Refugee Resettlement: A Training Manual for Volunteers

Introduction

- ➤ The Sacramento Food Bank & Family Services (SFBFS) administers resettlement services for Afghan refugees and their families.
- ➤ Refugee resettlement plans the first 90 days after client arrival, including household needs, access to community resources, job placement, and much more
- ➤ Volunteers meet with refugee families, in their homes, to walk them through the US healthcare system.

Refugee Needs

- ➤ Learn healthcare-related terminology
- ➤ Understand how to access healthcare
- ➤ Organize their medical and insurance information

Process

- ➤ Met with SFBFS director and Refugee Resettlement Services staff to establish agency goals
- Met with former students to clarify client needs during home visits
- > Ongoing communications via email







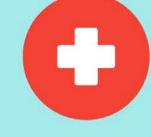
VOLUNTEER TRAINING MANUAL

Home Visit Procedures



- Promote professional service delivery
- Ensure safety of staff
 & clients

Patient Care



- Care settings
- Types of practitioners

Insurance



- Medi-Cal eligibility
- Choosing a provider
- Dental coverage

Transportation



- Non-emergency
- Emergency

Patient Rights



- Federal Law
- California state law









Created Resources

- ➤ Training manual for volunteer reference
- ➤ Pamphlet that defines key terms and components of healthcare
- ➤ Client worksheet for personal health information

Impact

- ➤ Enhance volunteer relations with clients
- Improved access to critical health services
- Improve delivery of care for refugees

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