

WEBVTT

NOTE duration:"00:17:00.3310000"

NOTE language:en-us

NOTE Confidence: 0.7464141

00:00:00.000 --> 00:00:01.650 My name is Jenny Clem.

NOTE Confidence: 0.7464141

00:00:01.650 --> 00:00:04.582 I work at Iris as the reception

NOTE Confidence: 0.7464141

00:00:04.582 --> 00:00:06.367 and placement manager.

NOTE Confidence: 0.7464141

00:00:06.370 --> 00:00:08.280 I oversee case management for

NOTE Confidence: 0.7464141

00:00:08.280 --> 00:00:10.633 the first three months that a

NOTE Confidence: 0.7464141

00:00:10.633 --> 00:00:12.478 refugee arise into the country,

NOTE Confidence: 0.7464141

00:00:12.480 --> 00:00:14.755 so thank you so much Maya for

NOTE Confidence: 0.7464141

00:00:14.755 --> 00:00:17.161 setting the stage for the current

NOTE Confidence: 0.7464141

00:00:17.161 --> 00:00:18.977 state of refugee resettlement.

NOTE Confidence: 0.7464141

00:00:18.980 --> 00:00:21.632 I've been asked to speak to

NOTE Confidence: 0.7464141

00:00:21.632 --> 00:00:24.200 the effects that Covid has had.

NOTE Confidence: 0.7464141

00:00:24.200 --> 00:00:25.744 On a local level,

NOTE Confidence: 0.7464141

00:00:25.744 --> 00:00:27.674 as relates to refugee resettlement,

NOTE Confidence: 0.7464141

00:00:27.680 --> 00:00:29.740 both generally and then more

NOTE Confidence: 0.7464141

00:00:29.740 --> 00:00:31.800 specifically as relates to health

NOTE Confidence: 0.7464141

00:00:31.873 --> 00:00:33.549 related challenges observed by

NOTE Confidence: 0.7464141

00:00:33.549 --> 00:00:36.063 both Iris staff and our partners

NOTE Confidence: 0.7464141

00:00:36.133 --> 00:00:38.128 at Yale Refugee Health Clinic.

NOTE Confidence: 0.7464141

00:00:38.130 --> 00:00:39.996 As well as how we've sought

NOTE Confidence: 0.7464141

00:00:39.996 --> 00:00:41.240 to address these challenges.

NOTE Confidence: 0.7464141

00:00:41.240 --> 00:00:43.445 So I'll jump right in with talking

NOTE Confidence: 0.7464141

00:00:43.445 --> 00:00:45.357 about the variety of factors that

NOTE Confidence: 0.7464141

00:00:45.357 --> 00:00:47.471 have been at play with the effects

NOTE Confidence: 0.7464141

00:00:47.541 --> 00:00:49.655 Covid has had on the populations that

NOTE Confidence: 0.7464141

00:00:49.655 --> 00:00:52.920 we serve and the work that we do.

NOTE Confidence: 0.7464141

00:00:52.920 --> 00:00:53.332 Anne,

NOTE Confidence: 0.7464141

00:00:53.332 --> 00:00:54.980 there's definitely been a

NOTE Confidence: 0.7464141

00:00:54.980 --> 00:00:57.040 cultural aspect to covid there's,

NOTE Confidence: 0.7464141

00:00:57.040 --> 00:00:57.952 you know,

NOTE Confidence: 0.7464141

00:00:57.952 --> 00:01:00.232 there's certainly been caution and
NOTE Confidence: 0.7464141

00:01:00.232 --> 00:01:03.220 fear expressed by a lot of our clients.
NOTE Confidence: 0.7464141

00:01:03.220 --> 00:01:05.686 And yet at the same time,
NOTE Confidence: 0.7464141

00:01:05.690 --> 00:01:07.766 there seems to be a noticeable
NOTE Confidence: 0.7464141

00:01:07.766 --> 00:01:10.238 amount of clients who have continued
NOTE Confidence: 0.7464141

00:01:10.238 --> 00:01:12.278 to interact between households,
NOTE Confidence: 0.7464141

00:01:12.280 --> 00:01:15.028 putting themselves at a higher risk
NOTE Confidence: 0.7464141

00:01:15.028 --> 00:01:17.754 for covid some cultural anecdotes of
NOTE Confidence: 0.7464141

00:01:17.754 --> 00:01:20.582 dynamics at play that I find helpful
NOTE Confidence: 0.7464141

00:01:20.582 --> 00:01:23.784 or have found helpful in in this time.
NOTE Confidence: 0.7464141

00:01:23.790 --> 00:01:26.112 And things that have been observed
NOTE Confidence: 0.7464141

00:01:26.112 --> 00:01:28.849 by some of our case managers.
NOTE Confidence: 0.7464141

00:01:28.850 --> 00:01:30.428 Will hopefully give give us a
NOTE Confidence: 0.7464141

00:01:30.428 --> 00:01:32.493 little bit of a sense of the
NOTE Confidence: 0.7464141

00:01:32.493 --> 00:01:34.068 perspectives that are at play.
NOTE Confidence: 0.7464141

00:01:34.070 --> 00:01:34.620 For example,

NOTE Confidence: 0.7464141

00:01:34.620 --> 00:01:37.180 one one of our Afghan clients said to one

NOTE Confidence: 0.7464141

00:01:37.180 --> 00:01:39.580 of our case managers when she was explaining.

NOTE Confidence: 0.7464141

00:01:39.580 --> 00:01:42.480 You know, I'm not going to go into your home.

NOTE Confidence: 0.7464141

00:01:42.480 --> 00:01:44.220 We're going to talk about this

NOTE Confidence: 0.7464141

00:01:44.220 --> 00:01:45.090 on the sidewalk.

NOTE Confidence: 0.7464141

00:01:45.090 --> 00:01:46.540 His response was were Afghans.

NOTE Confidence: 0.7464141

00:01:46.540 --> 00:01:49.066 We can't get Covid covid just

NOTE Confidence: 0.7464141

00:01:49.066 --> 00:01:50.750 happens to other people.

