

ARE YOU PROVIDING ACCOMMODATION FOR PEOPLE ON THE RUN? ❤

Seven questions and answers that you need to know before and after

Dear volunteers,

It is very important for us that the people who are fleeing the war feel safe in our homes, and have enough space to take a breath and regain their strength.

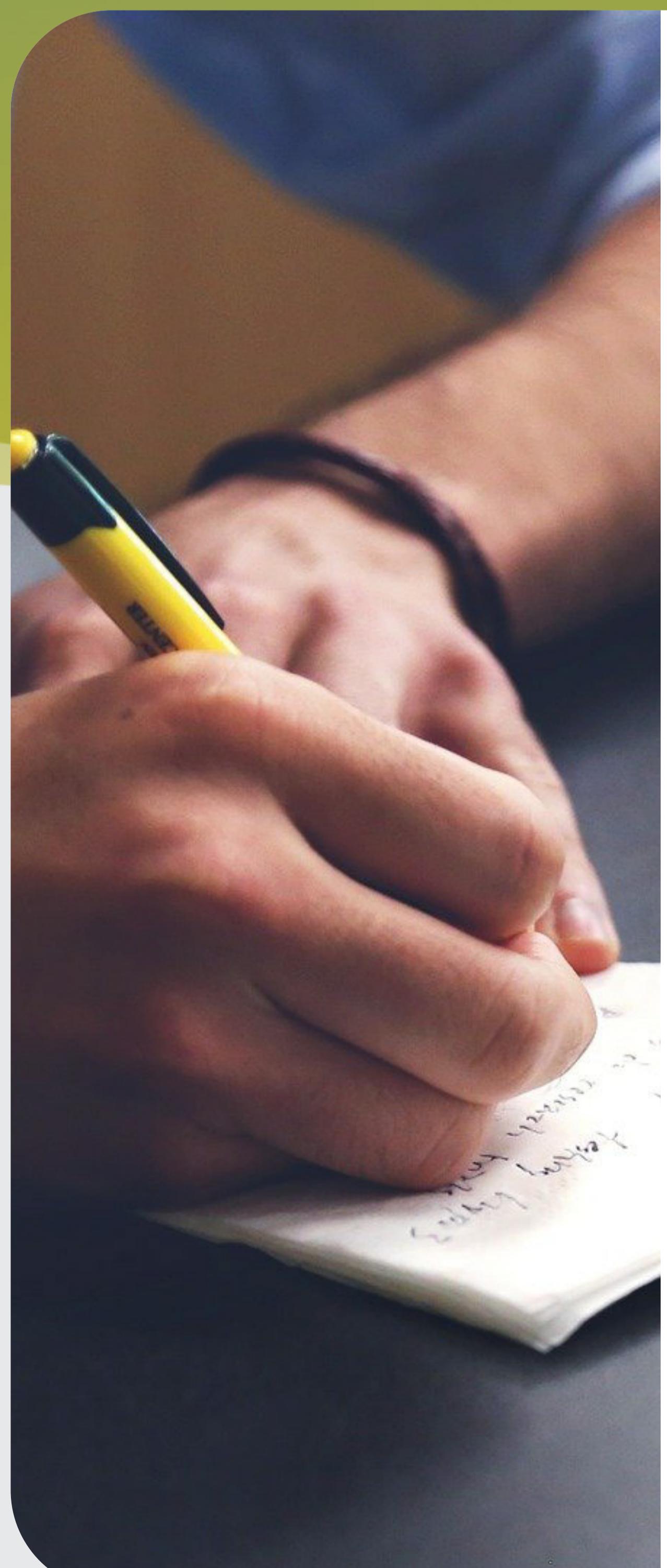
Before you offer accommodation to people on the run, read the answers to a few basic questions:

1. What do I need to **know** before I take in people on the run?
2. What should I **prepare** before I take in people on the run?
3. What should I **do** immediately after the arrival of people on the run?
4. What should I **talk** about with people on the run, and what is better to not talk about?
5. How should I **behave** in the presence of people on the run?
6. What should I **do** the next day after the arrival of people on the run?
7. How do I **take care** of myself during the crisis?

We sincerely thank you for your willingness to take in people who need your help today more than ever.

In case of any questions, do not hesitate to contact us. We are ready to provide you with as much support as we can.

Thank you.



1. What do I need to know before I take in people on the run?

People on the run had to leave their beloved homes, families and friends in a matter of hours, leaving behind what they had been building for years. They packed the most essential things into a small backpack or suitcase and set out on their journey - crammed into trains, buses or cars, they waited long hours at the border.

