



OUR CITY OF NATIONS

BUILDING NEW FUTURES TOGETHER

REFUGEES, NEWCOMERS, AND IMMIGRANTS—ENRICHING OUR COMMUNITIES

JUNE 13TH & 14TH, 2017

UNIVERSITY OF WISCONSIN-MILWAUKEE
HELENE ZELAZO CENTER FOR THE PERFORMING ARTS

— CONFERENCE SUPPORTERS —



Interprofessional Education



Office of Global Health



Anonymous
Donor

— PLANNING REPRESENTATION —

- Aurora Walker's Point Community Clinic
- Concordia University, Physician Assistant Program
- Froedtert Hospital [Global Health Nursing Committee]
- International Institute of Wisconsin
- Kajsiab House
- Lutheran Social Services of Wisconsin and Upper Michigan
- Medical College of Wisconsin
- Milwaukee Global Health Consortium
- State of Wisconsin
- Sebastian Family Psychology Practice, LLC
- University of Wisconsin-Milwaukee

WELCOME

Dear Conference Participants,

Eighteen months ago, a group of dedicated people came together and issued a call-to-action for refugee care in our region. That inaugural Our City of Nation's (OCON) Conference challenged all of us who serve refugee communities to become accountable to one another for the quality of services we provide to our most vulnerable neighbors.

It is with great pleasure that we welcome you to OCON2 where we come together again as a community called to serve our region's vulnerable newest neighbors. The theme of OCON2 is "Building New Futures Together". How apt this theme seems to be, given the disheartening geopolitical winds blowing in our country and beyond. To act as a counter weight to some of these anti-refugee viewpoints, the organizers of OCON2 have worked tirelessly to provide a program that will allow for lively, interdisciplinary, and interagency dialogue. Our region's future is directly tied to how we choose to receive our newest neighbors. Shall we help create conditions favorable for further enrichment of our communities or shall we remain complacent and allow others to shape our future for us?

To guide us through this lively interaction, we are pleased to receive so many guests who will lead us at plenary sessions, workshops, and panels where we can explore the mounting challenges to continue to provide top-notched refugee care. Important issues affecting our region's refugees and immigrants such as: wellness, work, school, housing, discrimination, re-traumatization, stigmatization, justice, etc., will most assuredly be part of our work over the next two days.

OCON2 would not have been possible without the support of our donors and registered participants. Generous support has been received from the University of Wisconsin-Milwaukee, the Children's Community Health Plan, Managed Health Services, Concordia University, the Medical College of Wisconsin, and an anonymous donor. We thank them and you, for being part of this important conference.

Respectfully,

Sebastian Ssempijja, Ph.D.
OCON-Conference Co-Chairperson
CEO/Clinic Director
Sebastian Family Psychology Practice, LLC

Dr. James Sanders
OCON Conference Co-Chairperson
Associate Professor, Dept. of
Family & Community Medicine
Medical College of Wisconsin

Vision

Provide a platform for improved skills attainment, sharing, and captivation of advanced research and practices within the prism of Human Wellness, being interchangeably influenced by local and global factors.

Goal

Mobilize and harness the diverse knowledge, capacities, and services of various stakeholders, interested to learn from and with those who interface with refugee and immigrant communities in the USA.

Objectives

1. Describe how to adapt my practice to better serve refugee and/or new immigrant populations.
2. List the important considerations for addressing the top health concerns of Milwaukee's refugee and/or new immigrant populations.
3. List which local services medical, behavioral health, social workers, etc. provide refugee and/or new immigrant populations,

LOGISTICS

Wi-Fi:

username: cityofnations-guest

password: zelazoguest

UWMSponsored Network

*Engage with us on Twitter throughout the conference by tagging us @ OCON_MKE
or by adding #OCON and #ourcityofnations to all your social media posts!*

Restrooms:

Restrooms are located on the first floor in rooms 185 and 189, and on the second floor in rooms 234 and 238.

Prayer Rooms:

Prayer rooms are located on the first floor in rooms 166 and 168. Please leave doors open when not in use.

