s history has made clear that refugees’ contributions to society have a positive and lasting impact on this country’s ever-evolving culture. David Tran, a successful entrepreneur, resettled to the United States as a refugee from Vietnam. He is the creator of Sriracha hot sauce, a popular product in the U.S. with a highly successful and profitable company boasting annual sales of $60 million. Many others who have come to the U.S. as refugees, such as Albert Einstein, Madeline Albright, Elie Wiesel, and Sergey Brin, have also made creative and important contributions to U.S. society, illustrating how economic and social development can improve the health and wellness of receiving and arriving communities.

10 Ibid.
11 Ibid.
Promising Practices Snapshots

From sea to shining sea, local community initiatives are taking form and showing indelible support for their community through welcoming refugees. These initiatives are bringing an awareness to refugee needs and elevating the strengths inherently present within the local communities.

Local Business and Economic Health

In addition to long-standing, national companies and initiatives, refugees also add to the local business environment. Data has consistently shown that immigrants in general are more likely than U.S.-born community members to own their own businesses.\(^\text{15, 16, 17}\) In fact, certain groups, such as Syrians, are nearly four times more likely than U.S.-born individuals to own businesses providing vital services to their communities.\(^\text{18}\) Studies suggest that communities with high concentrations of local businesses enjoy increased development, including better physical health outcomes such as "lower rates of mortality, obesity and diabetes."\(^\text{19}\) What’s more, given the association between chronic disease and mental health concerns such as depression,\(^\text{20}\) increased physical health associated with community development can produce positive health outcomes, as well. Thus, celebrating refugees’ and immigrants’ entrepreneurial spirit is vital to overall community wellness.

Even as many refugees create their own jobs and businesses, still others serve the community as hard-working, reliable members of the existing workforce.

Carrie Sturrock works with a window insert manufacturing company in Oregon and has recognized the vital role refugees play in their company. She’s taken a proactive approach to making employees successful, offering mentoring relevant to both employer and employee goals. This includes sharing employment-related tips and assistance in increasing English language skills. Carrie observes that refugees often demonstrate exceptional strength resulting from their experience overcoming difficult past experiences. This resilience fosters a unique sense of determination and dedication that characterizes refugees as particularly valuable employees. The presence of committed, dependable workers furthers the local business environment and positively impacts both refugee health\(^\text{21}\) and overall community health.

DID YOU KNOW?

Persons who come to the U.S. with refugee immigration status are immediately eligible to work?*


18 Alkhatib, R. (2017, Feb 22). The data is in: Refugees and Immigrants are a plus to America. Arab American Institute. Retrieved from www.aaiusa.org/the_data_is_in_refugees_and_immigrants_are_a_plus_to_america


Many Americans strive to obtain higher education, find a meaningful career path, and give back to the community in which they are connected. Refugees have the same dreams when they resettle to the U.S. Yussuf Shafie, a licensed social worker, is the founder of Alliance Wellness Center in Minnesota, which offers multicultural counseling services for all community members, including refugees. Yussuf, who came to the United States as a refugee, emphasizes the importance of reducing the stigma around accessing these important counseling services, a shared priority among behavioral health professionals across communities. Given his refugee experience and background, Yussuf can offer his refugee clients concrete ways to overcome adversity and successfully integrate into a new culture.

Furthermore, Yussuf can also lend his expertise to his colleagues and community members who may not have a refugee background but are currently working with refugee clients. Yussuf harnesses his multicultural understanding, graduate degree, and unique skill set to directly support refugee mental health and subsequently, the larger community’s health and well-being.

The International Rescue Committee’s (IRC) New Roots program, part of the nationwide efforts to promote community gardens for refugees, has a location in Virginia that serves as one example of a mutually beneficial relationship among receiving and arriving communities. Through this program, refugees use their existing agricultural backgrounds and skills to grow and tend crops. The program is linked to the city’s garden system, which allows neighbors to garden alongside one another, share different crops, and engage in meaningful conversation. The produce is then provided to local restaurants and offered at the neighborhood food stand to further increase the community’s access to fresh, local produce. As many of us may know, there is something about the healing power of gardening—of working the soil, being out in nature, and watching the garden develop. This type of program facilitates healing for refugee gardeners through reconnecting with a previous way of life, generating income for their household, meeting new people, and accessing holistic support services through the IRC.

22 www.rescue.org/video/new-roots-charlottesville
23 Ibid.
24 www.alliancewellnesscenter.com/about
Furthermore, the multifaceted program not only addresses refugee health and wellness in a culturally sensitive way, it also adds to the surrounding community's nutritional health and wellness. Access to healthy, fresh food has been shown to be integral to positive public health outcomes, including lower rates of obesity and associated health conditions such as diabetes and heart disease. However, studies have also shown that not all communities have equal access to fresh produce. As experienced and often passionate farmers, many refugees thus help fulfill a critical community need.