Most likely, they are arriving to a temporary safe place (for example, to your home) confused, angry, frustrated, tired and with great sadness.

What they need upon arrival is, first of all, space for **personal hygiene, food, rest, and most importantly, a sense of security**.

We cannot guarantee the impeccable health of people on the run or a vaccination against COVID-19 (in Ukraine, about 35% of people are vaccinated against COVID-19). They definitely won't arrive at your house with a fresh PCR test. **That is why we do not recommend that people who have poor health themselves take in people on the run.**



2. What should I prepare before I take in people on the run?

We do not recommend accommodating younger men and single women of any age together in one room. A woman on the run can easily feel threatened in unfamiliar male company.

- We recommend you **do not have your TV or radio turned on to the news at home**. This can be traumatic for people on the run, especially if there are children among them.
- If possible, prepare several **extra respirators** at home in a visible spot. In Slovakia, people on the run will need them in shops, trains or buses.
- If possible, **prepare** several **extra strong plastic bags** (BILLA, IKEA). Their backpack or suitcase might have ripped while on the run, and they will greatly appreciate this help on their continued journey.
- If possible, have **extra towels, hygiene products, blankets, duvets and extension cords on hand, possibly also warm clothing, socks and children's toys**.
- Prepare a **basic first aid kit** at home, it's possible people on the run might need a band-aid or bandage after their long journey.
- We **recommend leaving some water, fruit, biscuits or chocolate** in the room for the people on the run, in case they would like to refresh themselves alone.

Please **do not post photos** of people on the run on social media (unless you have specific consent). This story is theirs, not yours, so please don't share it.

A COMMUNICATION TIP

In case you need help with translating, we recommend **Google Translator** - simply write a sentence and the website will translate it into Ukrainian, and vice versa. The site also offers an **audio** option - after clicking on the audio icon, you can listen to the sentence, which makes communicating much easier.

<https://translate.google.sk/?hl=sk&sl=sk&tl=uk&op=translate>

3. What should I do immediately after the arrival of people on the run?

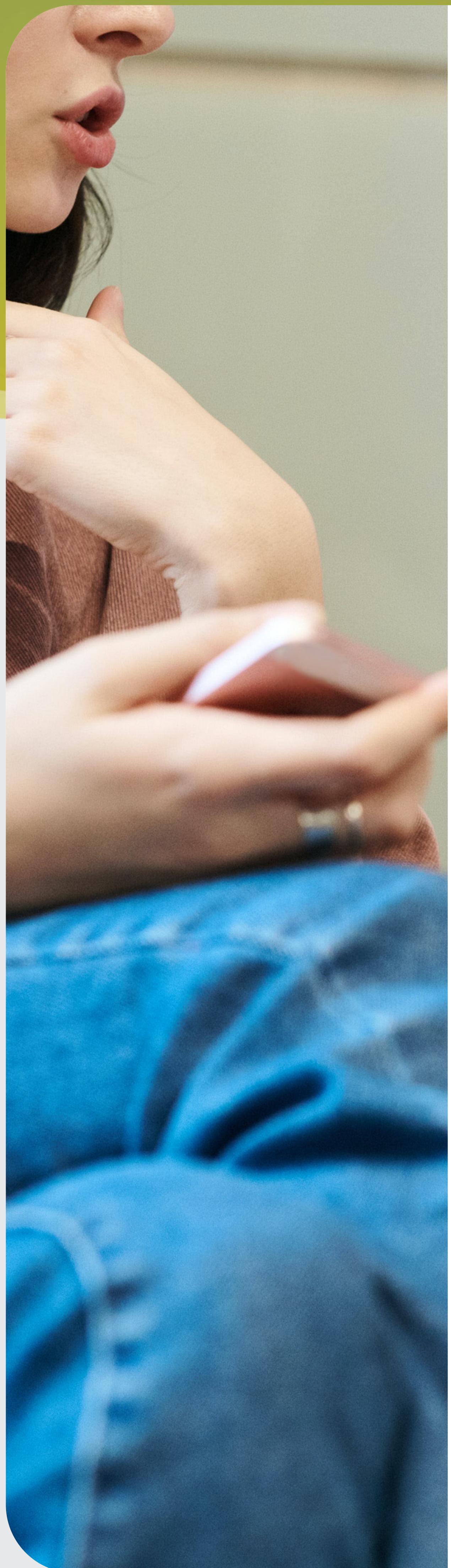
Please welcome the people you are housing with kindness and empathy. They have had a long, difficult and stressful journey, often many hours or even days spent in a dangerous environment, and in the cold.

