

## FRAMEWORK TO DEVELOP A RELATIONSHIP WITH UMS AND THEIR FAMILIES

### Building trust with UMs

- Make a connection and take a genuine interest in UM/family
- Personalize the approach to the dynamic needs of the UM and family
- Ask about the family's culture to guide work/interventions

### Understanding UMs:

- Each UM's situation is unique
- UMs feel uncertainty about the future and are living moment to moment
- UMs are worried about deportation
- Everything is a challenge
- UMs need support in general (food, housing, medical, legal, language, mental health)
- UMs are experiencing racism and xenophobia

## ACTION STEPS TO TAKE

### ASKING ABOUT IMMIGRATION HISTORY:

- Start where the UM/family is and go slow when needed
- Be cautious about asking too many questions, without first developing a relationship and understanding of trust
- Use strengths-based questions and ask questions within your scope of practice (e.g., mental health workers who have trauma training asking about trauma)
- Ask basic questions to understand pre, during, and post migration strengths and areas of concern
- Note areas of trauma, acculturation, and social support
- Listen for resilience

### EMPOWERING UMS AND THEIR FAMILIES BY ADDRESSING THEIR SOCIAL NEEDS:

- Get training and understand resources and services for UMs
- Provide information on community services (specifically legal services)
- Inform families about how to advocate for their rights
- Support students and families in navigating schools
- Note that families can feel overwhelmed by too much information

### ADDRESSING PHYSICAL AND MENTAL HEALTH NEEDS OF UMS:

- Ask about access to physical and mental health services
- Inquire about family readiness to use physical and mental health services
- Provide resources for physical and mental health services
- Facilitate the UM/family's connection to services
- Provide psycho-education on trauma and trauma responses, to normalize mental health services

### ADDRESSING SYSTEMATIC ISSUES THAT AFFECT UMS:

- Take a stance against racism and injustice
- Support policy/systemic change to address racism and xenophobia

### ENSURING WELLNESS OF THOSE WORKING WITH UMS AND THEIR FAMILIES:

- Practice self-care
- Get involved in networks for support and knowledge