Parking:

Metered parking is available on adjacent streets or across Kenwood Avenue in the UWM Union parking structure.

CONTINUING EDUCATION

Conference Tracks:

Refugee Agencies & Other Refugee Care Providers SS	Medical Professionals MED	Mental Health Professionals MH	Education Professionals EDU
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For counselors:

Mount Mary University and The Medical College of Wisconsin are cosponsors of this program. All professional participants can receive a certificate of attendance with 13.5 clock hours identified commensurate with their attendance.

For social work & case managers:

Case managers and social workers will receive a certificate of attendance with 13.50 clock hours identified commensurate with their attendance.

For physicians, pharmacists, nurses, psychiatrists:

ACCME Accreditation Statement: The Medical College of Wisconsin is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

AMA Credit Designation Statement: The Medical College of Wisconsin designates this Live Activity for a maximum of 12.5 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Hours of Participation for Allied Health Care Professionals: The Medical College of Wisconsin designates this activity for up to 12.5 hours of participation for continuing education for allied health professionals.

OCPE registration: <http://ocpe.mcw.edu/>

For psychologists:

The Medical College of Wisconsin is approved by the American Psychological Association to sponsor continuing education for psychologists. The Medical College of Wisconsin maintains responsibility for this program and its content.

This activity contains content or processes that may be potentially stressful.



KEYNOTE SPEAKERS

Galya Ben-Arieh Ruffer, JD, PhD



Galya Ben-Arieh Ruffer is the founding Director of the Center for Forced Migration Studies, Buffett Institute for Global Studies and Senior Lecturer in the Department of Political Science at Northwestern University. She completed a J.D. at Northwestern University and a Ph.D. in Political Science at the University of Pennsylvania. Ben-Arieh's current research centers on the rights and processes of refugee protection, citizenship and inclusion, the use of information and communication technologies in refugee protection and the connection between refugee protection and post-conflict recovery. She has been awarded grants from the National Science Foundation, the Social Science Research Council and the Kellogg Center for Dispute Resolution. She is a 2016 Senior Fellow at the Käte Hamburger Kolleg / Centre for Global Cooperation Research (University of Duisburg-Essen) with a focus on the question "Does the Refugee Convention Regime Contribute to Refugee Protection? Understanding 'Success' in the Implementation of Refugee Status Determination Systems." She has conducted field research in Europe and East Africa and has published on testimony and justice in the DR Congo, asylum law and policy, human rights litigation in transnational courts and immigrant incorporation and integration in Europe. Her books include *Adjudicating Refugee and Asylum Status: The Role of Witness, Expertise, and Testimony* (co-edited with Benjamin Lawrence), Cambridge University Press (2015) and *Prosecution, Persecution, Protection: Doing Justice for Sexual Violence* (forthcoming). She serves on the executive committee of the International Association for the Study of Forced Migration. Aside from her academic work, she has worked as an immigration attorney representing political asylum claimants both as a solo-practitioner and as a pro-bono attorney.

Commissioner Edward Ehlinger, MD, MSPH

Minnesota Gov. Mark Dayton appointed Dr. Ehlinger, to serve as Minnesota Commissioner of Health in January 2011. On October 1, 2015 he was appointed as President of the Association of State and Territorial Health Officials. He is responsible for directing the work of the Minnesota Department of Health. The Minnesota Department of Health is the state's lead public health agency, responsible for protecting, maintaining and improving the health of all Minnesotans. The department has approximately 1,400 employees in the Twin Cities area and seven offices in Greater Minnesota. Prior to being appointed commissioner, he served as director and chief health officer for Boynton Health Service at the University of Minnesota. He has also served as an adjunct professor in the Division of Epidemiology and Community Health at the U of M School of Public Health. From 1980 to 1995, Ehlinger served as director of Personal Health Services for the Minneapolis Health Department. He completed his bachelors of arts at UW-Madison, a masters of public health at University of North Carolina, Chapel Hill and a medical degree from the University of Wisconsin.



