



**Together: Honoring Struggle,
Celebrating Success, and
Healing Forward**
November 17-18, 2022

Co-Sponsors

The fiscal home of the Our City of Nations initiative is the Medical College of Wisconsin's Office of Global Health. We are grateful to the following 2022 conference co-sponsors for their generous donation to sustain this educational opportunity.



Sebastian Family Psychology Practice, LLC



Planning Representation

The following people, representing their organizations were volunteer essentials in the planning and implementation of this conference; bolded names signify planning leads: Joanna Balza, Kelli Brown, Nancy Burns, **Anastassia White**, Rebekah Davis, Timothy Ehlinger, **Tiffany Frazer**, Bala Narayanan, Kourosh Hassani, Melissa Hodzic, **Caitlin Kaeppler**, Kim Khaira, Kai Gardner Mishlove, **Michael Oldani**, **Nicole Palasz**, Claire Reuning, **Jim Sanders**, Sebastian Sempijja, Po Too, and Hassimi Traore.

- Advocate Aurora Health, Walkers Point Community Clinic
- Catholic Charities Refugee and Immigration Services
- Concordia University of Wisconsin Interprofessional Education
- City of Milwaukee Health Department Public Health Nursing
- Froedtert Health
- Jewish Social Services of Madison
- Lynden Sculpture Garden
- Medical College of Wisconsin: Family and Community Medicine, Global Health Pathway, Office of Global Health, Masters of Science in Global Health Equity, Pediatrics' Community and Global Health Track, and PhD in Public and Community Health
- Milwaukee Public Schools, Department of Bilingual Multicultural Education
- Mount Mary University Counseling Program
- Network Health
- Sebastian Family Psychology Practice, LLC
- State of Wisconsin: Department of Children and Families, Bureau of Refugee Programs and DHS-Wisconsin Division of Public Health, Tuberculosis and Refugee Health Unit
- University of Wisconsin-Whitewater
- University of Wisconsin-Milwaukee: College of Nursing Master of Sustainable Peacebuilding and Institute of World Affairs

Welcome Message

Dear OCON 5.0 Participants,

In December 2015, a call went out to all those who cared about the well-being of our newest neighbors, “Come, let us work together for the betterment of our neighborhoods, cities, and region”. Thus, began our collective journey together through the Our City of Nations (OCON) experience.

“City of Nations” is a term given to Milwaukee in the late 1880s when the city was known for its myriad (mostly European) of immigrant populations. We also acknowledge that in Milwaukee we live and work on traditional Potawatomi, Ho-Chunk and Menominee homeland along the southwest shores of Michigami, North America’s largest system of freshwater lakes, where the Milwaukee, Menominee and Kinnickinnic rivers meet and the people of Wisconsin’s sovereign Anishinaabe, Ho-Chunk, Menominee, Oneida, and Mohican nations remain present. With Milwaukee’s indigenous roots, its historical immigrant settlements, and its continual refugee resettlement, it has always been a “City of Nations”.

It is with great pleasure that we welcome you to “OCON 5.0” where we come together again as a community called to serve our region’s neighbors, both new and old. The theme of OCON 5.0 is “Together: Honoring Struggle, Celebrating Success, and Healing Forward”. With this conference, our first in-person meeting since 2018, we gather together in hopes of strengthening our capacity to come together to ensure that services and resources are equitable, accessible, and justly distributed to our neighbors. And now, more than ever in the wake of the global pandemic, we must ensure that all members of our communities are safe and well.

Together Theme

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

Educational Objectives

1. Define refugee status and describe the process of refugee resettlement
2. Understand how to approach and interact with different cultural norms, values, practices, and beliefs

Continuing Education Credits

Counselors, Social Workers, & Case Managers: Mount Mary University will provide you a certificate of attendance upon request with clock hours identified commensurate with attendance and seminar evaluation.



Conference Connections

Social Media: Facebook OCON MKE

Posters: *Refugee Community Health Worker Led Focus Groups: Informing the Refugee Health Promotion Program; Scale and Questionnaire Development for Mental Health Providers Working with Refugees; and ECE® Aid: Providing Access to Higher Education for Refugees and other Displaced People*

Tables: Sixteenth Street Community Health Centers Community Health Corps AmeriCorps; Joseph J. Zilber School of Public Health; Hanan Refugee Relief Group; and Why Not Now Missions

Joseph J. Zilber School of Public Health

The hybrid conference is hosted by Zoom Events. The in-person conference host is the University of Wisconsin-Milwaukee's *Joseph J. Zilber School of Public Health* where students learn in Milwaukee's diverse communities at Wisconsin's only accredited school of public health. Our conference aligns with their school's mission "to advance population health, health equity, and social and environmental justice throughout Milwaukee, the state of Wisconsin and beyond ... through education, research, community engagement, and advocacy for health-promoting policies and strategies."

