

world relief[®]

Refugee Resettlement Guide

Pre-Arrival

Often welcoming clients start before they actually arrive in the Triad.

Having a house already set up with familiar food and a welcoming sign at the airport are just a few ways that you can welcome your partnered family to the United States.

Learn more about ways you can prepare to welcome a family.

House Hunting

Volunteers may help with finding suitable housing (rental homes, condos, or apartments) for their refugee partners. The challenge comes in finding property managers/owners that are willing to work with incoming refugees even though they do not yet have a social security number, job history in the US, credit history in the US, or proof of income. However, there are many advantages to renting to incoming refugees and we have provided a [letter](#) that you may reference and distribute to landlords or to someone within your church or community that owns property. This letter answers frequently asked questions concerning housing and explains the benefits.

Housing Guidelines

- 1) 4 year old children and younger may share a bedroom with children of the opposite gender. Children 5 years of age and older should be in a bedroom with same gender children. Married couples (parents) should have their own bedroom.
- 2) Check the heating and make sure it is appropriate. Electric or natural gas heating is generally more economical than oil. Electric heaters may be used in a house that has oil heat as this may save money for the refugee.
- 3) Housing must be on or near a bus route.
- 4) Contact World Relief for guidance on appropriate rental fee.
- 5) Let the World Relief case manager know immediately if you find housing.

When WR Triad is notified of an arrival, WR Triad calls the newcomer's U.S. ties (relatives or close friends living in the U.S.) if there are any, then chooses apartment locations based on criteria of location, quality, safety, and financial prudence. Volunteers and the resource specialist collaborate to set up the apartment before the arrival. Often, single male refugees are placed in apartments with other single male refugees.

Home Set-Up

The main goal of the home setup is to not only get the necessary items into a house, but to create a welcoming atmosphere for a new arrival - to show from the outset that someone has been anticipating their arrival and put effort into welcoming them to their new home. While these homes and apartments are simple, we want to put extra thought into how we set it up, setting up the home as if we were moving in ourselves.

Volunteers can prepare housing for refugees in the following ways:

- 1. Gather donations:** Volunteers can collect donations of furniture and various household items for the refugee's home. See the Materials [Needs List](#) for a list of the required items needed for the home. This list indicates the minimum requirements, but it is always the goal to provide more than the minimum. Used items are welcomed as long as they are in good shape. **Mattresses and box springs, if not new, should be properly sanitized before being donated or come from a facility that sanitizes them** (click [here](#) for a mattress sanitation guide). Toiletries should all be unused and all supplies unopened. Groups often utilize their greater church and community relationships as well as conducting donation drives to secure items for the home. WR Triad encourages volunteers to secure as many of the needed items as possible, however if there are items the group is unable to secure WR Triad can provide the needed items. Items not provided by the group will be collected from the WR Triad warehouse if available or, if items cannot be found there, will need to be purchased using the refugee's "Welcome Money", which is extremely limited. Volunteers must keep track of all of the items donated using the BNS form. When volunteers complete the BNS form, they should give it to the resource specialist or case manager. This list should be submitted at least 3 days before the refugee family arrives so that the resource coordinator can secure and deliver any items still needed to complete the BNS form.
- 2. Setting up a refugee's home:** Refugee's housing should be fully furnished and set up before the refugee's arrival. If a group has agreed to provide the necessary household items and do the home setup, they should coordinate with World Relief to work out timing, receive addresses, keys, etc. The team can then do any necessary cleaning, move in furniture, and decorate and prepare the home at a time that works for them. If a group does not provide the needed household items, their assistance with setting the home up is still extremely helpful. Volunteers should coordinate with World Relief to work out a time to do the home setup. To understand what needs to be done during a home setup, please refer to the [home setup checklist](#).
- 3. Familiarize yourself with the refugee's neighborhood:** When partnering with a refugee, it is helpful for volunteers to make themselves familiar with the neighborhood and area where the refugees will be living. Identify local shopping, bus routes, parks, etc.
- 4. Prepare a fully stocked pantry and an arrival meal:** Upon arrival, the refugee's pantry should be fully stocked and a culturally appropriate meal should be

provided for them when they arrive in their new home. For more info and a list of culturally appropriate meals and grocery lists based on ethnicity, go to the [food section](#) of the toolkit.

5. **Tax Deductions:** Gift in Kind Receipts can be requested for items purchased for or donated to World Relief or our clients. These receipts may serve as proof of the donation for tax purposes. If a donor purchased an item, he or she should turn in the receipt to WR Triad in order to receive a deduction of the same value.