NOTE Confidence: 0.7464141

00:01:50.750 --> 00:01:52.074 Another another anecdote was

NOTE Confidence: 0.7464141

00:01:52.074 --> 00:01:54.060 you know a client saying well,

NOTE Confidence: 0.7464141

00:01:54.060 --> 00:01:56.708 as long as you have a clean heart,

NOTE Confidence: 0.7464141

00:01:56.710 --> 00:01:58.696 you won't get sick and this

NOTE Confidence: 0.7464141

00:01:58.696 --> 00:02:00.922 was in reference to, you know,

NOTE Confidence: 0.7464141

00:02:00.922 --> 00:02:03.177 having like a clean conscience.

NOTE Confidence: 0.7464141

00:02:03.180 --> 00:02:05.796 And I think there's also just a general

NOTE Confidence: 0.7464141

00:02:05.796 --> 00:02:07.799 pressure to provide hospitality,
NOTE Confidence: 0.7464141

00:02:07.800 --> 00:02:10.668 and that this may be cultural
NOTE Confidence: 0.7464141

00:02:10.668 --> 00:02:13.125 pressure can often outweigh the
NOTE Confidence: 0.7464141

00:02:13.125 --> 00:02:15.855 health risks involved in doing so.
NOTE Confidence: 0.7464141

00:02:15.860 --> 00:02:17.590 We've also definitely seen an
NOTE Confidence: 0.7464141

00:02:17.590 --> 00:02:19.320 economic impact on our clients.
NOTE Confidence: 0.7464141

00:02:19.320 --> 00:02:20.756 They've struggled financially because
NOTE Confidence: 0.7464141

00:02:20.756 --> 00:02:23.616 many of the sectors that they work in
NOTE Confidence: 0.7464141

00:02:23.616 --> 00:02:25.548 have been affected by economic closures,
NOTE Confidence: 0.7464141

00:02:25.550 --> 00:02:26.699 which makes sense,
NOTE Confidence: 0.7464141

00:02:26.699 --> 00:02:27.082 right?
NOTE Confidence: 0.7464141

00:02:27.082 --> 00:02:30.292 A lot of the jobs that our clients
NOTE Confidence: 0.7464141

00:02:30.292 --> 00:02:32.782 are eligible to work for when
NOTE Confidence: 0.7464141

00:02:32.782 --> 00:02:35.129 they first arrived to the US.
NOTE Confidence: 0.7464141

00:02:35.130 --> 00:02:36.985 Not the types of jobs that can
NOTE Confidence: 0.7464141

00:02:36.985 --> 00:02:38.198 easily shift their employees

NOTE Confidence: 0.7464141

00:02:38.198 --> 00:02:39.626 to to working remotely.

NOTE Confidence: 0.7464141

00:02:39.630 --> 00:02:41.334 Oftentimes their frontline workers,

NOTE Confidence: 0.7464141

00:02:41.334 --> 00:02:43.890 essential workers who have to be

NOTE Confidence: 0.7464141

00:02:43.958 --> 00:02:46.528 onsite to do to do the work that they do.

NOTE Confidence: 0.7464141

00:02:46.530 --> 00:02:47.054 Ann,

NOTE Confidence: 0.7464141

00:02:47.054 --> 00:02:50.722 and so we've definitely seen as well

NOTE Confidence: 0.7464141

00:02:50.722 --> 00:02:54.013 as social and emotional impact that

NOTE Confidence: 0.7464141

00:02:54.013 --> 00:02:57.842 our clients have had as as result

NOTE Confidence: 0.7464141

00:02:57.842 --> 00:02:59.851 of covid And there's definitely

NOTE Confidence: 0.7464141

00:02:59.851 --> 00:03:01.159 been an increased isolation.

NOTE Confidence: 0.7464141

00:03:01.160 --> 00:03:03.295 A lot of our clients have expressed

NOTE Confidence: 0.7464141

00:03:03.295 --> 00:03:05.738 just a sense of loss of community that

NOTE Confidence: 0.7464141

00:03:05.738 --> 00:03:08.390 they used to be able to receive by

NOTE Confidence: 0.7464141

00:03:08.390 --> 00:03:10.634 being physically present at our office.

NOTE Confidence: 0.8653719

00:03:10.640 --> 00:03:13.412 And we, you know, have had to close our

NOTE Confidence: 0.8653719

00:03:13.412 --> 00:03:15.867 office to the public during this time,
NOTE Confidence: 0.8653719

00:03:15.870 --> 00:03:19.022 and that just results in a general loss
NOTE Confidence: 0.8653719

00:03:19.022 --> 00:03:21.637 of connectedness between staff and clients
NOTE Confidence: 0.8653719

00:03:21.637 --> 00:03:24.259 when we're not physically present in
NOTE Confidence: 0.8653719

00:03:24.331 --> 00:03:26.932 the same space on a day to day basis.
NOTE Confidence: 0.8653719

00:03:26.940 --> 00:03:29.236 And we've been able to adapt our
NOTE Confidence: 0.8653719

00:03:29.236 --> 00:03:31.450 sense of community in some some ways.
NOTE Confidence: 0.8653719

00:03:31.450 --> 00:03:33.060 I definitely credit our ESL
NOTE Confidence: 0.8653719

00:03:33.060 --> 00:03:34.348 instructors and their creativity.
NOTE Confidence: 0.8653719

00:03:34.350 --> 00:03:36.162 So while we've had to cancel
NOTE Confidence: 0.8653719

00:03:36.162 --> 00:03:37.890 things like our in person,
NOTE Confidence: 0.8653719

00:03:37.890 --> 00:03:40.137 women sewing group for the time being,
NOTE Confidence: 0.8653719

00:03:40.140 --> 00:03:42.751 our staff have come up with creative
NOTE Confidence: 0.8653719

00:03:42.751 --> 00:03:44.610 alternatives like our virtual tea
NOTE Confidence: 0.8653719

00:03:44.610 --> 00:03:46.620 and talk time that happens over
NOTE Confidence: 0.8653719

00:03:46.620 --> 00:03:48.899 zoom for women on a weekly basis.

NOTE Confidence: 0.8653719

00:03:48.900 --> 00:03:51.048 As well as weekly health literacy

NOTE Confidence: 0.8653719

00:03:51.048 --> 00:03:52.828 classes that happen during the

NOTE Confidence: 0.8653719

00:03:52.828 --> 00:03:54.830 evenings on a weekly basis and cover

NOTE Confidence: 0.8653719

00:03:54.830 --> 00:03:57.080 a range of topics including cobett,

NOTE Confidence: 0.8653719

00:03:57.080 --> 00:03:59.200 of course.