Melanie Greenberg, JD



Melanie Greenberg is President and CEO of the Alliance for Peacebuilding. Before joining the AfP, she was the President and Founder of the Cypress Fund for Peace and Security, a foundation making grants in the areas of peacebuilding and nuclear nonproliferation. From 2003 to 2004, she was a visiting scholar at the Johns Hopkins School for Advanced International Studies, focusing on issues of justice in post-conflict peacebuilding. From 2000 to 2002, Melanie was director of the Conflict Resolution Program at the William and Flora Hewlett Foundation. She previously served as associate director of the Stanford Center for International Security and Cooperation and deputy director of the Stanford Center on International Conflict and Negotiation.

In her work on international conflict resolution, Melanie has helped design and facilitate public peace processes in the Middle East, Northern Ireland, and the Caucasus. She has taught advanced courses in international conflict resolution, multi-party conflict resolution, and negotiation at Stanford Law School, Georgetown University Law Center and the Elliott School of George Washington University. She was lead editor and chapter author of the volume *Words over War: Mediation and Arbitration to Prevent Deadly Conflict* (Rowman & Littlefield, 2000), and co-editor of *Civil Society, Peace and Power* (Rowman & Littlefield, 2016).

Melanie is a frequent writer, lecturer, teacher, and trainer in a broad range of areas related to international law, international security, and peacebuilding. In her training capacity, she has led courses for Congressional staff, scientists at the National Institutes of Health, international lawyers, business executives, and graduate students from around the world. Melanie serves on multiple non-profit boards, and is an International Advisory Council member of the United States Institute of Peace. Melanie holds an AB from Harvard and a JD from Stanford Law School.

DAY 1: TUESDAY, JUNE 13

8:00	REGISTRATION Zelazo Center Entrance Light refreshments from Lopez Bakery & Restaurant
8:30 Rm 250	OPENING REMARKS <i>Dr. James D. Sanders, MD: Associate Professor Family and Community Medicine, Medical College of Wisconsin</i> <i>Dr. Sebastian Ssempijja, MS, PhD: Executive Director Sebastian Family Psychology Practice, LLC</i> <i>Dr. Joan M. Prince, PhD: Vice Chancellor, University of Wisconsin-Milwaukee</i> <i>Ms. Marla Mm: Educator, Artist, Member of the Menominee Nation</i> A welcome to participants and conference rationale. Honoring the land and connecting refugee and indigenous displacement.
8:45 Rm 250	KEYNOTE ADDRESS REFUGEE MILIEU THROUGH THE LENS OF RESETTLEMENT, CULTURE, AND IDENTITY <i>Dr. Galya Ben-Arieh Ruffer, JD, PhD: Founding Director, Center for Forced Migration Studies, Senior Lecturer, Buffett Institute for Global Studies, Northwestern University</i> A wide-ranging overview of the refugee experience in the Midwest that will offer insights for envisioning and implementing positive resettlement scenarios. -Understand core issues of resettlement for refugees in the Midwest -Strategies to individualize resettlement for refugee families -Understand the problems of the one-size fits all model of resettlement -Gain insights into what "positive" resettlement looks like in reality -Understand how education, health and employment impact resettlement
10:00	BREAK
10:15 Rm 250	PANEL ENGAGING CULTURAL HUMILITY AND TRAUMA-INFORMED PERSPECTIVES IN OUR WORK <i>Dr. Galya Ben-Arieh Ruffer, JD, PhD: Founding Director, Center for Forced Migration Studies, Senior Lecturer, Buffett Institute for Global Studies, Northwestern</i> <i>Dr. Dimitri Topitzes, PhD, LCSW: Co-Founder and Associate Director, Institute for Child & Family Well-Being, Associate Professor, UW-Milwaukee</i> <i>Ms. Laura Mesenbrink, MS Nurse Practitioner, Medical College of Wisconsin</i> An interprofessional exchange on the impact of developing a humanistic, insider viewpoint when working with refugee populations: including cultural humility and trauma-informed perspectives. -Develop a working definition of cultural humility -Understand the importance of trauma-informed perspectives -Gain knowledge of the impact of arrival stories for care givers, professionals, and refugees in refugee health and well-being
11:45 Rm 250	NETWORKING LUNCH Catering by Immy's African Cuisine