**Academic Settings and Educational Health**

For universities, colleges, and other academic institutions, consider using your unique setting to boost the community's awareness of refugee health and foster meaningful connections among service providers. Josh Hinson, clinical social work instructor, and a group of students helped to begin the Refugee Health Initiative at the University of North Carolina Chapel Hill. The program was able to harness their students’ interest in refugee mental health to fill a community gap. The students visit the homes of refugees to provide case management and offer mental health screenings and referrals. The program also has been able to raise the level of awareness of refugee health within the community through many facilitated conversations with service providers. Students and service providers alike benefit from this opportunity to develop practical experience and engage in self-reflection, as experiential learning programs have shown to promote a strong sense of professional identity and increased academic resilience. By sharing their unique experiences and worldviews with students and providers who may otherwise not be exposed to these concepts, refugees enhance the personal, professional, and intellectual growth of their new communities.

Does your university work with the local refugee resettlement agencies and other service providers? Do your students reflect refugee backgrounds or have an interest in supporting resettled refugees? How can the academic setting leverage its unique position in the community to create internships, hold community discussions, and foster refugee student leadership in order to make higher education a welcoming part of the community?

**Community Gatherings and Social Health**

Refugees make our communities more vibrant from the richness of experience they bring. They introduce new cultures to the regions into which they are integrated and bring new food, languages, and traditions. The Syrian Supper Club in South Florida offers a unique neutral space for receiving and arriving communities to share stories over the universal language of food. Community members, including long-term residents and newly arrived refugees, enjoy a day of cooking, cultural exchange, and conversation. The group discusses how their gatherings help to bridge information gaps around the room and deepen understanding on a different level—all through a shared meal. The initiative gives opportunities for receiving communities to open their homes and for arriving communities to share their family recipes and stories.


27 www.med.unc.edu/shac/services/programs/refugee-health-initiative


29 www.jefferson.edu/university/jmc/departments/family_medicine/community/refugee_health_partners.html
Volunteering and Family Health

The Community Impact Lab offers a powerful example of supporting community by supporting refugees. The initiative was started by XouHoa Bowen, a community member who wanted to change the way families live, give, and grow after she had listened to a story about refugee families crossing borders to find safety. The daughter of refugees herself, XouHoa is a model of the American spirit, bringing meaning to her parents’ struggle by leading her community in acts of kindness. She partnered with local refugee resettlement agencies to support and empower refugee families by providing “Lift Me Up” bags (as opposed to “hand-me-downs”) to mothers. What makes this initiative unique to others is that XouHoa intentionally incorporated the refugee mothers and family members into the programming as volunteers and event leaders. “When you volunteer, you do good work in your community,” she says. “That’s when you learn about your community and feel fully engaged as a community member.”

Mobile Clinics and Physical Health

Refugee Health Partners is a partnership between Philadelphia University and Thomas Jefferson University, comprised of medical students who provide free medical care through mobile clinics. The mobile clinics are often available on weekends, when many full-time working refugee families may benefit from services. By engaging medical students, Refugee Health Partners is engaging the local medical community, while addressing refugee health concerns.

Two-Directional Wellness

These highlighted programs and stories illustrate the interconnectedness of arriving and receiving communities. More importantly, they reveal the current contributions refugees make to their surrounding communities to strengthen that community’s comprehensive health. Because these cities, states, employers, and academic settings made their spaces welcoming to refugees, the community has now benefited from a dedicated workforce, culturally appropriate counseling services, and access to locally grown produce. These examples show the two-directional connection between refugee wellness and the community’s wellness.

Lisa Johannssen-Koppitz, JOUR Group
Welcoming Community Map

When considering how to best support refugees, remember that supporting refugees is supporting your community. When we recognize refugees as our neighbors and as our fellow community members, the goal is clear: create a healthy community by creating a welcoming community.

We all have a role to play, whether you are a local business owner, a patron at your local library, a social worker, a college student, a family doctor, a local farmer, a landlord, or maybe even a parent aiming to model kindness and community engagement to your family. You can start by identifying yourself on the natural bridge builders community map on the following page. Maybe you are a consumer and are seeking new goods, ingredients, crafts, or music. Wherever you may be on this map, you are equipped with the opportunity to strengthen your community by building a culture of warmth, hospitality, and support for refugees arriving in hopes of safety, opportunity, and a better future.

Through integrating community sectors, this map reflects communities as they have been for generations and will continue to be for generations to come: multidisciplinary, multicultural, and multitalented.

See the Natural Bridge Builders community map on the next page.
NATURAL BRIDGE BUILDERS

Education
Display welcome signs in different languages and help kids connect with each other.

Faith-Based Organizations
Work with local FBOs to connect with refugee families and build a network of support across faiths.

Grocery Store
Offer ingredients that reflect new community members.

Gardening & Farmer’s Market
Learn from refugee farmers at a local farmer’s market.

Hospital
Train residents about unique refugee cultural perspectives that may impact engagement with the medical field and providers.

Jobs
Local employer? Hire refugees!

Housing
Offer communal spaces for ongoing educational opportunities within apartment complexes or shared living settings.

