

Community Sponsorship

Pre-Departure Orientation & Expectation Management Toolkit



EUROPEAN UNION
Asylum, Migration
and Integration Fund

fedasil
FEDERAL AGENCY FOR THE
RECEPTION OF ASYLUM SEEKERS



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Glossary & Abbreviations

- | | |
|--|--------------------------------------|
| • Beneficiaries | Resettled Refugees |
| • Community Sponsorship Group | Group of voluntary citizens |
| • Community Sponsorship Organisation | Partner or Intermediate Organisation |
| • Community Sponsorship Groups | CS Groups |
| • Community Sponsorship Organisations | CS Organisations |

The content of this toolkit represents the views of the author only and is his/her sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.

Introduction to the Toolkit

This toolkit has been developed under the *Building Capacity for Private Sponsorship in the European Union (CAPS-EU)* project, funded by the Asylum, Migration and Integration Fund of the European Union (AMIF).

What is the purpose of the toolkit?

The aim of this toolkit is to provide practical advice on how to approach the design of pre- departure orientation for stakeholders involved in Community Sponsorship programmes, and managing the expectation of beneficiaries (resettled refugees) and Community Sponsorship (CS) Groups.

Who should use the toolkit?

National and local authorities, Community Sponsorship (CS) Organisations, Community Sponsorship (CS) Groups as well as European and international policymakers involved in Community Sponsorship programmes.

What does the toolkit contain?

This toolkit contains practical advice on what is Community Sponsorship, how to approach cultural orientation, supports & services offered to beneficiaries at country of destination, expectation management, matching and information sharing. It also includes suggestions on how to facilitate contact between beneficiaries and CS Groups prior to departure. This content was gathered through the project activities and analysing existing tools worldwide. Links to additional resources and tools are included in the toolkit.

How to use toolkit?

The toolkit covers 5 topics and each section contains suggested elements to be covered, templates, checklists and links to existing tools worldwide. The toolkit can be adapted to any country context.

Introducing Community Sponsorship

What is Community Sponsorship?

Community Sponsorship is a programme in which a group of voluntary citizens (typically referred to as CS Group, supported by a CS Organisation, accepts to take on the responsibility to welcome and support beneficiaries for a determined period of time.

Citizens interested in participating in the Community Sponsorship programme must be made aware of what is required to participate in the programme, their roles and the commitment (including efforts, financial resources, time etc.). Similarly, they must understand what type of support is available to them and by who.



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On the other hand, it is also important for beneficiaries to understand the differences between resettlement and Community Sponsorship, and the value added of the latter. Most of the time, beneficiaries do not have a clear vision of the programme. They do not understand who is involved in the process and whether they will be supported by government institutions or citizens, and what type of support is available. This lack

of clarity can be confusing for beneficiaries, leading to frustrations and mismatches in expectations. Consequently, the framework of the programme, the stakeholders involved and their role should be clearly explained beforehand.

The table below outlines all the topics that that we suggest be covered for introducing the concept of Community Sponsorship to beneficiaries or to CS Groups.

Suggested Topics for Introducing the Concept of Community Sponsorship

Community Sponsorship	
Topic	Subtopic
Resettlement	✓ What is resettlement?
Community Sponsorship	<ul style="list-style-type: none"> ✓ What is Community Sponsorship (process)? ✓ What is the CS Framework in the country? ✓ How is the transition out of Community Sponsorship to living independently?
Community Sponsorship Actors	<ul style="list-style-type: none"> ✓ Who are the different actors involved? ✓ What are their respective roles? ✓ What are their responsibilities (time and financial commitment)?

The Information Sheet - Community Sponsorship (Beneficiaries) is available [HERE](#). This template can be a resource to provide information to beneficiaries on the concept of Community Sponsorship.

What resources are already available?