Location: 1240 N 10th St, Milwaukee, WI 53205

Parking: street meter or daily \$6 reduced rate parking structure to the east of the building

WIFI: uwmvisitor, Password: panthers22

Bathrooms and bubblers: located in the center of each floor

Lactation Room: second floor, room 222

If other needs for a private space and questions arise, ask at registration table.

Day 1 - November 17, 2022

Registration, Networking

8:15 – 9:00 am

In-person conference registration and light refreshments are offered in the lobby of UW-Milwaukee's Zilber School of Public Health ground floor. Virtual participants may gather to network in the Zoom Event's "Lobby".

Opening Remarks

9:00 – 9:20 am

First floor, Room #109

Title: Welcome to the 2022 *Our City of Nations* Conference

Educational Objective: Welcome conference participants and review the impetus for this year's theme

Presenter: Bojana Zorić Martinez – Director, State of Wisconsin, Bureau of Refugee Programs, Department of Children and Families/State Refugee Coordinator

Keynote Address

9:20 – 10:20 am

First floor, Room #109

Title: **Creating A Welcoming Infrastructure: From Individual Activation to Systems Change**

Welcoming communities are made possible by welcoming people and leaders, including immigrants themselves. Join us for an interactive plenary that speaks to the heart of welcoming, welcoming as individuals, welcoming as practitioners, and how the collective WE can tackle systems of inequity while working to ensure that everyone belongs.

Educational Objectives: **1.** Appreciate a new understanding of welcoming as it relates to our theme of Together: Honoring Struggle, Celebrating Success, and Healing Forward; **2.** Learn about Welcoming America's movement of inclusive communities; **3.** Gain exposure to creating a welcoming infrastructure through systems change

Presenter: Molly Hilligoss - Network Director, Welcoming America

Move to Breakout Sessions

10:20 – 10:30 am

Morning Breakout Sessions

10:30 – 11:30 am

Option 1 – First floor, Kitchen

Title: Tables Across Borders: Food and Gathering : A Celebration of Culture, Identity, and Opportunity

Discover how food can build community through an open conversation with Tables Across Borders business owners and chefs of refugee and immigrant background.

Educational Objectives: 1. Gain understanding of honoring experience and preserving culture and identity; 2. Learn how to encourage entrepreneurship and advocacy through community building

Moderator: Kai Mishlove, Director, Jewish Social Services of Madison

Presenters:

1. Gregory Leon - Restaurant Owner and Chef, Amilinda
2. Caitlin Cullen - Riverwest Food Pantry and formerly of Tandem
3. Natasa Torbica - Chef, Tables Across Borders
4. AJ Dixon - Restaurant Owner, Lazy Susan & Tables Across Borders Host
5. Kai Mishlove - Executive Director, Jewish Social Services of Madison & Cofounder of Tables Across Border
6. Saehee Chang - Chef
7. Christie Melby-Gibbons - Owner, Tricklebee Café

Option 2 – First floor, Room #109

Title: Changing Structure of Resettlement

Resettlement looks different today than it did even as recently as a year ago. This expert and experienced panel will discuss the many challenges and opportunities of an evolving domestic resettlement environment.

Educational Objectives: 1. Broaden understanding of the new and changing legal statuses and pathways to resettlement; 2. Be able to think critically about the advantages and disadvantages of new forms of resettlement

Moderator: Rebekah Davis, Program and Policy Analyst, Bureau of Refugee Programs, State of Wisconsin

Presenters:

1. Janice Beers - Policy Advisor for New American Integration, Department of Children and Families
2. Benjamin York - Section Manager, Bureau of Refugee Programs Department of Children and Families
3. Barbara Graham - Program Director & Immigration Attorney, Catholic Charities
4. Sheila Badwan - Executive Director, Hanan Refugee Relief Group

Option 3 – Fifth floor, Room #590

Title: Refugee Wellness and Integration: The Jewish Social Services Model: From Wellness to Town Halls

