

# Cork Kerry Refugee Resettlement Initiative

- A new initiative aimed at improving the health outcomes of Syrian and Iraqi Refugees residing in CHO4.

**Who do I contact?**

**Social Inclusion**  
Cork Kerry Community Health Team, HSE, One St. Paul's Street, White Star, Cork, T21 9K91

**Specialist Social Inclusion**  
Project Manager: Aislinn Anderson  
Project Funding: Dr. Jennifer Ryan, 021 4922143

**Community Walk Support**  
Cork Kerry Community Walk Day  
HSE, Donohoe Building, St. Mary's Rd, Cork, T21 9K91

**Cork Kerry Community Walk Day**  
Donohoe Bldg, St. Mary's Hospital, Donohoe Road, Cork, T21 9K91

**Community Walks HSE (Refugee Support)**  
Donohoe Bldg, T21 9K91

**Keep Community Walk Days**  
Kerry Community Health and Social Action, 100 St. Mary's, T21 9K91

**Community Walks HSE (Refugee Support)**  
Donohoe Bldg, T21 9K91

**For further information on Refugee Protection, Registration and Entry Process**  
Asylum Seekers  
There are 12 Direct Process centres in Cork and Kerry located in the following areas: Cork city, Midway, Glanworth, Midleton, Tralee, Malinbeg and Fermoy.

**HSE Social Inclusion and Community Walk Support**  
HSE Social Inclusion and Community Walk Support supports a wide range of social inclusion and preventative health services. These include support with registering with your local General Practitioner (GP), Health Care Support, Immigration and Naturalisation Service (INIS) and Housing Support (Support Centre CHO4). For further information see [www.hse.ie/cho4](http://www.hse.ie/cho4)

**Direct Entry service (Refugees in CHO4)**  
Caroline Doyle, 021 4922143

**HSE International Guide**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Emergency Multilingual Aid**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**UNICEF**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Office for the Protection of Personal Data (DPA)**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Health Services**  
Health Services  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Specialist Office for Social Inclusion**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**UPPERC**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Dr. Spackling Service**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Guidance for Communities in One Health General Practice Consultations**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**HSE Inland Laboratory service**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Pharmacist**  
For further information on the process of becoming a resident in Ireland, please contact the International Advice Centre.

**Cork Kerry Resettlement Initiative**

**HSE**  
Supporting people to live better lives  
Health Service Executive

**SOCIAL INCLUSION**

**Cork Kerry Resettlement Initiative**  
HSE  
DASH

# Áit shábháilte (Safe Place)

- An Innovative and Community Orientated Multi-Tiered Approach to meeting the mental health and psychosocial needs of Refugee families in Cork and Kerry was established in 2017 as a direct response to the arrival of 70 Syrian and Iraqi Refugee families.



TIRC

Tralee International Resource Centre

# Responses

## Immediate

- HSE handbook on access to services, translated to Arabic
- Useful contact numbers/local resources pack
- Emergency contact numbers magnet-English & Arabic.
- English classes booklet-a guide for healthcare professionals and frontline staff.
- Health talks on vaccinations and Women's Health checks
- Health Literacy Programme
- Appointment translation card
- **Advocacy, guidance and support with accessing healthcare, navigating health systems and appointment follow ups**

# Responses

## Medium Term

- Focus on education, career guidance, personal development plan.
- Befriending
- Specific/targeted workshops as needs arise e.g. widowed women.


## Long Term

- Active citizenship and political participation
- Naturalisation
- Individualised action plans
- Exit strategy

# Evidence Based Interventions

- Targeted at frontline staff to increase knowledge, improve workforce capacity and to improve outcomes for refugee families ( multi-agency approach)
  - Intercultural Training
  - Self care Workshops
  - Trauma Training-protection against vicarious trauma