NOTE Confidence: 0.8653719

00:03:59.200 --> 00:04:01.264 Some of our clients have also

NOTE Confidence: 0.8653719

00:04:01.264 --> 00:04:03.351 struggled with family separation as a

NOTE Confidence: 0.8653719

00:04:03.351 --> 00:04:04.976 result of covid travel restrictions,

NOTE Confidence: 0.8653719

00:04:04.980 --> 00:04:07.644 and that certainly takes a toll

NOTE Confidence: 0.8653719

00:04:07.644 --> 00:04:09.420 on their emotional health.

NOTE Confidence: 0.8653719

00:04:09.420 --> 00:04:12.076 One client that I can think of off

NOTE Confidence: 0.8653719

00:04:12.076 --> 00:04:15.091 the top of my head has had his family

NOTE Confidence: 0.8653719

00:04:15.091 --> 00:04:17.649 join him in this past November,

NOTE Confidence: 0.8653719

00:04:17.650 --> 00:04:20.590 though he was expecting them to come

NOTE Confidence: 0.8653719

00:04:20.590 --> 00:04:22.757 right before Covid shutdowns last

NOTE Confidence: 0.8653719

00:04:22.757 --> 00:04:25.662 March and you know all the delays.

NOTE Confidence: 0.8653719

00:04:25.670 --> 00:04:28.055 Resulted in them coming about

NOTE Confidence: 0.8653719

00:04:28.055 --> 00:04:30.440 nine months later than planned.

NOTE Confidence: 0.8653719

00:04:30.440 --> 00:04:32.460 Our supportive therapist on staff

NOTE Confidence: 0.8653719

00:04:32.460 --> 00:04:35.326 also has seen a drastic increase in

NOTE Confidence: 0.8653719

00:04:35.326 --> 00:04:37.624 the number of new referrals that

NOTE Confidence: 0.8653719

00:04:37.624 --> 00:04:39.715 that have come through throughout

NOTE Confidence: 0.8653719

00:04:39.715 --> 00:04:41.379 the the you know,

NOTE Confidence: 0.8653719

00:04:41.380 --> 00:04:45.776 the period of covid and not only has

NOTE Confidence: 0.8653719

00:04:45.776 --> 00:04:47.660 you know covid affected our clients,

NOTE Confidence: 0.8653719

00:04:47.660 --> 00:04:49.795 but it's affected the way that we

NOTE Confidence: 0.8653719

00:04:49.795 --> 00:04:53.590 carry out our work. As staff at iris.

NOTE Confidence: 0.8653719

00:04:53.590 --> 00:04:56.290 So we learn definitely to provide

NOTE Confidence: 0.8653719

00:04:56.290 --> 00:04:58.090 our services remotely through,

NOTE Confidence: 0.8653719

00:04:58.090 --> 00:04:59.048 you know,

NOTE Confidence: 0.8653719

00:04:59.048 --> 00:05:01.443 through a lot of practical

NOTE Confidence: 0.8653719

00:05:01.443 --> 00:05:03.424 difficulties were always seeking

NOTE Confidence: 0.8653719

00:05:03.424 --> 00:05:06.160 to improve and re-evaluate the way

NOTE Confidence: 0.8653719

00:05:06.160 --> 00:05:09.694 that we deliver our services as the

NOTE Confidence: 0.8653719

00:05:09.694 --> 00:05:11.778 public health situation involves.

NOTE Confidence: 0.8653719

00:05:11.780 --> 00:05:12.426 For example,

NOTE Confidence: 0.8653719

00:05:12.426 --> 00:05:14.364 we've had to shift to doing

NOTE Confidence: 0.8653719

00:05:14.364 --> 00:05:15.760 remote case management,

NOTE Confidence: 0.8653719

00:05:15.760 --> 00:05:18.058 so this is anything from explaining

NOTE Confidence: 0.8653719

00:05:18.058 --> 00:05:20.845 to clients how to obtain a money

NOTE Confidence: 0.8653719

00:05:20.845 --> 00:05:23.203 order and and address an envelope.

NOTE Confidence: 0.8653719

00:05:23.210 --> 00:05:25.506 In order to pay their rent to

NOTE Confidence: 0.8653719

00:05:25.506 --> 00:05:27.767 meeting clients out on the sidewalk

NOTE Confidence: 0.8653719

00:05:27.767 --> 00:05:30.179 to review their Mail together to

NOTE Confidence: 0.8653719

00:05:30.179 --> 00:05:31.800 determining whether we thought it

NOTE Confidence: 0.8653719

00:05:31.800 --> 00:05:34.290 was safe to go into a client's home,

NOTE Confidence: 0.8653719

00:05:34.290 --> 00:05:37.330 to show them how to turn on their
NOTE Confidence: 0.8653719

00:05:37.417 --> 00:05:40.329 gas stove for the first time as we
NOTE Confidence: 0.8653719

00:05:40.329 --> 00:05:42.969 Orient them to their new apartment.
NOTE Confidence: 0.8653719

00:05:42.970 --> 00:05:45.350 So it's definitely been a learning curve,
NOTE Confidence: 0.8653719

00:05:45.350 --> 00:05:47.730 and it has required a lot of
NOTE Confidence: 0.8653719

00:05:47.730 --> 00:05:48.750 adjustments of expectations.
NOTE Confidence: 0.8653719

00:05:48.750 --> 00:05:52.806 Both of our staff and of our clients.
NOTE Confidence: 0.8653719

00:05:52.810 --> 00:05:55.288 We thankfully have been able to
NOTE Confidence: 0.8653719

00:05:55.288 --> 00:05:57.442 incorporate a lot of volunteers
NOTE Confidence: 0.8653719

00:05:57.442 --> 00:06:00.389 who can help get our basic get
NOTE Confidence: 0.8653719

00:06:00.389 --> 00:06:02.819 basic needs out to our clients,
NOTE Confidence: 0.8653719

00:06:02.820 --> 00:06:05.244 so some examples being weekly food
NOTE Confidence: 0.8653719

00:06:05.244 --> 00:06:07.410 deliveries from our food Pantry,
NOTE Confidence: 0.8653719

00:06:07.410 --> 00:06:09.810 monthly diaper deliveries for clients
NOTE Confidence: 0.8653719

00:06:09.810 --> 00:06:12.670 to qualify for our diaper bank.
NOTE Confidence: 0.8653719

