

## Considerations for Accommodations:

- Ensure toys like guns, violent video games or battle scenes are put away
- Have feminine hygiene items available. A woman might feel embarrassed to ask for these things
- Be aware that news reports of events that are still happening might be triggering
- Be aware that refugees might not want to talk and that is okay
- Be aware that refugees may seem distant. You've been brought together in very unusual and dire circumstances.
- Be aware that frantic behavior on your part might be perceived as danger to them
- In transit and in the home, loud music and chatter may be upsetting, especially if it is in another language.
- Be mindful that a refugee does not know you and is putting full faith in your intentions. Refugees can appear mistrustful because they may be scared. Fostering trust through your behaviors is very helpful.
- If you are comfortable, give them a key to the room where they are staying so they can lock the door. Remember, they may be scared.
- Avoid giving false hope or making promises you are unable to follow up with. Check resources before sending them to the site to make sure the resources are still available.
- Give hope by saying you 'don't know but will try to find out'.
- Include them in decisions when possible, to foster a sense of self-efficacy
- <sup>1</sup>Do not judge what a person has done or has not done or how he or she feels. (For example, don't say "You shouldn't feel that way" or "You should be glad you have survived.")
- <sup>1</sup>Do not tell the stories of other people, because this may cause re-injury.
- <sup>1</sup>If you see a person cries or shouts, you can say, "I see that you feel aggression / fear . This is a normal reaction to an abnormal situation. An abnormal reaction to an abnormal situation is normal behavior.
- <sup>1</sup>It is important to provide privacy, a place, where you can not go without an invitation. Also it is very important to keep the personal boundaries. This applies not only to physical space, but also to unsolicited advice: "You'd better not drink so much coffee," "You'd better seeing a counselor, and so on."
- <sup>1</sup>The MAIN RULE. It is very, very important for everyone who becomes a support for others - adults and children - to take care of themselves.
- <sup>2</sup>State the expectations and limitations to your help from the beginning

<sup>1</sup>Added recommendation from Oleksandra Bronevyska, M.A.

<sup>2</sup>Added recommendation from Inga Kovtun, M.A.