- Global Refugee Sponsorship Initiative: ***Building Blocks of Community Sponsorship Guidebook and Planning Tools based on Canada's model and emerging programs around the world***: [Hyperlink: https://refugeesponsorship.org/resource-directory/grsi-guidebook/](https://refugeesponsorship.org/resource-directory/grsi-guidebook/)
- Sponsor Refugees is a project of Citizens UK; they support communities to welcome refugee families to the UK through the Community Sponsorship scheme. ***Training and Resources for Community Sponsor Groups*** :[Hyperlink https://www.sponsorrefugees.org/what-we-do/lead-sponsor/trainings/](https://www.sponsorrefugees.org/what-we-do/lead-sponsor/trainings/)
- Share Network - consortium of actors running Community Sponsorship programmes in Belgium, France, Germany, Ireland, Italy, Spain and the UK : ***Training Portal Refugee Sponsorship*** [Hyperlink: https://www.share-network.eu/community-sponsorship](https://www.share-network.eu/community-sponsorship)
- Citizens UK is a people power alliance of diverse local communities working together for the common good. ***Community Sponsorship Portal*** [Hyperlink: https://citizens-uk.teachable.com/p/community_sponsorship](https://citizens-uk.teachable.com/p/community_sponsorship)
- Canadian Council for Refugees is a leading voice for the rights, protection, sponsorship, settlement, and well-being of refugees and migrants, in Canada and globally. ***Private Sponsorship of Refugees Toolkit*** [Hyperlink: https://ccrweb.ca/en/psr-toolkit/home](https://ccrweb.ca/en/psr-toolkit/home)
- Open Community is the national support organisation for Ireland's Community Sponsorship Programme for Refugees. ***The Sponsorship Journey***. [Hyperlink: Sponsorship Supports | The Open Community \(supports-theopencommunity.com\)](https://www.theopencommunity.com/supports-theopencommunity.com)

Cultural Orientation - Discovering the Country

What is Cultural Orientation?

Cultural orientation is, in a way, the first contact between beneficiaries and their future host country. Organised as a workshop or training courses, it consists of giving an overview of the destination country by presenting general information of the country, its history, demographics and climate, as well as more specific details about its culture, values, laws and life in society.



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Why does it matter and what are some good practices?

Cultural orientation aims to lessen future cultural shocks by providing beneficiaries with a taste of what to expect. This gives them a clearer picture and, as a result, helps them to manage their stress and expectations and avoid certain misunderstandings.

Through several group discussions as well as more informal individual exchanges, the beneficiaries will be able to share their doubts and questions. In some cases, they may even change their minds, believing that the destination country is, in the end, not suitable for them.

Most of these workshops are given in the beneficiaries' mother tongue, and depending on the situation, interpreters and/or cultural mediators are available to help the session run smoothly.

It is important for CS Groups to learn about beneficiaries' cultural background it leads to meaningful interactions, and better relationships. CS Organisations can provide support to CS Groups in this area by organising workshops and training.

The table below outlines all the topics that we suggest should be covered under cultural orientation in pre-departure or at post-arrival orientation.

Suggested Topics for Cultural Orientation

Discovering the country	
Topic	Sub-topics
Geography & climate	<ul style="list-style-type: none"> ✓ Geography of the country ✓ Information on local area E.g. Region, City, Village ✓ Climate and weather <ul style="list-style-type: none"> ○ Seasons –clothing ✓ Time Zone
History	<ul style="list-style-type: none"> ✓ National context <ul style="list-style-type: none"> ○ Population ✓ Flag
Language	<ul style="list-style-type: none"> ✓ Official languages ✓ Language courses
Political system	<ul style="list-style-type: none"> ✓ Political regime ✓ Constitution
Rights & duties	<ul style="list-style-type: none"> ✓ Rights – e.g. Children, Women ✓ Values and responsibilities ✓ National laws – civil & criminal ✓ Authorities – e.g. Police, Courts ✓ Marriage ✓ Gender equality ✓ Personal documents – e.g. Identity documents, Driving licence
Religion	<ul style="list-style-type: none"> ✓ Religion and secularity ✓ Places of Worship ✓ Religious Holidays – e.g. Christmas
Culture	<ul style="list-style-type: none"> ✓ Food ✓ Sport ✓ Art (music, cinema, museums) ✓ National events ✓ Public Holidays
Customs & Practices	<ul style="list-style-type: none"> ✓ Cultural Traditions ✓ Greetings e.g. handshake
Family models & roles	<ul style="list-style-type: none"> ✓ Examples of family (cohabitation, married, divorced, same sex couple etc.) ✓ Family reunification ✓ Parental supervision
Education	<ul style="list-style-type: none"> ✓ National school system and its rules (mixed-sex schooling, dress code, behaviour etc.)
A guide for children	<ul style="list-style-type: none"> ✓ Consider providing the children in the family their own guide (age appropriate)