00:06:12.670 --> 00:06:15.412 As well as the delivery of

NOTE Confidence: 0.8653719
00:06:15.412 --> 00:06:16.783 kobic care packages.
NOTE Confidence: 0.8653719
00:06:16.790 --> 00:06:18.794 For color care packages we you
NOTE Confidence: 0.8653719
00:06:18.794 --> 00:06:20.641 know we receive some funding
NOTE Confidence: 0.8653719
00:06:20.641 --> 00:06:22.421 from our national organization
NOTE Confidence: 0.8653719
00:06:22.421 --> 00:06:24.646 few months into the pandemic,
NOTE Confidence: 0.8653719
00:06:24.650 --> 00:06:27.008 be able to provide hygiene products,
NOTE Confidence: 0.85010844
00:06:27.010 --> 00:06:28.171 cleaning supplies, masks,
NOTE Confidence: 0.85010844
00:06:28.171 --> 00:06:30.493 PPE to all of our clients
NOTE Confidence: 0.85010844
00:06:30.493 --> 00:06:32.520 from who arrived between 2018
NOTE Confidence: 0.85010844
00:06:32.520 --> 00:06:34.480 through on to the present,
NOTE Confidence: 0.85010844
00:06:34.480 --> 00:06:36.754 and we continue to be able
NOTE Confidence: 0.85010844
00:06:36.754 --> 00:06:38.757 to provide those items to
NOTE Confidence: 0.85010844
00:06:38.757 --> 00:06:40.757 our newest arrivals as well.
NOTE Confidence: 0.87513834
00:06:42.810 --> 00:06:45.365 We've had to focus on working as
NOTE Confidence: 0.87513834
00:06:45.365 --> 00:06:47.760 well with clients through the loss
NOTE Confidence: 0.87513834

00:06:47.760 --> 00:06:50.196 of jobs and decreased work hours.
NOTE Confidence: 0.87513834

00:06:50.200 --> 00:06:52.440 You know, there's been a shift from
NOTE Confidence: 0.87513834

00:06:52.440 --> 00:06:54.702 helping clients to apply for employment
NOTE Confidence: 0.87513834

00:06:54.702 --> 00:06:57.186 in general to applying for unemployment
NOTE Confidence: 0.87513834

00:06:57.186 --> 00:06:59.150 insurance or unemployment benefits,
NOTE Confidence: 0.87513834

00:06:59.150 --> 00:07:01.970 as well as reapplying for public
NOTE Confidence: 0.87513834

00:07:01.970 --> 00:07:04.790 benefits after they've lost their jobs.
NOTE Confidence: 0.87513834

00:07:04.790 --> 00:07:06.572 And we've also seen a huge
NOTE Confidence: 0.87513834

00:07:06.572 --> 00:07:08.689 increase in the Reliant Suppan.
NOTE Confidence: 0.87513834

00:07:08.690 --> 00:07:11.120 Our weekly food pantry distribution.
NOTE Confidence: 0.87513834

00:07:11.120 --> 00:07:13.916 Pre covid we averaged about 80
NOTE Confidence: 0.87513834

00:07:13.916 --> 00:07:16.826 households a week that we served
NOTE Confidence: 0.87513834

00:07:16.826 --> 00:07:20.151 through our food pantry and now during
NOTE Confidence: 0.87513834

00:07:20.151 --> 00:07:23.450 covid it's probably around 300 three,
NOTE Confidence: 0.87513834

00:07:23.450 --> 00:07:25.370 25 households per week,
NOTE Confidence: 0.87513834

00:07:25.370 --> 00:07:27.290 both through a combination

NOTE Confidence: 0.87513834

00:07:27.290 --> 00:07:29.360 of walking and delivery.

NOTE Confidence: 0.87513834

00:07:29.360 --> 00:07:30.350 Distribution options.

NOTE Confidence: 0.76985556

00:07:33.050 --> 00:07:36.266 Anile moving now into more specific

NOTE Confidence: 0.76985556

00:07:36.266 --> 00:07:39.499 challenges related to health care access.

NOTE Confidence: 0.76985556

00:07:39.500 --> 00:07:42.008 At the start of the pandemic,

NOTE Confidence: 0.76985556

00:07:42.010 --> 00:07:44.842 we all know that there was a suspension

NOTE Confidence: 0.76985556

00:07:44.842 --> 00:07:47.860 of non essential health care visits.

NOTE Confidence: 0.76985556

00:07:47.860 --> 00:07:50.026 The messaging was to stay away

NOTE Confidence: 0.76985556

00:07:50.026 --> 00:07:52.848 from clinics to reduce the risk of

NOTE Confidence: 0.76985556

00:07:52.848 --> 00:07:55.028 contracting covid and to prevent

NOTE Confidence: 0.76985556

00:07:55.028 --> 00:07:57.060 overwhelming health care facilities.

NOTE Confidence: 0.76985556

00:07:57.060 --> 00:08:00.238 So this meant that the initial refugee

NOTE Confidence: 0.76985556

00:08:00.238 --> 00:08:03.460 health screening that all of our newly

NOTE Confidence: 0.76985556

00:08:03.460 --> 00:08:05.690 arrived clients typically get within

NOTE Confidence: 0.76985556

00:08:05.690 --> 00:08:08.257 their first month were postponed.

NOTE Confidence: 0.76985556

00:08:08.260 --> 00:08:10.672 This appointment is also their entry
NOTE Confidence: 0.76985556

00:08:10.672 --> 00:08:12.640 point into establishing primary care,
NOTE Confidence: 0.76985556

00:08:12.640 --> 00:08:15.916 so there was also a delay in
NOTE Confidence: 0.76985556

00:08:15.916 --> 00:08:17.830 their establishing routine care.
NOTE Confidence: 0.76985556

00:08:17.830 --> 00:08:19.670 And this meant that clients,
NOTE Confidence: 0.76985556

00:08:19.670 --> 00:08:21.866 not knowing where else to turn,
NOTE Confidence: 0.76985556

00:08:21.870 --> 00:08:24.066 would often end up in the
NOTE Confidence: 0.76985556

00:08:24.066 --> 00:08:24.798 emergency Department.
NOTE Confidence: 0.76985556

00:08:24.800 --> 00:08:26.268 Both for, you know,
NOTE Confidence: 0.76985556

00:08:26.268 --> 00:08:27.369 serious health issues,
NOTE Confidence: 0.76985556

00:08:27.370 --> 00:08:29.939 as well as relatively minor health issues.
NOTE Confidence: 0.76985556

00:08:29.940 --> 00:08:32.880 Just because I didn't really understand
NOTE Confidence: 0.76985556

00:08:32.880 --> 00:08:35.470 their options or access points.
NOTE Confidence: 0.76985556

00:08:35.470 --> 00:08:38.026 So are rare are yell refugee
NOTE Confidence: 0.76985556

00:08:38.026 --> 00:08:40.222 health clinic partners really had
NOTE Confidence: 0.76985556

00:08:40.222 --> 00:08:42.312 to advocate with their clinic

NOTE Confidence: 0.76985556

00:08:42.312 --> 00:08:44.846 leadership to allow for new intakes

NOTE Confidence: 0.76985556

00:08:44.846 --> 00:08:47.583 of refugee clients in a virtual way?