DAY 1: TUESDAY, JUNE 13

AFTERNOON BREAKOUT SESSIONS	
12:45 Rm 171 MED SS	<p>REFUGEE 101 – WHAT YOU NEED TO KNOW <i>Ms. Kelly Todd: Case Manager, Lutheran Social Services</i> <i>Ms. Suzy Michaels: Case Manager, Lutheran Social Services</i> <i>Mr. Omar Mohamed: Case Manager, Lutheran Social Services</i> What services are provided to new refugees, the scope and extent of resettlement work, and next steps for refugees in the US.</p> <ul style="list-style-type: none"> -Describe the processes refugees undertake leading to arrival in the US -Understand how interpretation and culture affect refugees' interactions with health and legal systems in the US -Learn trauma-informed perspectives in relation to self-sufficiency
12:45 Rm 177 EDU MH	<p>PATHWAYS TO SUCCESS: EDUCATION, CREATIVITY, CULTURE & ECONOMICS <i>Dr. Mohammad Dakwar, EdD: Provost, Milwaukee Area Technical College</i> <i>Dr. Sadique Isahaku, PhD, MPhil: Dean of Liberal Arts & Sciences, MATC</i> <i>Ms. Alexandra Topping, MS: Instructor of ESL & Citizenship Preparation, MATC</i> <i>Ms. Blia Cha: Former Realtor, ACTS Housing</i> Opportunities for taking refugees to the next step in contributing to their new homes through economic enterprise that builds resilient communities.</p> <ul style="list-style-type: none"> -How work skills may be adapted and applied for jobs in a new community -Example programs in Milwaukee that develop pathways to job placement -Learn about the contributions refugees bring to a community through professional skills and experiences -Understand how ESL programs & citizenship classes facilitate integration
2:00	BREAK
2:15 Rm 171 MED MH	<p>REFUGEE MENTAL HEALTH: SURPRISING FACTS FROM NEUROSCIENCE AND GENETICS <i>Dr. Turhan Canli, PhD: Professor of Psychology and Psychiatry, Director, Mind/Brain Center on War and Humanity, Stony Brook University</i></p> <ul style="list-style-type: none"> -How the body and mind are linked -Learn about epigenetics -Understand the genetic variation in trait anxiety
2:15 Rm 177 EDU SS	<p>TRAUMA AND INCLUSION CONSIDERATIONS IN SCHOOLS FOR STUDENTS WITH REFUGEE BACKGROUNDS <i>Ms. Dawn Shimura, MS: District ELL Coordinator, Oshkosh Public Schools</i> <i>Ms. Maly Yang, MSW, Ms. Manee Jadolon, MSW, & Ms. Sarah Borges, MA: Milwaukee Public Schools</i> <i>Mr. Travis Pinter, Ed.S: School Psychologist, MPS Violence Prevention Program</i> The latest in research on supporting SRB, strategies in Wisconsin and resources available.</p> <ul style="list-style-type: none"> -Learn examples of the impact of historic trauma exposure on symptoms in SRB's -Identify examples of school trauma that may be exhibited in SRB's -Learn strategies to creating inclusive, trauma-informed school environments -Identify methods to access school and community-based adjustment resources
3:30	MOVE TO ROOM 250 FOR CLOSING SESSION
3:35 Rm 250	<p>CLOSING WHO'S SUPPORTING YOU? HEALING THE HEALER <i>Dr. Sebastian Ssempijja, MS, PhD: Executive Director Sebastian Family Psychology Practice, LLC</i> Secondary traumatic stress on helpers and healers: meditation, creating your space, and promoting wellness in the caretaker.</p> <ul style="list-style-type: none"> -The physical and psychological impact of secondary traumatic stress on caregivers -How to include time for self-care and healing in your own personal practices -Two tools for creating a self-care practice through guided imagery -How to share self-care practices with patients, clients and students

