WELCOME

We’ll get started 5 minutes after the hour. Please introduce yourself in the chat!
OUR AGENDA

We plan to have 15 minutes for questions at the end, but do please drop questions or comments in the chat!

1. Who we are: NRC-RIM and IDEO.org
2. The Healthy Spaces Toolkit
3. Applying the toolkit at CUPHD
About NRC-RIM
About NRC-RIM

- Funded by the CDC, housed at University of Minnesota
- Goals:
  - Strengthen partnerships between health departments and communities
  - Support health departments and CBOs that work with Refugees, Immigrants, Migrants (RIM)
What we do

Collect, curate, create, pilot, evaluate and disseminate

- Best and promising practices
- Health communications and health education
- Online training
- Technical assistance
MEET IDEO.ORG
Leveraging a human-centered design approach to co-creating with communities
Those who will benefit, deliver or have the power to influence the solution are part of creating the solutions.

COMMUNITY-DRIVEN DESIGN

Najma
Proud Mother of five
Multi-task Master

Samravit
Proud mother of three
Great listener

Maryan
Passionate future doctor
Eager to spread healthcare messages in her community

Kalkidan
Proud, Ethiopian Mother
Super-organized
Building easily customizable toolkits

We recognize that there are hyperlocal concerns when it comes to COVID-19, the vaccine, etc. Our goal is to equip organizations like yours with ready-to-use tools.
Mothers x Mothers (MxM) is a peer health meetup hosted by mothers, for mothers to discuss the COVID-19 vaccine. The toolkits enable organizations to easily plan, budget, and host MxM meetups.

Makespace

Vaccination Is consists of a series of templates that can be used to create hyperlocal messaging including posters, social media posts, fact sheets, and more that encourage refugee, immigrant, and migrant communities to consider the COVID-19 vaccine.

#NoJudgment

#NoJudgment was developed with a youth collective, and includes tools that help youth from refugee, immigrant, and migrant communities engage in judgment-free conversations around the COVID-19 vaccine. These tools help foster and navigate conversations.
Healthy Spaces is a toolkit to create inclusive spaces that will better serve the public health and healthcare needs of people in RIM communities.

Honest Conversations (Coming soon) is a modular kit to build communication campaigns that amplify candid, health-related stories and concerns of people in RIM communities.
INTRODUCING HEALTHY SPACES
Why space matters

The pandemic has underscored the need to strengthen and rebuild ties between healthcare providers and all communities, and RIM communities are no exception. Moving forward, we can transform systems to better serve communities, especially historically marginalized ones, better.
In May 2022, Champaign-Urbana Public Health District’s Immigrant Cooperative, IDEO.org, and NRC-RIM started a collaboration to redesign their physical space to better serve their refugee, immigrant, and migrant (RIM) communities.
The Immigrant Cooperative consists of multiple organizations that provide an array of services to the community.

We worked with four out of six organizations that used the space, to create a more welcoming, easy to navigate space featuring areas for work, connection, privacy and collaboration.
The Immigrant Cooperative is a safe and welcoming space for our refugee, immigrant, and migrant communities. Together, we help our communities overcome barriers they may face in accessing essential social services and empower them to thrive.
Research Activities

We spent time listening and learning from the community at the Immigrant Cooperative. This included interviewing clients and staff members, observing the space, and activities like co-designing the space with clients and staff.
Healthy Spaces can help you:

**Build trust and comfort on arrival**
Clients seeking healthcare are often dealing with complex issues. Welcoming them into the space will make them feel safe, which is important for someone navigating healthcare in the US for the first time.

**Navigate the space Confidently**
Clients seldom have the headspace and ability to take in a lot of information and long descriptive texts. Providing the right amount of direction at the right time helps people get where they need to be without feeling overwhelmed.

**Keep the space versatile but functional**
It's important to be able to adapt and change for evolving needs and different events, such as vaccination clinics and COVID-19 information sessions operating simultaneously.

**Turn a space into a community hub.**
The more staff and organizations are connected to a shared purpose and build trust with each other, the more they can work together to provide better services for RIM communities.
SPACE PLAYBOOK
THE IMMIGRANT COOPERATIVE
Create a simple way for clients to navigate your space

Create a welcoming and culturally inclusive space

Raise awareness around your space
DEMO TIME
ENTRANCE MURAL MOCKUP
PILOT GRANTS AVAILABLE

email claudia@ideo.org if interested