NOTE Confidence: 0.76985556

00:08:47.590 --> 00:08:49.318 Because at that time,

NOTE Confidence: 0.76985556

00:08:49.318 --> 00:08:51.478 no new patients were being

NOTE Confidence: 0.76985556

00:08:51.478 --> 00:08:53.028 scheduled in any clinic,

NOTE Confidence: 0.76985556

00:08:53.030 --> 00:08:55.634 so we're really grateful for their

NOTE Confidence: 0.76985556

00:08:55.634 --> 00:08:58.414 advocacy in that way that allowed

NOTE Confidence: 0.76985556

00:08:58.414 --> 00:09:01.300 us to continue serving clients and

NOTE Confidence: 0.76985556

00:09:01.300 --> 00:09:03.768 meeting their health care needs.

NOTE Confidence: 0.76985556

00:09:03.770 --> 00:09:05.010 We've also, you know,

NOTE Confidence: 0.76985556

00:09:05.010 --> 00:09:07.860 switched to a lot of Tele health visits,

NOTE Confidence: 0.76985556

00:09:07.860 --> 00:09:09.882 and we're super glad that those

NOTE Confidence: 0.76985556

00:09:09.882 --> 00:09:11.949 are an option during this time.

NOTE Confidence: 0.76985556

00:09:11.950 --> 00:09:13.805 But it also should be noted that

NOTE Confidence: 0.76985556

00:09:13.805 --> 00:09:15.776 those you know come with increasing

NOTE Confidence: 0.76985556

00:09:15.776 --> 00:09:17.264 complications whenever you have
NOTE Confidence: 0.76985556

00:09:17.264 --> 00:09:19.120 to involve an interpreter,
NOTE Confidence: 0.76985556

00:09:19.120 --> 00:09:21.325 and also whenever you're dealing
NOTE Confidence: 0.76985556

00:09:21.325 --> 00:09:24.009 with clients who maybe have a
NOTE Confidence: 0.76985556

00:09:24.009 --> 00:09:25.597 lack of digital literacy.
NOTE Confidence: 0.76985556

00:09:25.600 --> 00:09:26.360 So oftentimes,
NOTE Confidence: 0.76985556

00:09:26.360 --> 00:09:29.020 clients who you know didn't have a
NOTE Confidence: 0.76985556

00:09:29.020 --> 00:09:31.950 lot of prior experience or knowledge
NOTE Confidence: 0.76985556

00:09:31.950 --> 00:09:33.930 with navigating technology would
NOTE Confidence: 0.76985556

00:09:33.930 --> 00:09:36.647 end up having phone virtual phone,
NOTE Confidence: 0.76985556

00:09:36.650 --> 00:09:37.976 you know appointments.
NOTE Confidence: 0.76985556

00:09:37.976 --> 00:09:40.186 This is less than ideal,
NOTE Confidence: 0.76985556

00:09:40.190 --> 00:09:42.704 you know both for establishing repor
NOTE Confidence: 0.76985556

00:09:42.704 --> 00:09:45.262 and trust between the patient and
NOTE Confidence: 0.76985556

00:09:45.262 --> 00:09:47.686 provider as well as the providers
NOTE Confidence: 0.76985556

00:09:47.686 --> 00:09:50.124 ability to even physically observe

NOTE Confidence: 0.76985556

00:09:50.124 --> 00:09:51.675 a patient visually.

NOTE Confidence: 0.86949843

00:09:53.750 --> 00:09:55.765 Another challenge we faced with

NOTE Confidence: 0.86949843

00:09:55.765 --> 00:09:57.780 transportation to in person appointments

NOTE Confidence: 0.86949843

00:09:57.843 --> 00:10:00.307 when when there were in person appointments,

NOTE Confidence: 0.86949843

00:10:00.310 --> 00:10:02.626 you know most of our refugees

NOTE Confidence: 0.86949843

00:10:02.626 --> 00:10:04.170 do not have vehicles.

NOTE Confidence: 0.86949843

00:10:04.170 --> 00:10:06.354 Sometimes they have friends or family

NOTE Confidence: 0.86949843

00:10:06.354 --> 00:10:09.189 members who can take them to appointments,

NOTE Confidence: 0.86949843

00:10:09.190 --> 00:10:11.983 but oftentimes they are relying upon public

NOTE Confidence: 0.86949843

00:10:11.983 --> 00:10:14.208 transportation and for awhile you know,

NOTE Confidence: 0.86949843

00:10:14.210 --> 00:10:16.905 as we assessed the risks we were,

NOTE Confidence: 0.86949843

00:10:16.910 --> 00:10:19.370 you know, advocating or advising that

NOTE Confidence: 0.86949843

00:10:19.370 --> 00:10:21.636 clients not not necessarily subject

NOTE Confidence: 0.86949843

00:10:21.636 --> 00:10:23.860 themselves to public transportation.