The Information Sheet Discover the Country (Beneficiaries) is available [HERE](#). This template can be a resource to provide specific information on the country to beneficiaries.

What resources are already available?



- IOM UN Migration & Canadian Orientation Abroad: *Canadian Orientation Abroad (COA) Participant Workbook*. **Hyperlink:** <https://coa.iom.int/training-materials>
- The Cultural Orientation Resource Exchange (CORE) connects and supports refugee resettlement staff globally to deliver effective Cultural Orientation to help refugees achieve self-sufficiency in the United States. **Cultural Orientation Resources** **Hyperlink:** [Cultural Orientation Resources - CO Resource Exchange](#)
- CORE – Cultural Orientation Resource Exchange connects and supports refugee resettlement staff globally to deliver effective Cultural Orientation to help refugees achieve self-sufficiency in the United States.
 - **Resources** **Hyperlink:** <https://coresourceexchange.org/>
 - **Welcome to United States** **Hyperlink:** [https://coresourceexchange.org/cultural-orientation-resources? sf s=welcom%20guide& sf post tag=english](https://coresourceexchange.org/cultural-orientation-resources?sf_s=welcom%20guide&sf_post_tag=english)
- Finnish Immigration Service. **Welcome to Finland** **Hyperlink:** <http://www.movingtofinland.fi/welcome>
- Australian Government Home Affairs **Cultural Orientation Program** **Hyperlink:** <https://immi.homeaffairs.gov.au/settling-in-australia/ausco/information-in-your-language>
- Refugee Sponsorship Training Program -RSTP, provides training and support to Canadian refugee sponsorship groups. **What to expect** **Hyperlink:** <http://www.rstp.ca/en/refugees/what-to-expect>
- Open Community is the national support organisation for Ireland’s Community Sponsorship Programme for Refugees. **Planning for Arrival document bank.** **Hyperlink:** <https://www.supports-theopencommunity.com/planning>
- Reset UK empowers volunteers to welcome refugees into communities across the UK. **Resettlement** **Hyperlink:** <https://training-resetuk.org/category/resettlement/>
- Citizens UK is a people power alliance of diverse local communities working together for the common good. **Preparing for the Family’s arrival** **Hyperlink:**https://citizens-uk.teachable.com/p/stage_four_once_youve_submitted

Supports & Services at Country of Destination

Why does it matter and what are some good practices?

As a citizen, many procedures are taken for granted. e.g. registering with healthcare services. Beneficiaries need to go through a multitude of administrative steps upon arrival.

Each country has its own administrative system made up of different public services. Some services may not be necessarily available in the country of first asylum (e.g. social protection), or else beneficiaries may not be able to access them due to their resident status.

This is why it is important to mention the services e.g. healthcare available in the host country. The topics mentioned below, can be presented at different stages of orientation. Introducing these topics prior to departure lets beneficiaries know what to expect in the destination country.



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Beneficiaries can be overwhelmed with information, the change of environment and the decompression of the journey following arrival in the new country. These topics will need to be repeated and updated post-arrival to refresh information and include specific information for their current location.

It is recommended to provide a document at pre-departure orientation containing all information on supports & services in country of destination, allowing beneficiaries to process the information in their own time.

The table below outlines all the topics that we suggest should be covered under supports & services in country of destination at pre-departure or post-arrival orientation.