— DAY 2: WEDNESDAY, JUNE 14 —

8:00	REGISTRATION Zelazo Center Entrance Light refreshments from Lopez Bakery & Restaurant
8:30 Rm 250	OPENING REMARKS <i>Ms. Bojana Zoric Martinez, MSM: Refugee Programs Section Chief, State of Wisconsin Department of Children and Families</i>
8:45 Rm 250	KEYNOTE ADDRESS UNMASKING THE MYTHS AND MYSTERIES OF COLLECTIVELY CREATING HEALTHY AND EQUITABLE COMMUNITIES <i>Dr. Edward Ehlinger, MD, MSPH: Minnesota Commissioner of Health, State of Minnesota</i> A synthetic overview of some of the complex challenges and rich opportunities for communities welcoming refugees and immigrants, how interconnections can inhibit or promote health equity, and how changing the narrative about what creates health friction can become a transformative force for building democracy and stimulating positive change. <ul style="list-style-type: none"> -Learn about social determinants of health and describe how these may negatively impact a refugee's transition into a new home, work, and school environment -Propose ways that the Leading Health Indicators 2020 (safety, environmental, mental health) can be incorporated into your work with refugees -Discuss with others to develop interprofessional perspectives on how to mix, blend, engage different mental models of myths
9:30 Rm 250	PLENARY REWIRING THE BRAIN FOR PEACE: BRIDGING NEUROSCIENCE, PEACEBUILDING AND SPIRITUALITY <i>Ms. Melanie Greenberg, JD: CEO, Alliance for Peacebuilding</i> How neuroscience helps us understand the changes to the brain caused by violence and fear — and how contemplative practice can serve as an antidote to those negative effects and give us new avenues for sustainable peacebuilding. <ul style="list-style-type: none"> -Describe ways in which you can use neuroscience principles to unmask the deep roots of conflict dynamics -Learn how to incorporate peacebuilding principles into your own work with refugees
10:15	BREAK
10:30 Rm 250	PANEL MOVING BEYOND THE MYTHS: REIMAGINING OUR MODELS OF HEALTH, SUSTAINABILITY AND PEACEFUL COMMUNITY <i>Dr. Edward Ehlinger, MD, MSPH: Minnesota Commissioner of Health, State of Minnesota</i> <i>Ms. Melanie Greenberg, JD: CEO, Alliance for Peacebuilding</i> <i>Dr. Fred Coleman, MD Psychiatrist, Kasjiah House</i> <i>Dr. Turhan Canli, PhD: Professor of Psychology and Psychiatry, Director, Mind/Brain Center on War and Humanity, Stony Brook University</i> How do we navigate through complex environments during times of uncertainty to build shared community vision, manage social, economic and health risks for refugees, understand resilience in communities, and work through cycles and changing trends of trauma and culture relocation. <ul style="list-style-type: none"> -Discuss ways of helping individuals navigate through complex environments during times of uncertainty -Identify principles of resilience that you can use to help refugees in their transition to new communities
11:45 Rm 250	NETWORKING LUNCH Catering by Cosmos Café STUDENT SESSION LUNCH Pick-up food and head to Student Session Room (Rm 171) <i>Small-group ice breakers and dialog over lunch</i>