NOTE Confidence: 0.86949843

00:10:23.860 --> 00:10:26.032 And so this you know creates

NOTE Confidence: 0.86949843

00:10:26.032 --> 00:10:26.756 creates difficulties,
NOTE Confidence: 0.86949843

00:10:26.760 --> 00:10:29.070 but we eventually were able to use
NOTE Confidence: 0.86949843

00:10:29.070 --> 00:10:31.334 some grant funding to help cover
NOTE Confidence: 0.86949843

00:10:31.334 --> 00:10:32.938 Uber rides health appointments.
NOTE Confidence: 0.86949843

00:10:32.940 --> 00:10:35.698 We also had developed a great network
NOTE Confidence: 0.86949843

00:10:35.698 --> 00:10:37.872 of volunteer drivers who would be
NOTE Confidence: 0.86949843

00:10:37.872 --> 00:10:40.560 willing to step in at a moment's notice.
NOTE Confidence: 0.86949843

00:10:40.560 --> 00:10:44.316 So we're very thankful for that.
NOTE Confidence: 0.86949843

00:10:44.320 --> 00:10:49.240 I'm turning to health education
NOTE Confidence: 0.86949843

00:10:49.240 --> 00:10:51.208 surrounding Covid.
NOTE Confidence: 0.86949843

00:10:51.210 --> 00:10:52.850 Especially like in the initial
NOTE Confidence: 0.86949843

00:10:52.850 --> 00:10:54.162 stages of the pandemic,
NOTE Confidence: 0.86949843

00:10:54.170 --> 00:10:56.492 Iris as well as the refugee
NOTE Confidence: 0.86949843

00:10:56.492 --> 00:10:58.040 health clinic at Yale.
NOTE Confidence: 0.86949843

00:10:58.040 --> 00:11:00.434 We were kind of scrambling to ensure
NOTE Confidence: 0.86949843

00:11:00.434 --> 00:11:02.396 that our refugee clients were

NOTE Confidence: 0.86949843
00:11:02.396 --> 00:11:04.561 understanding all the public health
NOTE Confidence: 0.86949843
00:11:04.561 --> 00:11:06.700 messages that were circulating.
NOTE Confidence: 0.86949843
00:11:06.700 --> 00:11:09.031 So the Yellow Clinic had some of
NOTE Confidence: 0.86949843
00:11:09.031 --> 00:11:10.514 their medical students called
NOTE Confidence: 0.86949843
00:11:10.514 --> 00:11:12.206 patients and explain things.
NOTE Confidence: 0.86949843
00:11:12.210 --> 00:11:14.751 And Iris staff also was making an
NOTE Confidence: 0.86949843
00:11:14.751 --> 00:11:16.727 effort to communicate with clients
NOTE Confidence: 0.86949843
00:11:16.727 --> 00:11:19.181 are health team at Iris accumulated
NOTE Confidence: 0.86949843
00:11:19.181 --> 00:11:21.334 an translated resources into the
NOTE Confidence: 0.86949843
00:11:21.334 --> 00:11:23.439 languages that our client speak?
NOTE Confidence: 0.86949843
00:11:23.440 --> 00:11:25.040 So we dispersed information
NOTE Confidence: 0.86949843
00:11:25.040 --> 00:11:27.040 in whatever means we could.
NOTE Confidence: 0.86949843
00:11:27.040 --> 00:11:29.440 So that was WhatsApp mass texts,
NOTE Confidence: 0.86949843
00:11:29.440 --> 00:11:31.040 mass emails, paper Flyers,
NOTE Confidence: 0.86949843
00:11:31.040 --> 00:11:33.040 and many many phone calls.
NOTE Confidence: 0.86949843

00:11:33.040 --> 00:11:35.504 We did hours and hours of outreach
NOTE Confidence: 0.86949843

00:11:35.504 --> 00:11:38.416 to all of our clients who arrived
NOTE Confidence: 0.86949843

00:11:38.416 --> 00:11:40.636 within the last two years,
NOTE Confidence: 0.86949843

00:11:40.640 --> 00:11:43.153 as well as trying to to target
NOTE Confidence: 0.86949843

00:11:43.153 --> 00:11:45.218 our clients who arrived within
NOTE Confidence: 0.86949843

00:11:45.218 --> 00:11:47.038 the last five years,
NOTE Confidence: 0.86949843

00:11:47.040 --> 00:11:50.847 especially if they were over the age of 65
NOTE Confidence: 0.86949843

00:11:50.847 --> 00:11:54.848 or had any underlying health conditions.
NOTE Confidence: 0.86949843

00:11:54.850 --> 00:11:57.178 And we also did our best to assist
NOTE Confidence: 0.86949843

00:11:57.178 --> 00:11:59.129 clients in getting covid tests,
NOTE Confidence: 0.86949843

00:11:59.130 --> 00:12:01.160 which at first you know we're limited
NOTE Confidence: 0.86949843

00:12:01.160 --> 00:12:03.584 and you know understanding of how to
NOTE Confidence: 0.86949843

00:12:03.584 --> 00:12:05.444 access these tests and transportation
NOTE Confidence: 0.86949843

00:12:05.444 --> 00:12:07.677 to the test sites was a challenge,
NOTE Confidence: 0.86949843

00:12:07.680 --> 00:12:09.330 but thankfully there have been,
NOTE Confidence: 0.86949843

00:12:09.330 --> 00:12:10.118 you know,

NOTE Confidence: 0.86949843

00:12:10.118 --> 00:12:12.482 a number of resources that have

NOTE Confidence: 0.86949843

00:12:12.482 --> 00:12:14.608 been developed to allow for

NOTE Confidence: 0.86949843

00:12:14.608 --> 00:12:16.718 transportation to these test sites.

NOTE Confidence: 0.86949843

00:12:16.720 --> 00:12:17.267 Anne.

NOTE Confidence: 0.86949843

00:12:17.267 --> 00:12:21.643 And our focus at the current moment is,

NOTE Confidence: 0.86949843

00:12:21.650 --> 00:12:23.800 not surprisingly and very excitingly,

NOTE Confidence: 0.86949843

00:12:23.800 --> 00:12:26.453 that we are able to help clients

NOTE Confidence: 0.86949843

00:12:26.453 --> 00:12:29.370 gain access to the COVID-19 vaccine.

NOTE Confidence: 0.86949843

00:12:29.370 --> 00:12:31.840 So Doctor Legarde from Fairhaven

NOTE Confidence: 0.86949843

00:12:31.840 --> 00:12:34.310 Community Health Center reached out

NOTE Confidence: 0.86949843

00:12:34.385 --> 00:12:36.772 originally to Iris to partner with us

NOTE Confidence: 0.86949843

00:12:36.772 --> 00:12:39.586 and a few other local organizations

NOTE Confidence: 0.86949843

00:12:39.586 --> 00:12:41.870 to prioritize vaccine access.

