

Orientation

- Offer the newcomer(s) the opportunity to email or call their friends at home to confirm safe arrival.
- Show them where they can have free access to internet either at a public library or someone's home.
- Do not be surprised if the newcomer(s) appear to require a lot of sleep during the first few days due to jet lag, time difference, or poor nutrition.
- Ensure the newcomer(s) has weather appropriate clothing soon after arrival.
- If their English is very limited, you may want to develop a warning system where they can call someone with a code word, and whoever receives the call will know they need help. Also provide the names and phone numbers of interpreters.
- Please be aware some newcomer(s) may only be familiar with cash as a form of money.
- Newcomer(s) will appreciate a tour of their new neighbourhood. Providing a good map of the city as well as province may be very helpful. If public transit is available they should be shown how and where to purchase a monthly bus pass since this is usually cost effective.
- Introduce them to the Refugee committee members and provide names and phone numbers. Explain how the committee has divided the responsibilities for their care.

A Different Set of Life Skills

Kitchen - Some may not understand the difference between a fridge and freezer and proper storage of foods.

Bathroom - Unaware of what can be safely flushed down a toilet,

Laundry - Learn the difference between soaps (ie. laundry detergent, dish soap, hand soap)

Electricity - Explain how to use light switches, thermostat, smoke detectors and electrical outlets. Explain the consequence of setting their thermostats.

Security - Some may require instruction on when and how to lock up a house or when and how to protect personal information.

Phone - Arrange for basic phone service in their home. Phone cards for long distance calling prevents them from becoming a target for phone fraud. Clearly explain to what extent you are prepared to pay for long distance calling. New cell phones may have to wait until they are employed.