

REFUGEE HEALTH CLINIC GUIDE

Health clinic appointments are flexible: you are responsible to transport the refugee(s) from their home to the clinic and back again (you cannot go into the appointment with the client).

Before Leaving Your Home

- Locate the apartment unit and clinic on your GPS device (Optional)**
 - **Refugee Health Clinic:** 4600 Broadway, Suite 2100, Sacramento, CA 95820

At the Family's Apartment

- Greet family and be sure family brings the following:**
 - Passports/Visas or I-94's
 - Immunization records
 - MediCal cards (if received)
 - Any medications currently taken (if applicable)
 - Recent health records and/or CD's with X-ray and other information (if applicable)
 - Snacks and water (optional, but recommended)
 - Car seats (if applicable)
- **Please call the Refugee Clinic if you will be late: 916-874-9227**

At Refugee Health Clinic (RHC): 4600 Broadway, Ste 2100, Sacramento 95820

- Drive all family members to the RHC**
 - Corner of Broadway and Stockton Blvd (free parking garage behind the building)
 - Enter sliding doors, go up stairs to your right, through double doors, Ste 2100 (2nd door on right)
- Check in at Clinic Receptionist Window**
 - Leave phone # with receptionist
 - County translator will meet family (you may leave at this point)
- Go home, run errands, work, etc. (note: clinic lobby has poor reception/wi-fi connection)**
- Receptionist will call you when family is ready to be taken home**
 - Individuals and couples normally take 1-3 hours; small families may take 3-5 hours
 - Large families (5+) may take entire day due to school enrollment vaccinations
- Drive family home**
 - Remember to give car seats back to family when you drop them off

After Taking Family Home

- Log volunteer hours on Track It Forward and include family's LAST NAME in the "Notes" section.**

Example: "Sadat. RHC"

Frequently Asked Questions (FAQ's)

What do I do if the family does not have their car seats?

Please do not take children under age 8 without using car seats. It is against the law and we want to make sure you are not putting yourself (or the children) at risk. Check with the family to see if they can ask a friend or neighbor to borrow their car seats. Otherwise, check with the Transportation Volunteer Coordinator for assistance. We may be able to bring an extra set of car seats to you or we will discuss with the family that they will miss this appointment and we will need to reschedule another one.

What do I do if the family is not ready when I arrive?

Remember that part of your role as a Roadrunner is a cultural guide to the refugee. Please gently share that, in America, it is expected to arrive on time (or early) to appointments or the appointment may be canceled and need to be rescheduled. Then see if you can assist with helping the family get ready (i.e. getting the car seats and installing them in your vehicle).

What if I need a gate code to get into the apartment complex?

All the information regarding the family's apartment will be provided in the email from the Transportation Volunteer Coordinator. If no gate code is found, you may call the refugee to meet you outside the complex – be sure they bring their car seats (if applicable). You may dial *67 before the refugee's phone number to block your number (it will appear as "Private" or "Anonymous"). If you cannot reach the refugee, please call the Transportation Volunteer Coordinator for further assistance.

Can I go in with the refugee to their appointment?

For confidentiality reasons, no. Since the lobby has poor reception and Wi-Fi connection, if you would like to check emails/work remotely, Broadway Bakery Café has free Wi-Fi for customers and is attached to the hospital just down the street: 4900 Broadway #1300, Sacramento, CA 95820

What happens during the clinic appointment?

Each refugee family is required to go to the Refugee Health Clinic twice during their initial resettlement period. A doctor will do a physical on each family member and ask them a standard set of questions regarding their resettlement experience and past medical history. The clinic also provides mandatory school vaccinations for the children and referrals for any family members needing special medical care.

What do I do if the family invites me in for tea or a meal after taking the family home?

This depends on several factors. If you do not have the extra time, simply decline politely. Typically, this invitation is given as a courtesy, as expected by their culture, so it is likewise customary for a guest to politely decline the first invitation. If you have assisted the family in the past, it would be appropriate to accept a second invitation (if your schedule allows). However, if you believe the family genuinely wants to connect with you, you are welcome to stay for tea/meal if you are invited and have the extra time. For many of our families, this is their way to express thanks for your service.

What counts as volunteer hours in Track It Forward? Why do we have to log volunteer hours?

Please only record the hours and mileage from the refugee family's apartment to RHC and back (World Relief cannot accept travel time to/from your own home). **Remember to include the refugee family's last name in the "Notes" section.** World Relief is required to match all hours to specific families served. Logging hours is vital to the success of our programs, including grants that rely heavily on documentation of volunteer participation. World Relief reaches out to donors with the total number of volunteer hours served and receives further funding to help refugees both locally and abroad.