

# 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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