This breakout session, sponsored by myChoice, presents the Jewish Social Services of Madison team who will discuss best practices learned from the Aljirani Mentoring group, Afghan Men's group, and other support groups

Educational Objectives: 1. Gain exposure to best practices learned from refugee programming and support groups; 2. Learn from successful models around refugee wellness and integration

Moderator: Becca Schwartz, Resettlement Director, Jewish Social Services of Madison

Presenters from Jewish Social Services of Madison:

1. Stephanie Taylor - Wellness Coordinator
2. Benjamin Deneen - Case Manager
3. Mohammad Din Hajizada - Case Aide
4. Charles Bisimwa - Participant
5. Gilbertine Harerimana - Resettlement Case Aide
6. Karen Solheim, Clinical Professor, UW-Madison

Wellness Break, View Documentary, Networking Lunch 11:30 am – 1:00 pm

Virtual attendees break until plenary session, grab your lunch, and meet in the Zoom Events “Lobby” to connect with your conference registrations, or link to watch the feature Documentary.

In-person participants grab a vegetarian box lunch from *Damascus Café*:

- Visit community organizations tables, posters, or shop handmade baskets.
- In the first floor Room #109, [watch short films about refugees](#) used for useful conversation starters for teachers, educators, facilitators, or anyone wishing to learn more about human rights.
- Lunch with others and network with conference participants in any of the common places.

Plenary Session 1:00 – 2:00 pm

First floor, Room #109

Title: Refugee Voices: Perspectives From Milwaukee Refugee Community Advisory Board

Learn about the Milwaukee’s Refugee Community Advisory Board (RCAB) from local leaders in newcomer communities as they share how they support one another. Hear what’s important in refugee leaders’ own voices

Educational objectives: 1. Learn how refugee leaders use community-informed approaches to address goals and challenges; 2. Gain cultural perspectives from refugee community leaders

Moderator: Dr. Sebastian Ssempijja, Owner, Sebastian Family Psychology Practice, LLC

Presenters:

1. Mohammad Aliyacoob, Arab Community Leader, RCAB
2. Edumakono Zetho, RCAB Leader & Refugee Community Case Manager at Catholic Charities-Milwaukee

Move to Breakout Sessions 2:00 – 2:15 pm

Afternoon Breakout Sessions 2:15 – 3:20 pm

Option 1 – First floor, Kitchen

Title: **Tables Across Borders Refugee Chef Demos**

Experience community-building through shared recipes, memories, and a cooking demo from chefs of refugee and immigrant backgrounds.

Educational Objectives: 1. Promote cross-cultural awareness by honoring experience and preserving culture and identity; 2. Explore food traditions through global to local connections and taste testing

Moderator: Kai Mishlove - Director, Jewish Social Services of Madison

Presenter Chefs: Duha Alhamidi, Natasa Torbica, Hasina Begum, Abebech Jima, Tahani Ghaziah

Option 2 – First floor, Room #109

Title: **The Use of Technology to improve Wellness & Mental Healthcare Among Refugee Populations**

Educational Objectives: 1. Promote mental health capacity building in newcomer communities and 2. Increase awareness of practices to improve services

Moderator: Jean Bikomeye - PhD Public and Community Health Candidate, Medical College of Wisconsin

Presenters:

1. Dr. Cheryl Crumpler - Wellness Education Consultant, MTO Tamarkoz & Sufi Psychology Associations
2. Dr. Emily Mazzulla - Director, Center for Psychological Services, Marquette University, Chief Trauma and Resilience Psychologist, Scaling Wellness, Licensed Clinical Psychologist
3. Dr. Fredrick Coleman - Psychiatrist, University of Wisconsin-Madison

Option 3 – Fifth floor, Room #509

Title: **Healing Through the Use of Photovoice**

The transformative impact of Photovoice groups with refugees and asylees; Reclaiming dignity and reconstructing social networks following forced migration through a personal & collective lens

Educational Objectives: 1. Ways newcomer communities are building strong support networks; 2. Power of personal stories in healing, recovering, and teaching

Moderator: Dr. James Sanders, Medical Director, Network Health

Presenters: Heartland Alliance Marjorie Kovler Center, Chicago, IL

1. Mary Black - Occupational Therapist
2. Marianne Joyce - Manager of Social Services, Survivors of Torture Program
3. Martin Hill - Associate Director Research and Evaluation
4. Tegest Enyew - Women's Rights Advocate and Photovoice participant