Suggested topics to cover Access to Supports & Services

In Country Destination	
Topic	Sub-topics
Administrative Arrangements	<ul style="list-style-type: none"> ✓ Identity documents (temporary & permanent documents) ✓ Useful contact information
Housing	<ul style="list-style-type: none"> ✓ Location- Region, City, Town, Village ✓ Housing Provision – Duration ✓ Type of accommodations ✓ Tenancy agreements ✓ Rent and charges ✓ Insurance ✓ Staying safe – fire alarms etc. ✓ Furniture & white goods ✓ Utilities – supply & payment ✓ Emergency Numbers – e.g. Gas
Health	<ul style="list-style-type: none"> ✓ National health care system ✓ Access Health care system ✓ Dentistry ✓ Medical appointments ✓ Health Emergency ✓ Cost for healthcare and or supports available ✓ Medication – Pharmacy ✓ Mental health services
Education	<ul style="list-style-type: none"> ✓ Language Courses ✓ National school system and its rules (mixed-sex schooling, dress code, behaviour etc.) ✓ Basic Education levels ✓ Being a student ✓ Register children for school ✓ Potential expenses (equipment, books, meals, transport etc.) ✓ School leaving age ✓ Education options for adults ✓ After School Supports
Employment Supports	<ul style="list-style-type: none"> ✓ Working age ✓ Types of jobs ✓ Working hours (normal, evenings, weekends, shift) ✓ Contract (full-time, part-time) ✓ State assistance – job search ✓ How to search for a job

Supports & Services – In Country of Destination

	<ul style="list-style-type: none"> ✓ Skills recognition ✓ Taxes ✓ Childcare ✓ Employment Rights
Public & Social Support Services	<ul style="list-style-type: none"> ✓ Emergency numbers ✓ Social services
Finance	<ul style="list-style-type: none"> ✓ Currency ✓ Financial supports available, eligibility criteria, duration of support, monetary amount ✓ Social Security ✓ Banking in Country ✓ Opening a bank account ✓ Paying bills ✓ Basic living expenses – housing, food, clothing, transportation, healthcare ✓ Budgeting – Needs –Wants –Savings
Transportation	<ul style="list-style-type: none"> ✓ Transport options ✓ How to use public transport ✓ Frequency of public transport large urban areas / remote areas ✓ Transport costs ✓ Insurance ✓ Laws related to driving ✓ Driving licence ✓ Travelling outside Country
Technologies/Communication	<ul style="list-style-type: none"> ✓ IT equipment ✓ Mobile phone services ✓ Internet services ✓ Safety measures ✓ Children on the Internet
Shopping	<ul style="list-style-type: none"> ✓ Different places to shop e.g. supermarkets, department stores ✓ Types of produce available and average cost ✓ Online shopping – customs and safeguards ✓ Where halal is available

The Information Sheet At Location Generic (Beneficiaries) -is available [HERE](#).

The Information Sheet At Location Specific (Beneficiaries) is available [HERE](#).

The templates can be a resource to provide specific information to beneficiaries' pre-departure and post-arrival for their specific location.

The Checklist Templates listed below can be a resource for CS Groups to list the tasks to complete by topic and or by timeline.

At Location Support- Topics (Community Sponsorship Group) is available [HERE](#).

At Location Support- Timeline (Community Sponsorship Group) is available [HERE](#).

What resources are already available?



- Open Community is the national support organisation for Ireland’s Community Sponsorship Programme for Refugees.
 - **Welcoming document bank.** [Hyperlink: https://www.supports-theopencommunity.com/welcoming](https://www.supports-theopencommunity.com/welcoming) – Documents Bank
 - **Swift Integration App**
[Hyperlink: https://theopencommunity.ie/swift-integration/](https://theopencommunity.ie/swift-integration/)
- Reset UK empowers volunteers to welcome refugees into communities across the UK.
 - **Integration** [Hyperlink: https://training-resetuk.org/category/integration/](https://training-resetuk.org/category/integration/)
 - **We have welcomed a family.** [Hyperlink: https://training-resetuk.org/stage-of-the-process/we-have-welcomed-a-family/](https://training-resetuk.org/stage-of-the-process/we-have-welcomed-a-family/)
- Citizens UK is a people power alliance of diverse local communities working together for the common good. **Welcoming & Supporting the Family.** [Hyperlink: https://citizens-uk.teachable.com/p/stage-five-welcoming-the-family](https://citizens-uk.teachable.com/p/stage-five-welcoming-the-family)
- The Community Sponsorship Hub US exists to grow the role of communities in the protection, welcome and integration of refugees and other forcibly displaced people. **Resource Centre.** [Hyperlink: https://communitysponsorshiphub.org/resource-center/](https://communitysponsorshiphub.org/resource-center/)

What resources are already available Continued?