— DAY 2: WEDNESDAY, JUNE 14 —

AFTERNOON BREAKOUT SESSIONS	
12:45 Rm 250 MED SS	<p>BRIDGING THE DIFFERENCES: A PUBLIC HEALTH APPROACH TO HELPING FAMILIES ADAPT TO A NEW COUNTRY AND WAY OF LIFE</p> <p><i>Ms. April Lowther, MSW, Ms. Kirsten Matesi, BSN, RN, CLC, Ms. Lara Sobek, RN, Ms. Erica Odom, MSW, CAPSW, Ms. Katie Schlipmann, RN: Milwaukee Public Health Dept. Refugee Project Home Visitors Ms. Natalie Alcaraz, MPH, RDN, Ms. Tracy Gulock, DTR, CLC: WIC</i></p> <p>Information learned and strategies for working with Burmese families. How data on nutrition and dietary practices of Karen families can help improve nutrition services to other refugee families.</p> <ul style="list-style-type: none"> -Identify some unique challenges for Burmese families in accessing care -Learn cultural norms such as dietary preferences, infant feeding practices -Understand Karen families' knowledge of WIC services -Learn strategies for working with Burmese and Karen families
12:45 Rm 177 EDU MH	<p>SUCCESSFUL FUTURES: REFUGEE BUSINESSES ENRICHING OUR COMMUNITIES</p> <p><i>Dr. Fred Coleman, MD: Psychiatrist, Kasjib House Ms. Jennifer Casey, RD, CD: Executive Director, Fondy Food Center Mr. Eric Neitzke: Job Developer, International Institute of Wisconsin</i></p> <p>Stories of hope and integration leading to success that enriches and diversifies communities.</p> <ul style="list-style-type: none"> -How community mental and physical wellness indicators can be improved, enhanced and promoted through refugee business -Examples of successful social enterprises undertaken by refugees and immigrants -Barriers limiting refugee individuals and businesses from economic participation -Learn conditions, factors, and characteristics that promote economic success -Apply models that leverage the strengths and assets of refugees towards a more diverse, thriving economy and community
2:00	BREAK
2:15 Rm 177 MH MED	<p>MENTAL FIRST AID—A WAKE UP CALL</p> <p><i>Dr. Fred Coleman, MD: Psychiatrist, Kasjib House Ms. Debbie Davis, MS: Family Support Specialist Aurora Walker's Point Community Clinic Ms. Blia Vang, MA: MS Candidate in Counseling, Mount Mary University</i></p> <p>An overview of the Mental Health First Aid (MHFA) Training, focusing on recognizing and assisting individuals in crisis.</p> <ul style="list-style-type: none"> -Learn the supports and skills most critical in responding to mental health crises
2:15 Rm 250 EDU SS	<p>SUPPORTING, SERVING, AND CONNECTING ALTERNATIVE RESIDENTS</p> <p><i>Mr. Favian Gonzalez Community Health Worker, Walker's Point Community Clinic Ms. Cendi Trujillo Tena, Youth Leader Organizer, Voces de la Frontera Ms. Barbara Graham, JD, MA: Lawyer, Catholic Charities Legal Services Dr. Leslie Davis, PhD: Psychologist Walker's Point Community Clinic, Voces de la Frontera</i></p> <p>Current safety, health and justice challenges for "alternative residents", and the surge of community resilience and support in response to those challenges.</p> <ul style="list-style-type: none"> -Learn about current safety, health, and justice challenges and solutions for "alternative residents" -Describe top concerns for clients and how to best guide clients to deal with them
3:30	MOVE TO ROOM 250 FOR CLOSING SESSION
3:35 Rm 250	<p>CLOSING</p> <p>ETHICS AND CARE: NEEDS OF THE PRESENT, DREAMS FOR THE FUTURE</p> <p><i>Dr. Paul Brodwin, PhD: Anthropologist, University of Wisconsin-Milwaukee</i></p> <p>Closing reflections, reimagining success, rethinking health and wellness, and morphing the needs of the present. The ethical implications of working with refugees and how notions of care vary across professional boundaries and within refugee communities.</p> <ul style="list-style-type: none"> -The need for an expansive definition of "care" -Develop an anthropological perspective of health and social care within the context of refugees and new arrivals -Understanding how everyday ethics can inform and impact refugee access to appropriate services