Closing Remarks 3:30 – 4:00 pm

First floor, Room #109

Title: **Closing remarks from the day's presentations and participation**

Educational Objective: Honoring Struggle, Celebrating Success, and Healing Forward Day 1

Presenter: Bojana Zorić Martinez - Director, State of Wisconsin, Bureau of Refugee Programs, Department of Children and Families/State Refugee Coordinator

Day 2 - November 18, 2022

Registration, Networking

8:15 – 9:00 am

In-person conference registration and light refreshments are offered in the lobby of UW-Milwaukee's Zilber School of Public Health ground floor. Virtual participants may gather to network in the Zoom Event's "Lobby".

Opening Remarks

9:00 – 9:20 am

First floor, Room #109

Title: Welcome to the 2022 *Our City of Nations* Conference

Educational Objective: Welcome new conference participants and recap the take aways of Day 1, review welcoming standards

Presenter: Molly Hilligoss - Network Director, Welcoming America

Keynote Address

9:20 – 10:20 am

First floor, Room #109

Title: Afghan Voices in Milwaukee

Hear from local Afghan female leaders about their unique experiences as they make Milwaukee home and advocate for ongoing change in Afghanistan in this local to global keynote.

Educational Objective: 1. Gain understanding of how newcomer experiences differ, from flight to making Milwaukee home; 2. Hear Afghan newcomers recognize grieving, celebrating success, and healing forward

Moderator: Sheila Badwan - Lead, Hanan Refugee Relief Group

Presenters:

1. Maryam Durani - Program Coordinator, Hanan Refugee Relief group
2. Khatera Nazari - Freshman Majoring in Health Sciences, UW-Milwaukee

Move to Breakout Sessions

10:20 – 10:30 am

Morning Breakout Sessions 10:30 – 11:30 am

Option 1 – First floor, Room #110

Title: Human Trafficking Awareness with Refugee & Immigrant Communities

This session will highlight issues related to human trafficking in Wisconsin's immigrant and refugee population and how it impacts the workforce, families, and the community. Participants will also discover ways to identify potential warning signs and legal remedies

Educational Objectives: 1. Gain an understanding of the impact and prevalence of human trafficking on newcomer communities in Wisconsin; 2. Learn to identify potential warning signs of human trafficking; 3. Gain knowledge of resources to support survivors and respond

Moderator: Nicole Palasz - Program Manager, Institute of World Affairs, UW-Milwaukee

Presenter: Mariana Rodriguez - Director, Latina Resource Center, UMOs

Option 2 – First floor, Room #109

Title: A Conversation: Students of Refugee Background & Lived Experiences

Multilingual learners from Milwaukee High School of the Arts will participate in a discussion about their experiences as refugees living in the United States. Their ESL teacher will guide the conversation with questions from the students' written narratives.

Educational Objectives: 1. Learn from lived experiences, challenges, and successes for newcomer English Language (EL) students; 2. Gain perspectives in how to support newcomer students and families as they navigate complex school and other systems.

Moderator: Dr. Kourosch Hassani - Department of Bilingual and Multicultural Education, Teacher Leader, Milwaukee Public Schools

Presenters:

1. Sarah Harley - English as a Second Language Specialist, Milwaukee High School of the Arts
2. Asma Osman (12th grade), Saadia Abdi (11th grade), Ner Way Moo (10th grade) - English Learner Students

Option 3 – Fifth floor, Room #590

Title: The role of Islamic and Christian faith and cultural perspectives in the context of the COVID-19 pandemic

Professionals from East Africa will share cultural perspectives from their experiences providing mental health care address grieving amid COVID.

Educational Objectives: 1. Gain perspectives on the role of faith in grieving and providing care; 2. The role of considering faith and culture to reducing stigma around mental health

Moderator: Dr. Sebastian Sempijja - Owner, Sebastian Family Psychology Practice, LLC

Presenters via Zoom:

1. Dr. Muktar Beshir Ahmed - Mental Health Specialist, Somaliland National Mental Health Program Coordinator
2. Rev. Augustine Kalemeera - Professor of Counseling at St. Mbaaga Seminary, Uganda, Adjunct Professor, Makerere University Department of Mental Health and Community Psychology

Wellness Break, Documentary Viewing, Networking Lunch 11:30 am – 1:00 pm

Virtual attendees break until plenary session, grab your lunch and meet in the Zoom Events “Lobby” to connect with your conference registrations, or link below to watch the feature documentary.