- Welcome.US is a national initiative built to inspire, mobilize, and empower Americans from all corners of the country to welcome and support those seeking refuge. **Practical FAQs, guides, and toolkits.** **Hyperlink:** <https://welcome.us/explainers>
- Church World Service CWS Global **Downloadable Resources.** **Hyperlink:** <https://cwsglobal.org/take-action/community-sponsorship/>
- EURITA (International Rescue Committee, IRC) EURITA is a training and resource hub for resettlement and integration practitioners in Europe. **Resources** **Hyperlink:** <https://www.ritaresources.org/eurita/>
- IOM LINK IT, the project LINK IT aimed to create a stronger link between pre-departure and post-arrival, with tools such as **Skills Profiling and reception guides.** **Hyperlink:** <https://eea.iom.int/link-it>
- The COMMIT project seeks to contribute to facilitating the sustainable integration of resettled refugees in their new communities in Croatia, Italy, Portugal and Spain, with a specific focus on the integration of vulnerable groups such as women and young people. **COMMIT Training Youth Resettlement Pre-Departure Orientation Trainers Handbook** **Hyperlink:** <https://eea.iom.int/resources/commit-training-youth-resettlement-pre-departure-orientation-trainers-handbook>
- Cultural Resource Centre USA **Resource Library** **Hyperlink:** <http://www.culturalorientation.net/>
- UNHCR – **Integration Handbook for Resettled Refugees** **Hyperlink:** <https://www.unhcr.org/handbooks/ih/>

Managing Expectations

Expectation management is a key element in Community Sponsorship programmes. Unrealistic, uninformed, or uncommunicated expectations, held either by the beneficiaries or the CS Groups, can lead to frustration, tensions and even breakdown of the sponsorship relationship.

All parties (Government organisations, CS Organisations, CS Groups and beneficiaries) have a responsibility to shape and manage expectations in the resettlement process. That is the reason why, it is important to communicate clear and transparent information throughout the process and take into account the current expectations of all the parties. Understanding all parties' expectations will help break down certain assumptions and lower overly high expectations, bringing them closer to reality.

Managing expectations continues throughout the process even after arrival. Indeed, it is only once they arrive that beneficiaries will take into account certain elements that they had not considered before (e.g. transport, weather).

There is a wide variety in how existing Community Sponsorship programmes in and outside of Europe manage the expectations of both beneficiaries and CS Groups. Different expectation management tools and practices are provided by different actors at different stages of the Community Sponsorship programme. These tools and practices include pre-departure video calls and informational material, post-arrival trainings, meetings, and online communication.

Suggested topics & tools on Managing Expectations

Managing expectations		
Topic	Sub-Topic	Tools
Pre-arrival	<ul style="list-style-type: none"> ✓ Information- on destination & CS Group <ul style="list-style-type: none"> • Information on the new place • Support persons • Support framework 	<ul style="list-style-type: none"> ✓ Trainings to manage expectations ✓ Factsheets and guidelines documents ✓ Pre-departure video call and info sessions
Post-arrival	<ul style="list-style-type: none"> ✓ Post-arrival support ✓ Guidelines documents ✓ Monitoring and follow-up ✓ Family supported on post sponsorship needs 	<ul style="list-style-type: none"> ✓ Use of apps and social media (digital tools)
Stakeholders	<ul style="list-style-type: none"> ✓ Use of intercultural mediators ✓ Use of interpreters 	

Managing expectations requires clear and effective communication. The Information Sheets are a resource to provide clear specific information to beneficiaries. The Checklists and Templates are a resource for the CS Groups in task management.

Information Sheets and Checklists [HERE](#) .

What resources are already available?