STUDENT SESSION: WEDNESDAY, JUNE 14

11:45 Rm 171	STUDENT LUNCH Pick-up food and head to Student Session Room (Rm 171) <i>Small-group ice breakers and dialog over lunch</i>
12:30 Rm 171	SESSION REFUGEE 101 – WHAT YOU NEED TO KNOW <i>Ms. Kelly Todd: Case Manager, Lutheran Social Services</i> <i>Ms. Suzy Michaels: Case Manager, Lutheran Social Services</i> <i>Mr. Omar Mohamed: Case Manager, Lutheran Social Services</i> What services are provided to new refugees, the scope and extent of resettlement work, and next steps for refugees in the US. <ul style="list-style-type: none"> -Describe the processes refugees undertake leading to arrival in the US -Understand how interpretation and culture affect refugees' interactions with health and legal systems in the US -Learn trauma-informed perspectives in relation to self-sufficiency
1:00 Rm 171	PANEL REFUGEE HEALTH AND WELLBEING: AN INTER-PROFESSIONAL PERSPECTIVE <i>Dr. James D. Sanders, MD: Associate Professor, Family and Community Medicine, Medical College of Wisconsin</i> <i>Dr. Jeana Holt, DNP, RN, FNP-BC: Fellow, Family and Community Medicine, Medical College of Wisconsin</i> <i>Ms. Sophia Franklin, MSW: Refugee Health Manager, College of Nursing, University of Wisconsin-Milwaukee</i> The important roles of cultivating social networks and fostering individual and community resilience in promoting health and well-being. <ul style="list-style-type: none"> -How do different professions perceive the health needs of the refugee communities -How inter-professional communication might cultivate quality improvement on <ul style="list-style-type: none"> -Intake -Assessment -Provision of community/population based care -Provision of individual care -Mental health needs
2:30 Rm 171	KEYNOTES REFUGEE EXPERIENCES <i>Ms. Duska Stanic, MPH, CPH: Service Coordinator, Froedtert Health</i> <i>Ms. Velinka Medic, MS: Clinical Research Coordinator, Medical College of Wisconsin</i> First hand accounts from two refugees of the Balkan War. <ul style="list-style-type: none"> -Stories of navigating the complexities of the refugee experience
3:15	BREAK Move to room 250 for the Our City of Nations conference Closing session
3:35 Rm 250	CLOSING ETHICS AND CARE: NEEDS OF THE PRESENT, DREAMS FOR THE FUTURE <i>Dr. Paul Brodwin, PhD: Anthropologist, University of Wisconsin-Milwaukee</i> Closing reflections, reimagining success, rethinking health and wellness, and morphing the needs of the present. The ethical implications of working with refugees and how notions of care vary across professional boundaries and within refugee communities. <ul style="list-style-type: none"> -The need for an expansive definition of "care" -Develop an anthropological perspective of health and social care within the context of refugees and new arrivals -Understanding how everyday ethics can inform and impact refugee access to appropriate services

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BEST PRACTICES FOR REFUGEE CARE IN SOUTHEAST WISCONSIN

The Consensus Statement from the “Our City of Nations Conference”