In-person participants grab a vegetarian box lunch from *Taste Amir’s Roti*:

- Visit community organizations tables, posters, or shop handmade baskets.
- In the First floor, Room #109, [watch short films about refugees](#) used for useful conversation starters for teachers, educators, facilitators, or anyone wishing to learn more about human rights.
- Join a moderated, *community of practice* lunch discussion on:
 1. **Educators** with Kourosh Hassani and Nicole Palasz – Room 110
 2. **Legal** with Barbara Graham – Room 190
 3. **Mental Health** with Sebastian Ssempijja – Room 509

Plenary Session 2 1:00 – 2:00 pm

First floor, Room #109

Title: Resilience, Power, and Community: Women Who Lead

A session centered around refugee voices.

Educational Objective: 1. Gain an understanding of how women lead at a grassroots and community level; 2. Learn from refugee and immigrant women about what resilience meant to them

Moderator: Kim Khaira - Community Engagement Specialist, HOME Program, Lynden Sculpture Garden

Presenters:

1. Maryam Durani - Program Coordinator, Hanan Refugee Relief Group
2. Hasina Ahmad - Rohingya Women’s Leader
3. Khatizha Syed Dollah - Rohingya interpreter
4. Biluge Ntabala - Community Health Coordinator, Ascension Family Health Center
5. Azeb Woldemariam - Master’s Student, Occupational Therapy, Mount Mary University

Move to Breakout Sessions 2:00 – 2:15 pm

Afternoon Breakout Sessions 2:15 – 3:15pm

Option 1 – First floor, Room #109

Title: Community Building Workshop with Welcoming America

As individuals, organizations, and healthcare entities grapple with questions of equity and inclusion, it is increasingly critical that solutions be guided by those who are directly impacted. This session will highlight the importance of moving away from designing programs for a community and will offer techniques and examples of how to co-create programs with a community.

Educational Objectives: 1. Gain exposure to community-led program design that fosters welcoming and integration; 2. Identify ways to build solidarity across diverse populations in our communities and center the voices of those with lived experience in shaping the priorities, programs, and services that are intended to serve them.

Presenter: Molly Hilligoss – Network Director, Welcoming America

Option 2 – Fifth Floor, Room #509

Title: Community Stories: Narratives of Local Success

Personal success for newcomers who are making a difference now & into the future.

Educational Objectives: 1. Ways newcomer communities are building strong support networks; 2. Power of personal stories in healing, recovering, and teaching

Moderator: Dr. Timothy Ehlinger - Emeritus Associate Professor, Sustainable Peacebuilding, UW-Milwaukee

Presenters:

1. Edumakono Zetho - Refugee Community Case Manager, Catholic Charities Refugee & Immigration Services, Catholic Charities Refugee & Immigration Services
2. Sara Abdulrasool - Behavioral Therapist, Sebastian Family Psychology Practice
3. Anwar Kasim - Managing Director & Board President, Burmese Rohingya Community of Wisconsin

Move to Closing Session 3:20 – 3:30 pm

Closing 3:30 – 4:00 pm

First floor, Room #109

Title: Staying Welcoming in Challenging Times

Communities today are more divided than ever. COVID-19 has driven many out of the public sphere, and many of us feel separated by political fault lines. Our challenge as practitioners is Staying Welcoming.

Educational Objective: Let's wrap our Incredible time together with a promise to ourselves and to our communities to Stay Welcoming even when it's tough.

Presenter: Molly Hilligoss - Network Director, Welcoming America

Special Student Virtual Session

Thursday, November 12, 1 – 4 pm

Title: Providing the Best Care to Refugees in Wisconsin

This virtual only session is for any student, in any degree, at any university. It will include a brief welcome and background of the OCON initiative, an overview of Refugee Resettlement locally, the current status of refugees in Wisconsin, an overview of Trauma-Informed Mindset, clinical considerations and leading with cultural humility when working with refugee populations.