NOTE Confidence: 0.86949843

00:12:41.870 --> 00:12:43.945 This was specifically to communities

NOTE Confidence: 0.86949843

00:12:43.945 --> 00:12:44.775 of color,

NOTE Confidence: 0.86949843

00:12:44.780 --> 00:12:47.200 undocumented communities and those who

NOTE Confidence: 0.86949843

00:12:47.200 --> 00:12:49.620 would otherwise be disadvantaged in

NOTE Confidence: 0.86949843

00:12:49.691 --> 00:12:52.307 their access to these vaccine resources.

NOTE Confidence: 0.86949843

00:12:52.310 --> 00:12:54.818 So our health and Wellness Manager,

NOTE Confidence: 0.86949843

00:12:54.820 --> 00:12:57.412 Pamela and her health team at

NOTE Confidence: 0.86949843

00:12:57.412 --> 00:13:00.270 Iris are leading the way on this.

NOTE Confidence: 0.86949843

00:13:00.270 --> 00:13:02.671 We've been given access to a live

NOTE Confidence: 0.86949843

00:13:02.671 --> 00:13:05.090 schedule that we can update to

NOTE Confidence: 0.86949843

00:13:05.090 --> 00:13:06.846 schedule client appointments so

NOTE Confidence: 0.86949843

00:13:06.846 --> 00:13:09.618 that clients don't have the the

NOTE Confidence: 0.86949843

00:13:09.618 --> 00:13:11.918 barrier of trying to schedule

NOTE Confidence: 0.86949843

00:13:11.918 --> 00:13:13.578 vaccination appointments online in.

NOTE Confidence: 0.86949843

00:13:13.578 --> 00:13:14.316 In addition,

NOTE Confidence: 0.86949843

00:13:14.316 --> 00:13:16.161 Iris has expanded services in

NOTE Confidence: 0.86949843

00:13:16.161 --> 00:13:18.071 recent years to undocumented

NOTE Confidence: 0.86949843

00:13:18.071 --> 00:13:19.547 immigrants in Connecticut,

NOTE Confidence: 0.86949843

00:13:19.550 --> 00:13:22.476 and this is through our Son program.

NOTE Confidence: 0.8555937

00:13:22.480 --> 00:13:25.290 Our services to undocumented neighbors.

NOTE Confidence: 0.8555937

00:13:25.290 --> 00:13:27.094 So through their partnership

NOTE Confidence: 0.8555937

00:13:27.094 --> 00:13:29.349 with the Fair Haven Clinic,

NOTE Confidence: 0.8555937

00:13:29.350 --> 00:13:32.056 we're reaching out to undocumented clients,

NOTE Confidence: 0.8555937

00:13:32.060 --> 00:13:34.574 assuring them that they have access

NOTE Confidence: 0.8555937

00:13:34.574 --> 00:13:37.757 to the vaccine and helping to overcome

NOTE Confidence: 0.8555937

00:13:37.757 --> 00:13:40.601 hesitations that they may face related

NOTE Confidence: 0.8555937

00:13:40.601 --> 00:13:43.329 to a lack of medical insurance.

NOTE Confidence: 0.8555937

00:13:43.330 --> 00:13:45.134 You know, having beers

NOTE Confidence: 0.8555937

00:13:45.134 --> 00:13:46.487 regarding disclosing it,

NOTE Confidence: 0.8555937

00:13:46.490 --> 00:13:50.310 immigration status and related concerns.

NOTE Confidence: 0.8555937

00:13:50.310 --> 00:13:53.526 And I want to end with just some

NOTE Confidence: 0.8555937

00:13:53.526 --> 00:13:55.721 general lessons learned and

NOTE Confidence: 0.8555937

00:13:55.721 --> 00:13:58.333 generally positive outcomes from

NOTE Confidence: 0.8555937

00:13:58.333 --> 00:14:00.945 this particularly difficult time.
NOTE Confidence: 0.8555937

00:14:00.950 --> 00:14:03.596 One exciting trend that we have
NOTE Confidence: 0.8555937

00:14:03.596 --> 00:14:07.658 noticed at Iris is that a lot of our
NOTE Confidence: 0.8555937

00:14:07.658 --> 00:14:09.863 male clients who were previously
NOTE Confidence: 0.8555937

00:14:09.956 --> 00:14:12.426 less engaged in medical services
NOTE Confidence: 0.8555937

00:14:12.426 --> 00:14:15.349 have seen we've seen an increase
NOTE Confidence: 0.8555937

00:14:15.349 --> 00:14:18.043 in their willingness to engage with
NOTE Confidence: 0.8555937

00:14:18.043 --> 00:14:20.427 with both telehealth and virtual
NOTE Confidence: 0.8555937

00:14:20.427 --> 00:14:21.876 mental health services,
NOTE Confidence: 0.8555937

00:14:21.880 --> 00:14:24.520 and clients have specifically voiced
NOTE Confidence: 0.8555937

00:14:24.520 --> 00:14:28.196 that they are more willing to engage
NOTE Confidence: 0.8555937

00:14:28.196 --> 00:14:31.028 in these services given the amount.
NOTE Confidence: 0.8555937

00:14:31.030 --> 00:14:33.144 Or the level of anonymity that a
NOTE Confidence: 0.8555937

00:14:33.144 --> 00:14:35.093 virtual or Tele health appointment
NOTE Confidence: 0.8555937

00:14:35.093 --> 00:14:36.069 allows them?
NOTE Confidence: 0.8555937

00:14:36.070 --> 00:14:36.600 You know,

NOTE Confidence: 0.8555937

00:14:36.600 --> 00:14:38.720 so they don't have to be in the

NOTE Confidence: 0.8555937

00:14:38.794 --> 00:14:41.029 waiting room and fear potentially

NOTE Confidence: 0.8555937

00:14:41.029 --> 00:14:43.264 seeing others from their community,

NOTE Confidence: 0.8555937

00:14:43.270 --> 00:14:44.797 which you know.

NOTE Confidence: 0.8555937

00:14:44.797 --> 00:14:47.851 You know they they attribute to

NOTE Confidence: 0.8555937

00:14:47.851 --> 00:14:51.519 the social stigma around accessing

NOTE Confidence: 0.8555937

00:14:51.519 --> 00:14:53.049 these services.