- Refugee Sponsorship Training Program -RSTP, provides training and support to Canadian refugee sponsorship groups. ***Managing Expectations Resources***
 - **Video** [Hyperlink: https://www.rstp.ca/en/resources/videos/managing-expectations](https://www.rstp.ca/en/resources/videos/managing-expectations)
 - **A Resource Kit for Refugee Sponsor & Information Sheet**
[Hyperlink: https://www.rstp.ca/en/infosheet/managing-expectations-2](https://www.rstp.ca/en/infosheet/managing-expectations-2)
- Open Community is the national support organisation for Ireland’s Community Sponsorship Programme for Refugees. ***Expectations of Community Sponsorship –Sponsor groups, resettled families and individuals. Online Training Module 3 Part6***
[Hyperlink: https://www.supports-theopencommunity.com/documentsbank](https://www.supports-theopencommunity.com/documentsbank)
- Global Refugee Sponsorship Initiative ***The guiding principles***
[Hyperlink: https://training.refugeesponsorship.org/courses/the-guiding-principles#a](https://training.refugeesponsorship.org/courses/the-guiding-principles#a)

Good Practices on Matching & Information Sharing

Matching is a key element in the Community Sponsorship programme to ensure successful support and integration.

Voluntary citizens interested in Community Sponsorship, contact the CS Organisation overseeing the programme. Once a CS Group (volunteers) has been selected, a match has to be found with beneficiaries. To find the best possible match, the actors involved in the matching process use the information collected from both the beneficiaries and the volunteers. The criteria for the matching could vary according to the country. Examples of criteria used include family size, accommodation provided, education availability in the local area etc.



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Prior to arrival in the third country, a call could be arranged between the CS Group and the beneficiaries before their arrival. This meeting should be done with the help of an interpreter, in the presence of the CS Organisation.

Pre-arrival communication between the CS Group and beneficiaries is instrumental in building rapport, managing expectations, understanding needs and including beneficiaries in the decision- making.

A meeting could also be organised with the CS Group or CS Organisation to share the relevant information collected about the beneficiaries they will sponsor. The idea is to enable the CS Group to be best prepared for the arrival of the beneficiaries, taking into account their needs.

In addition to these meetings, training sessions on various topics (cultural aspects, beneficiaries' background, political context in the country of origin etc.) are also often organised by the CS Organisation for the CS Groups.

Finally, a series of documents could be developed. These documents should cover various aspects such as: the medical procedure, administrative steps, the asylum procedure, good practices.

Suggested topics to cover Good Practices on Matching & Information Sharing

Good Practices on Matching	
Topics	Sub- Topics
Stakeholders	<ul style="list-style-type: none"> ✓ Collecting information (volunteers + beneficiaries) ✓ Selecting CS groups ✓ Matching ✓ Connecting beneficiaries and CS groups ✓ Developing documents, guidelines
Community Sponsorship Groups	<ul style="list-style-type: none"> ✓ Information on the programme ✓ Roles and time commitment ✓ Trainings and info session
Beneficiaries	<ul style="list-style-type: none"> ✓ Information on the programme ✓ Information on In Country Supports & Services

What resources are already available?



- UNHCR, *Increasing two-way communication with refugees on the move in Europe* [Hyperlink: https://www.unhcr.org/innovation/increasing-two-way-communication-with-refugees-on-the-move-in-europe/](https://www.unhcr.org/innovation/increasing-two-way-communication-with-refugees-on-the-move-in-europe/)
- Reset UK empowers volunteers to welcome refugees into communities across the UK. *Communicating with a family following arrival* .[Hyperlink: https://training-resetuk.org/group-management/communicating-with-family-following-arrival/](https://training-resetuk.org/group-management/communicating-with-family-following-arrival/)
- Refugee Sponsorship Training Program -RSTP, provides training and support to Canadian refugee sponsorship groups. *Information and tips on cross-cultural communication styles* [Hyperlink: https://www.rstp.ca/en/resources/videos/refugee-sponsorship-cultural-sensitivity-and-communication-communicating-across-cultures/](https://www.rstp.ca/en/resources/videos/refugee-sponsorship-cultural-sensitivity-and-communication-communicating-across-cultures/)
- UNHCR – *Effective & Respectful Communication in Forced Displacement* [Hyperlink: https://www.refworld.org/cgi-bin/texis/vtx/rwmain?page=search&skip=0&query=Effective+%26+Respectful+Communication+n+Forced+Displacement+%26+coi](https://www.refworld.org/cgi-bin/texis/vtx/rwmain?page=search&skip=0&query=Effective+%26+Respectful+Communication+n+Forced+Displacement+%26+coi)
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Checklists & Information Templates