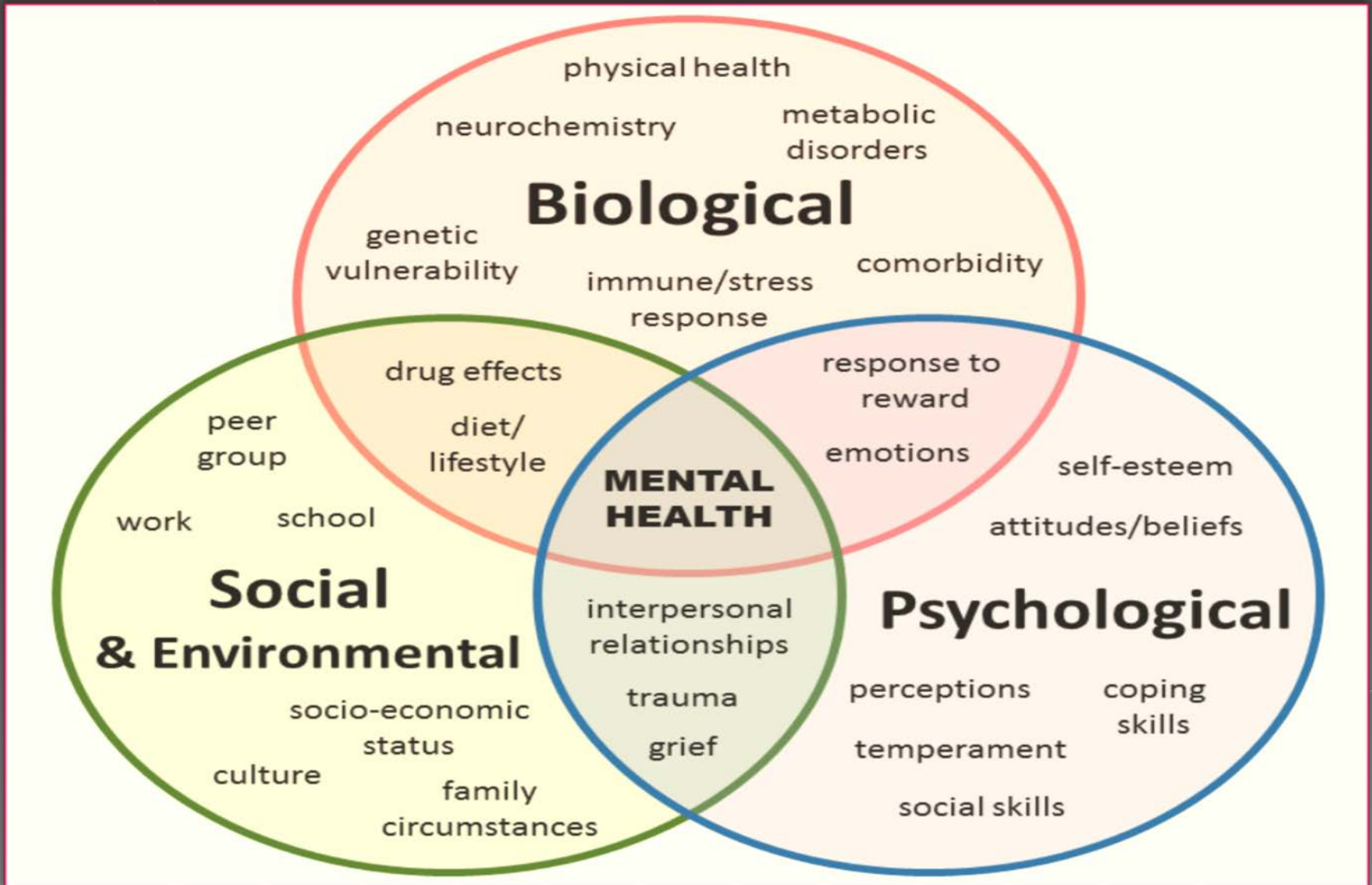
# Challenges

Refugees	Services
<p>Acculturation</p> <p>Loss of self/country/culture</p> <p>Grief</p> <p>Trauma/PTSD</p> <p>Language</p> <p>Racism/Discrimination</p> <p>Housing</p> <p>Employment access</p> <p>Disruption to education</p> <p>Children's development</p> <p>Qualification recognition</p> <p>Expectations</p>	 <p>Awareness/Education</p> <p>Governance</p> <p>Provision of interpretation</p> <p>Culture/Attitudes</p> <p>Time</p> <p>Alternative frameworks</p> <p>Trauma informed</p> <p>Vicarious trauma</p> <p>Resource burn out</p>

# Models of Practice to Elicit Needs and to Improve Health Outcomes

- 1) Social Determinants of Health:
  - ***social inequalities*** such as poverty, education, access to health and housing lead to ***health inequalities***.
  
- 2) Person Centred/Partnership Approach
  - fosters ***independence***
  - works on ***strengths***
  - improves ***mental wellbeing***
  - gives ***agency/autonomy*** over self
  - ***sustainable***

# 3) Bio psycho social model





# Case Studies

- Family Reunification
  - trials and tribulations in unchartered territory
- Resettlement
  - when the outcomes are almost too good to be true

# Contact Details

- ◉ [Leah.Bentham@hse.ie](mailto:Leah.Bentham@hse.ie) Community Worker (Refugee Supports) Cork  
087-1489623
- ◉ [Tina.Diggin@hse.ie](mailto:Tina.Diggin@hse.ie) Community Worker (Refugee Supports) Kerry.  
087-0509275
- ◉ Many thanks for listening