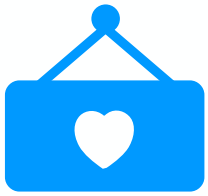
RMTAC
Resource & eMpowerment Technical Assistance Center for Behavioral Health

Reference Guide to Make Your Organization More Refugee and Migrant Friendly

Office Environment:

Question to consider: What does your office space say about your organization and its commitment to prioritizing healing, recovery, and building resilience for refugee and migrant populations?



Display welcoming signage throughout the office.

Ensure documentation is offered in various languages.

Display information about patients' rights in waiting areas.

Utilize translation services.

Train all staff on trauma-informed care practices, including non- clinical staff.

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Trauma-Informed Care Approaches:

Question to consider: How is your organization utilizing the following to display trauma-informed care?

SAMHSA's 4 Rs:

1. ***Realize*** the impact of trauma to promote healing and recovery.
2. ***Recognize*** signs and symptoms of trauma in patients, families, and staff.
3. ***Respond*** by integrating knowledge about trauma into policies, procedures, and practice.
4. Seek to actively ***resist*** re-traumatization.

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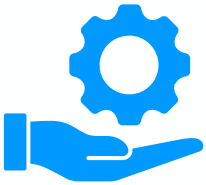
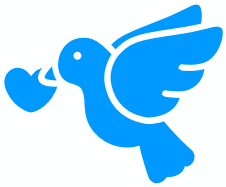
Trauma-Informed Care Approaches Continued:

Question to consider: Is your organization incorporating the following to create a culturally sensitive environment?



Provide services for the physical and emotional safety of refugees and migrants.

Build relationships and establish connections with refugees and migrants in your community.



Ensure that interactions and services offered instill a sense of hope.

Implement a survivor-based approach to outreach efforts and services provided.

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