Information Sheet – Community Sponsorship (Beneficiaries)

What is Resettlement

Resettlement involves the selection and transfer of refugees from a state in which they have sought protection to a third state that has agreed to admit them - as refugees - with permanent residence status.

What is Community Sponsorship

Who are the Actors

- Government
- National and local authorities
- Community Sponsorship Organisations
- Community Sponsorship Group

Responsibilities of Actors

Timeline for Support

Type of Support	Duration	Provider
Financial Support		
Housing Support		
Integration Support		

Information Sheet – Discover the Country (Beneficiaries)

General Info				
Map of Country				
Picture of Area				
Population				
Time Zone	e.g. GMT / UTC			
Weather	Spring	Summer	Autumn	Winter
	March, April May 10 Degrees Average			
Flag of Country				
Languages				
Law & order				
Rights	e.g. Children, Women			
National Laws	civil & criminal			
Authorities	e.g. Police			
Personal Documents	e.g. Identity documents, Driving licence			
Religion				
Places of Worship				
Religious Holidays	e.g. Christmas			

Culture	
Education	
Customs & Practices	
Greetings	e.g. handshake
Family models & roles	
Family Units	e.g. cohabitation, married, divorced, same sex couple etc.
Family Reunification	

Notes

Information Sheet – At Location Generic (Beneficiaries)

In Country Destination	
Accommodation	
Utilities	
Health	
Doctor	
Hospital	
Other Medical Services	
Finance	
Finance	
Education	
Language Courses	

School	
Education Other Information	
Employment Supports	
How to find a Job	
State Assistance	
Skills Recognition	
Childcare	
Taxes	
Religion	
Place of Worship	
Transportation	
Public transport	
Other Transport	

Technologies/Communication	
TV Service	
Mobile Phone	
Internet	
Shopping	
Places to Shop	
Types of produce available and average cost	

Notes

Information Sheet – At Location Specific (Beneficiaries)

At Location		
Useful Contact Numbers		
Community Sponsorship Group Contact		
Emergency Numbers		
Accommodation		
Address		
Tenancy Agreements		
Rent and Charges	€	Monthly / Weekly
Alarms (smoke etc.)	Check	Weekly / Monthly
Utilities	Provider	Payment Date
	Heating	
	Electricity	
	Waste	
	Water	
Health		
Doctor Details		
Hospitals (Nearest)		
Pharmacy (Nearest)		
Other Medical Services	e.g. Dentist	
Cost & Payment for Healthcare		

Health Emergency Contact Detail			
Finance			
Financial Supports	Type	Duration	Pay Day
Bank (Name & Address)			
Education			
Language Courses	Where	When	
School Details (Children)			
Education Other			
Employment Supports			
How to Search for a Job			
State Assistance	Where	When	
Skills Recognition			
Childcare			
Taxes			

Religion		
Places of Worship		
Transportation		
Public transport		
Other Transport		
Technologies/Communication		
	Provider	Payment Date
TV Service		
Mobile Phone		
Internet		
Shopping		
Places to Shop (Nearest)		
Types of produce available and average cost		