Educational Objectives:

1. Define refugee status and describe the process of refugee resettlement
2. Discuss special considerations that should be taken when obtaining a medical history and exam from a newly arrived refugee, and any specific screening that is indicated

Presenters:

1. Dr. Michael Oldani - Professor of Pharmacy, Concordia University
2. Dr. Bryan Johnston - Assistant Professor Family and Community Medicine, Medical College of Wisconsin
3. Dr. Allison Strauss - Assistant Professor Family and Community Medicine, Medical College of Wisconsin
4. Dr. Sarah Dittmer - Pediatric Resident, Children's Wisconsin, Medical College of Wisconsin
5. Dr. Lor Kajua - Chair and Associate Professor Pharmacy, Medical College of Wisconsin
6. Tim Grove - Senior Consultant, Wellpoint Care Network
7. Athena Dong - Medical Student, Medical College of Wisconsin

Migration: A human instinct.

Jonathan Bressler, MPH is a second year medical student at the Medical College of Wisconsin – Central Wisconsin who plans to pursue Family Medicine, and incorporate rural, global, and public health into his clinical practice and wrote this essay.

“Un homme n’a pas de racines. Il a des pieds.” —Unknown

A little over a year ago, more than 75,000 Afghan nationals were evacuated from their homes and resettled in communities across the United States. Many were families. They barely had time to pack a few bags before leaving everything behind and boarding planes, headed for an unknown future. Because of their involvement with the U.S. military during its 20-year presence in Afghanistan, these people would be viewed as enemies and targeted by the ruling Taliban. The choice to stay or go—though painful—was clear. Just a few months before the massive Afghan resettlement effort, I, too, had moved. My wife and I were convinced that Wausau, only minutes from my family’s cabin, was the ideal place for my medical schooling. After six years in Alaska, we packed up our belongings to make a honeymoon road trip of our move. We were robbed in Portland: thieves smashed our car windows in a hotel parking lot, stole our computers, my electric guitar, my personal information... Days later, credit cards were opened in my name. The robbery—the invasion, my powerlessness to undo it—filled me with anger, but also regret. I knew better than to leave such valuables in plain sight. Eventually, reluctantly, I accepted these losses and move on. Still, the empty guitar stand represents a small pain inside me.

Around the same time as the Afghan evacuation, a new refugee resettlement agency opened in Wausau. The Multicultural Community Center had intended to start small, gain experience with a few families, and grow from there—but fate had different plans. Within the first two months, over a dozen Afghan families arrived in Wausau. The understaffed agency quickly trained up co-sponsorship teams in the community who would support each family throughout their resettlement. I joined one of these first teams. Over the next several months, I grew to know our team’s family well. I learned about their lives, and of who they’d left behind. I felt their loss. I most ached for the children, who could not intellectualize the situation—only feel it: miss home, freeze in the unbelievable cold, despair. They hated standing out at school; they thought the other students were making fun of them. Soon, though, the family prevailed. The father found a job and learned to drive. They learned the bus system. The children picked up English and made friends at school. They learned to navigate our complex healthcare and education systems. Our co-sponsorship team helped, of course, but we learned as well. We learned about the shortcomings of our social supports, and the necessity of friends and family for help.

At the beginning of this year, the invasion of Ukraine by the Russian military prompted millions of people there to flee from their homes, prompting Europe’s largest refugee crisis since World War II. Many Ukrainians left for other countries; others remain internally displaced in Ukraine. Just last week, I received an essay in the mail from my grandmother which described the migration of her in-laws, my great-grandparents, from what is now Ukraine, over a century ago. They were young, not yet married, and Jewish. My great-grandmother’s father, a supervisor at a nearby mill, had just been murdered by his workers in a pogrom. With a little money sent from my great-grandfather’s siblings, they left for Poland, were quickly married, and boarded a ship for the United States. Eventually, they moved to Chicago, built a new life, and had children.

As I reflect on the theme of the 2022 Our City of Nations conference, *Together: Honoring Struggle, Celebrating Success, and Healing Forward*, I recall a quote I once heard on French radio: “Un homme n’a pas de racines. Il a des pieds.” *A man does not have roots. He has feet.* Although the countries of the world have established borders and committed violence both within and outside them, we humans have always relied on our greatest fallback: migration. Leaving an old life behind—and starting anew—is terrifying, but it is also instinct. We learn new skills and adapt, but we also look back and draw strength from the people who have come before us. In doing so, we remember to embrace those who come after.

Consensus Statement

Best Practices for Refugee Care in Southeast Wisconsin
BMC Proceedings 2017, 11(Suppl 5):5.

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 the individual differences (i.e. that each refugee is unique even within his/her culture) but remain mindful of customs and err towards modesty 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 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-faced; 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 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.