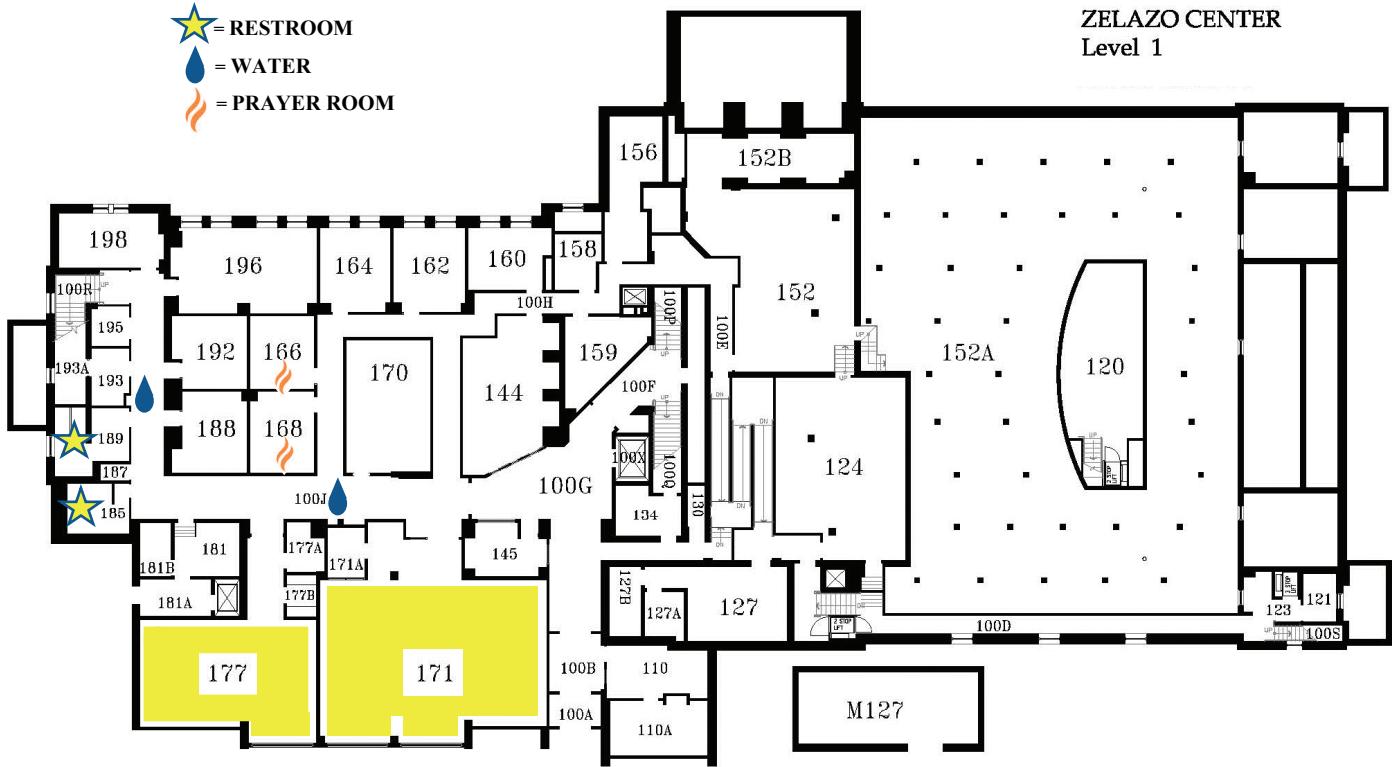
December 2015

- Refugee resettlement requires a private-public partnership in an ongoing process involving community engagement.
- To meet the needs of the increasing number of new refugees, agencies need to work smarter and faster in a collaborative fashion to integrate the best possible experience of these refugees.
- In working with refugees, recognize individual differences (i.e. that each refugee is unique even within his/her culture) but remain mindful of customs and err towards modesty and simplicity with self-expression.
- The stated goal of resettlement is self-sufficiency. It's not just safety or hospitality; it's working with refugees so they are able to become self-sufficient citizens of our country and achieve their hopes and dreams.
- The refugee experience often includes circumstances that disrupt their cultural norms and reduce social support. Collectively, these may cause a loss of identity and distrust in government or larger systems.
- Be aware of your own narrative (cultural background and personal experiences) in your encounters with refugees, and be prepared to listen to refugees' narratives at their own pace.
- The social context of interpretation is multi-faceted; as such, consider the potential impact of *who* provides interpretive services. Avoid dual relationships, and consider the client's comfort level with the interpreter.
- Different cultures may conceptualize pain, illness, and disease differently from “western-based” frameworks; one size does not fit all. We must find critical elements that translate when the usual words and Western definitions fail.
- Providers must seek to maintain cultural humility when assessing individual patients. Providers must strive to know something about: history and culture, social structure, basic health and illness concepts, the spiritual aspects of health and illness, and key Western and cultural psychiatric/psychological concepts BEFORE asking questions.
- To move towards health equity, we need to implement health in all policies with health equity as an explicit goal.
- Healthcare needs to change its focal point to helping communities better utilize primary care teams and community health workers so as to reduce reliance on emergency medicine.
- We need to keep communication between the government and communities strong so that priorities set at a community level can be reflected in government policies and budgets.
- More community navigators are needed to build relationships with community members, articulate and anticipate obstacles, and advocate for communities.
- Many refugees are eager to seek health services and to learn to navigate the health care system; we must work to address the challenges for both providers and refugees to help achieve this medical self-sufficiency.

MAP

★ = RESTROOM
 ⚫ = WATER
 🔥 = PRAYER ROOM

ZELAZO CENTER
Level 1



ZELAZO CENTER
Level 2