Notes

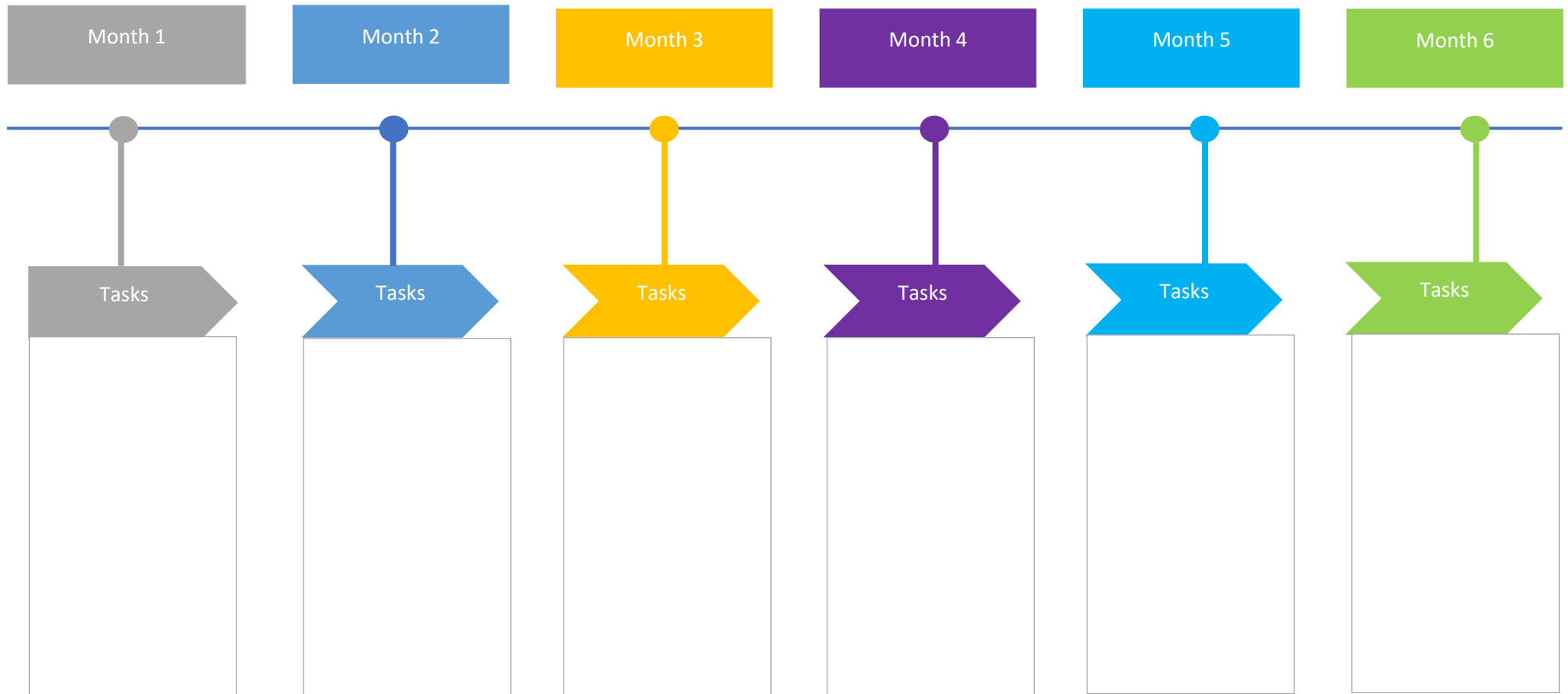


Checklist – At Location Support -Topics (Community Sponsorship Group)

In Country Destination		
Name of Family		
Address		
Supports Provided		
Topic	Tasks	Complete
Welcome Pack		<input type="checkbox"/>
Interpretation		<input type="checkbox"/>
Housing		<input type="checkbox"/>
		<input type="checkbox"/>
Finance		<input type="checkbox"/>
		<input type="checkbox"/>
Health		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
Education		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
Employment Supports		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
Administrative Arrangements		<input type="checkbox"/>
		<input type="checkbox"/>
Setting up - Communications		<input type="checkbox"/>
		<input type="checkbox"/>
Community Involvement (Activities)		<input type="checkbox"/>

Timeline	Tasks	Complete
Week 3		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
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Ongoing Support		<input type="checkbox"/>
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Support Family in Exiting Sponsorship Programme		<input type="checkbox"/>
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Recommended Timelines Tasks/Engagement (Community Sponsorship Group)



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