NOTE Confidence: 0.8555937

00:14:53.050 --> 00:14:54.880 There's also been a greater

NOTE Confidence: 0.8555937

00:14:54.880 --> 00:14:56.710 ability to serve clients remotely,

NOTE Confidence: 0.8555937

00:14:56.710 --> 00:14:59.013 and this is led to some practices

NOTE Confidence: 0.8555937

00:14:59.013 --> 00:15:01.468 that were not necessary pre covid,

NOTE Confidence: 0.8555937

00:15:01.470 --> 00:15:03.702 but we think will continue even

NOTE Confidence: 0.8555937

00:15:03.702 --> 00:15:05.490 after we don't have to.

NOTE Confidence: 0.8555937

00:15:05.490 --> 00:15:07.322 After things you know,

NOTE Confidence: 0.8555937

00:15:07.322 --> 00:15:09.612 return to whatever the new

NOTE Confidence: 0.8555937

00:15:09.612 --> 00:15:11.958 normal looks like with covid.
NOTE Confidence: 0.8555937

00:15:11.960 --> 00:15:14.452 A few examples of that would just
NOTE Confidence: 0.8555937

00:15:14.452 --> 00:15:16.438 be applying for public benefits
NOTE Confidence: 0.8555937

00:15:16.438 --> 00:15:18.543 online rather than in person
NOTE Confidence: 0.8555937

00:15:18.543 --> 00:15:20.540 and and using my chart,
NOTE Confidence: 0.8555937

00:15:20.540 --> 00:15:23.088 making sure that all of our clients
NOTE Confidence: 0.8555937

00:15:23.088 --> 00:15:25.687 are set up with my chart from
NOTE Confidence: 0.8555937

00:15:25.687 --> 00:15:28.369 the start so that they are able
NOTE Confidence: 0.8555937

00:15:28.369 --> 00:15:30.679 to navigate their Tele health,
NOTE Confidence: 0.8555937

00:15:30.680 --> 00:15:31.850 appointments, medical records,
NOTE Confidence: 0.8555937

00:15:31.850 --> 00:15:32.630 scheduling appointments,
NOTE Confidence: 0.8555937

00:15:32.630 --> 00:15:34.950 and communicating with their
NOTE Confidence: 0.8555937

00:15:34.950 --> 00:15:36.690 health care providers.
NOTE Confidence: 0.8555937

00:15:36.690 --> 00:15:38.930 And I think most importantly,
NOTE Confidence: 0.8555937

00:15:38.930 --> 00:15:41.072 in within the Iris community we
NOTE Confidence: 0.8555937

00:15:41.072 --> 00:15:44.006 have not had any deaths or major

NOTE Confidence: 0.8555937

00:15:44.006 --> 00:15:45.910 hospitalizations due to covid

NOTE Confidence: 0.8555937

00:15:45.910 --> 00:15:48.310 amongst our client populations.

NOTE Confidence: 0.8555937

00:15:48.310 --> 00:15:50.992 And this we really credit to

NOTE Confidence: 0.8555937

00:15:50.992 --> 00:15:52.780 the education outreach efforts,

NOTE Confidence: 0.8555937

00:15:52.780 --> 00:15:55.660 an ability to provide deliveries to

NOTE Confidence: 0.8555937

00:15:55.660 --> 00:15:58.138 vulnerable clients to meet their

NOTE Confidence: 0.8555937

00:15:58.138 --> 00:16:00.503 basic needs without them having

NOTE Confidence: 0.8555937

00:16:00.503 --> 00:16:01.922 to risk exposure.

NOTE Confidence: 0.8555937

00:16:01.930 --> 00:16:04.555 And this is definitely been through the

NOTE Confidence: 0.8555937

00:16:04.555 --> 00:16:07.780 help of many partnerships and volunteers,

NOTE Confidence: 0.8555937

00:16:07.780 --> 00:16:12.414 and so we're really thankful for that.

NOTE Confidence: 0.8555937

00:16:12.420 --> 00:16:14.612 And to end I would say that we've

NOTE Confidence: 0.8555937

00:16:14.612 --> 00:16:17.080 seen a lot of resilience amidst the

NOTE Confidence: 0.8555937

00:16:17.080 --> 00:16:19.410 challenges of the time of covid,

NOTE Confidence: 0.8555937

00:16:19.410 --> 00:16:21.684 both from our clients and from

NOTE Confidence: 0.8555937

00:16:21.684 --> 00:16:23.200 the Community support networks
NOTE Confidence: 0.8555937

00:16:23.268 --> 00:16:24.450 that surround them.
NOTE Confidence: 0.8555937

00:16:24.450 --> 00:16:25.176 You know,
NOTE Confidence: 0.8555937

00:16:25.176 --> 00:16:27.354 we've all learned to adapt and
NOTE Confidence: 0.8555937

00:16:27.354 --> 00:16:29.363 considerable waste and continue to
NOTE Confidence: 0.8555937

00:16:29.363 --> 00:16:30.987 addressing needs where incredibly
NOTE Confidence: 0.8555937

00:16:30.987 --> 00:16:33.415 grateful for the partnerships that we
NOTE Confidence: 0.8555937

00:16:33.415 --> 00:16:36.082 have with the Yale Refugee Health clinic,
NOTE Confidence: 0.8555937

00:16:36.090 --> 00:16:36.478 heal,
NOTE Confidence: 0.8555937

00:16:36.478 --> 00:16:37.254 patient navigators,
NOTE Confidence: 0.8555937

00:16:37.254 --> 00:16:38.806 Fairhaven Community Health Clinic,
NOTE Confidence: 0.8555937

00:16:38.810 --> 00:16:41.225 and other medical and social
NOTE Confidence: 0.8555937

00:16:41.225 --> 00:16:43.640 service providers in the community.
NOTE Confidence: 0.8555937

00:16:43.640 --> 00:16:46.020 One thing I often say is that it takes a
NOTE Confidence: 0.8555937

00:16:46.085 --> 00:16:48.470 community approach to resettle refugees,
NOTE Confidence: 0.8555937

00:16:48.470 --> 00:16:50.718 and I also think it takes the Community

NOTE Confidence: 0.8555937

00:16:50.718 --> 00:16:52.329 approach to overcome COVID-19.

NOTE Confidence: 0.8555937

00:16:52.330 --> 00:16:54.458 So I just want to thank you

NOTE Confidence: 0.8555937

00:16:54.458 --> 00:16:56.518 all for your support in in.

NOTE Confidence: 0.8555937

00:16:56.520 --> 00:16:59.070 In both of those endeavors.

NOTE Confidence: 0.8555937

00:16:59.070 --> 00:17:00.330 Thank you so much.