Community Gatherings
Host a meal and conversation to help all community members get to know each other.

Wellness Center
Start a wellness program for refugees to decrease mental health stigma.

Bus Stop
Public transportation staff can help refugees navigate their new community.

College
Invite refugees to speak to college classes so students learn from refugees directly.

Community Impact Lab
Start a community project based for and by families.

The Arts
Offer theater workshops to refugees to build community storytelling.

Housing
Offer communal spaces for ongoing educational opportunities within apartment complexes or shared living settings.

See following page for more detail
BECOME A BRIDGE BUILDER

COMMUNITY GATHERINGS

“It helps people understand each other on a different level. When you can sit at a table and enjoy a meal, it creates a good atmosphere for learning and exchanging.”
— Syrian Supper Club

Start a supper club in your neighborhood. Contact a local community kitchen to rent space and host a cooking lesson by new refugee families in your community.

JOBS

“Refugees have the kind of life experiences that require strength to overcome. This makes them extremely strong and dedicated, and they bring that spirit to the workplace.”
— We Hire

Post job openings at your local refugee resettlement agency. Show your support by signing We Hire’s declaration at wehirerecruits.com.

GARDENING & FARMER’S MARKET

“As a program, our strength is in building relationships and that comes from just simply spending time with people— as a volunteer, or a customer, or a fellow gardener.”
— New Roots

Provide refugees with gardening land. Invite refugee gardeners to sell produce at local farmer’s markets.

COMMUNITY IMPACT LAB

“You may not be able to develop policy, but you can make an impact just by finding connections between individuals.”
— XouHoa Bowen

Bring people together to build common understanding and relationships with each other.

HOSPITALS

“While becoming a refugee changes many things, it does not change the human right to the highest attainable standard of health and well-being.”
— Dr. Flavio Bustreo, World Health Organization

Create a healthcare guidebook; see Minnesota Healthcare Alliance. Listen to webinar on integrative healthcare.

EDUCATION, K–12

“Refugee children need to learn through education that they belong, wherever they may be.”
— Harvard Graduate School of Education

Display welcome signs in different languages. Display photographs/items from different countries represented within the student population. Read Welcoming America’s K-12 Welcoming Week Toolkit.

WELLNESS CENTER

“We help to alleviate stigma and create awareness about mental health and wellness.”
— Yussuf Shafie of Alliance Wellness Center

Help refugees understand how the U.S. views and talks about mental health to decrease stigma. Build a bridge between how the U.S. talks about mental health and how refugee communities find healing in their emotional health.

WELCOMING REFUGEES Promoting Refugee and Community Wellness
Additional Resources

National Partnership for Community Training (NPCT)
Webinar “Resilience among Refugee Youth and Families” (Highlights resilience and strength-based approaches)

Webinar “The Trauma Story” (Great for clinical service providers)
https://gulfcoastjewishfamilyandcommunityservices.org/refugee/2013/06/01/dr-richard-molicas-webinar

Webinar “Community Impact” (Discusses trauma-informed care approaches)
https://gulfcoastjewishfamilyandcommunityservices.org/refugee/2017/01/26/community-impact-webinar

Information Guide “Community Engagement” (Defines trauma and identifies next steps)

Information Guide “Grief and Healing” (Shares traditional grieving practices)

Information Guide “Resiliency and Self-Sufficiency” (Discusses resiliency’s impact on housing, education, and employment)

Refugee Wellness Country Guide: Democratic Republic of Congo (Describes strong familial ties and spirituality as important parts of overall health)

See all Refugee Wellness Country Guides
https://gulfcoastjewishfamilyandcommunityservices.org/refugee/resources/country-condition-reports

Welcoming America Tools
Webinar “Welcoming + Community Engagement”
www.welcomingamerica.org/content/welcoming-community-engagement

Webinar “Welcoming + Schools”
www.welcomingamerica.org/content/welcoming-schools

Toolkit “Neighbors Together”
www.welcomingamerica.org/content/neighbors-together

Guide “Building Welcoming Schools”
www.welcomingamerica.org/content/building-welcoming-schools

Toolkit “America Needs All of Us”
www.welcomingamerica.org/content/america-needs-all-us

Toolkit “The Welcoming Standard and Certified Welcoming”
www.welcomingamerica.org/content/welcoming-standard-and-certified-welcoming

Additional Resources
American Psychological Association’s Division 56 (webinars on various refugee health topics available) https://www.apatraumadivision.org/527/webinar-series.html

National Capacity Building Project (technical assistance for centers for survivors of torture) http://healtorture.org/

The National Child Traumatic Stress Network (large collection of toolkits and resources for children who have experienced trauma) http://www.nctsn.org/

Centers for Disease Control and Prevention https://www.cdc.gov/immigrantrefugeehealth/index.html

Office of Refugee Resettlement (many resources that include Congolese Refugee Health video-series) https://www.acf.hhs.gov/orr/programs/refugee-health
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