



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

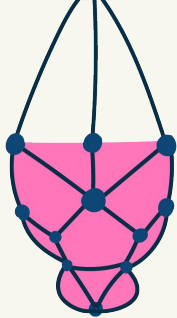
About NRC-RIM

- 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)

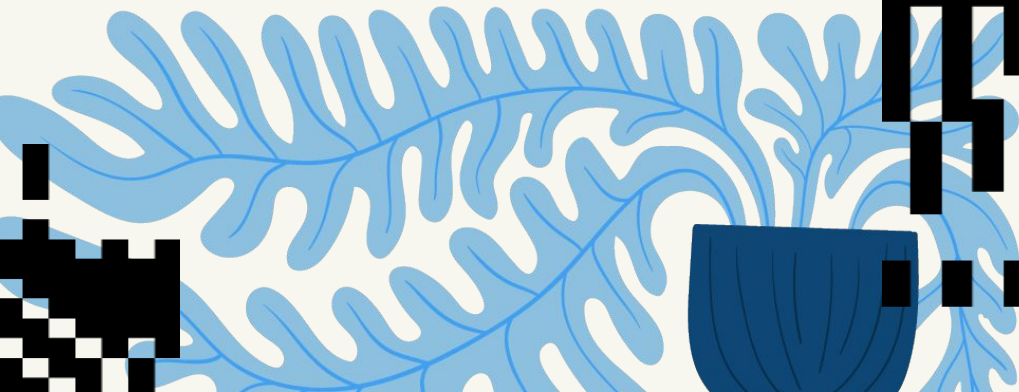
What we do

Collect, curate, create, pilot, evaluate and disseminate

- Best and promising practices
- Health communications and health education
- Online training
- Technical assistance



MEET IDEO.ORG



IDEO.ORG

Leveraging a human-centered design approach to co-creating with communities



COMMUNITY-DRIVEN DESIGN

Those who will benefit, deliver or have the power to influence the solution are part of creating the solutions.



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

OUR WORK

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.



To Reach...

MOTHERS



Mothers x Mothers

[Mothers for 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.

COMMUNITIES



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.

YOUTH

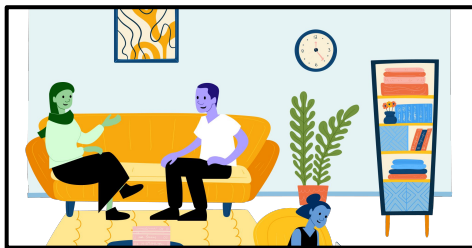


#NoJudgment

[#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.

To Reach...

COMMUNITIES



Healthy Spaces

[Healthy Spaces](#) is a toolkit to create inclusive spaces that will better serve the public health and healthcare needs of people in RIM communities.

COMMUNITIES



Honest Conversations

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.





AVICENNA
COMMUNITY
HEALTH
CENTER



IMMIGRANT
SERVICES
CHAMPAIGN
URBANA



THE
REFUGEE
CENTER



THE
IMMIGRATION
PROJECT

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.

Mission Statement

Shared Vision & Values



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.

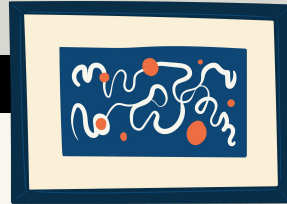


Healthy Spaces can help you:



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.



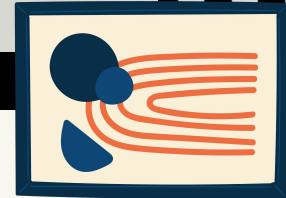
Navigate the space Confidently

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

KEY COMPONENTS



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



Q&A



PILOT GRANTS AVAILABLE

email
claudia@ideo.org
if interested