The most important thing is to provide the people on the run with conditions that will give them a **sense of security and predictability**, as a contrast to traumatic circumstances, which are associated with a threat to life and uncertainty.

It is therefore very important that they are informed about what is happening and going to happen, and thus have access to basic information in order to minimise the negative impact on the individual, who often feels left at the mercy of circumstances. >>>

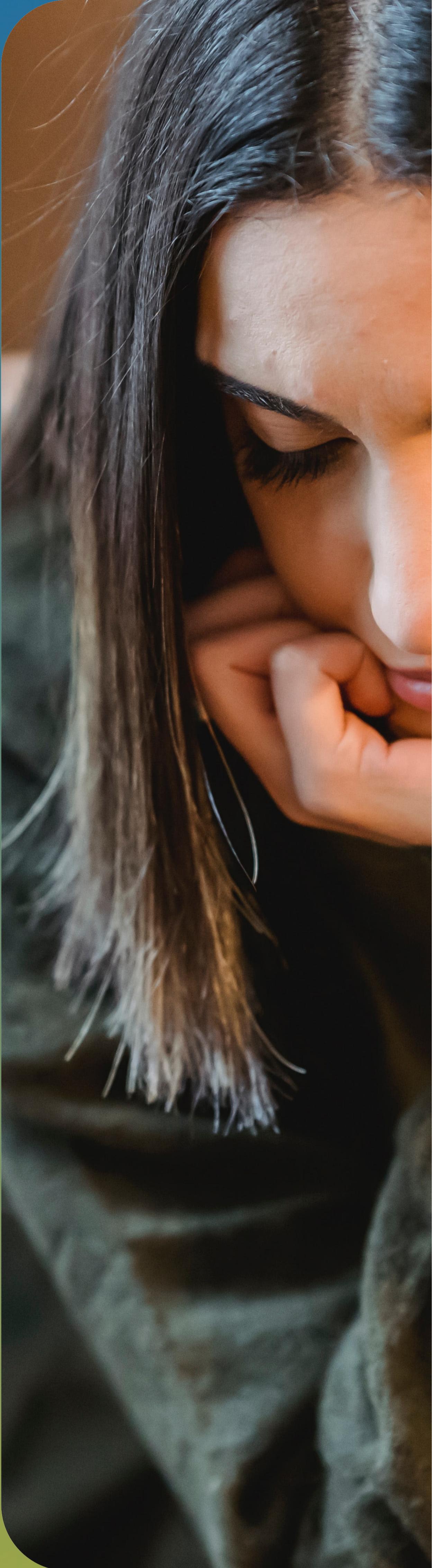
>>> Information about where I am, what will happen next, and what opportunities I have to influence the situation, helps to restore a sense of control and influence over the situation, which has great impact on the subsequent recovery.

- After the arrival of people on the run, have a seat together in the living room or the kitchen. Keep personal comfort zones. **Introduce yourself.** Mention something personal, so that they may feel a sense of closeness. (See the section about what to talk about and what not to talk about below).
- **Make sure they are comfortable** - ask them if they are cold, offer them **refreshments, hot tea or coffee**, or show them how they can prepare it themselves. If they came with children, have some paper and colouring pencils or toys on hand.
- **Show them the whole space** they have at their disposal; where is the bathroom, the kitchen and the pantry.
- Show them how to set **hot and cold water in the bathroom**.
- Offer them **hand towels, bath towels, hygiene products, blankets, duvets, an extension cord, possibly clean warm clothes, socks, bags, respirators**.
- Show them where the **first aid kit** is located.
- Show them how the **electric appliances** work - the kettle, microwave, stove, oven.
- If you plan on **providing food** for them, let them know, and give them at least an approximate time.
- For mothers with young babies, information on how they can boil water is very important, or give them a **thermos for mixing powdered milk**.
- If possible, provide them with the **WiFi password**. It is important for them to be in touch with family and loved ones.



4. What should I talk about with people on the run, and what is better to not talk about?

- We recommend **showing an interest** in the situation of the people on the run, however, do not ask too many questions, and **do not ask for details**, especially if the guests are reluctant to answer. Let them talk on their own. Sometimes it's enough just to be there with them.
- If it comes to it and you feel you need to respond, **highlight the positives** and the effort made by the people on the run to save themselves/ their families.
- **Don't ask questions** and don't talk about the political situation **in front of children**. You don't know how the parents talked to their children about this situation and what they did or did not explain to them.
- We **do not recommend making fun or telling jokes** to lighten the situation. Be receptive and empathetic to the grief and worries that people on the run have.
- Offer them **help in getting their bearings around your home or city**. They might not have the energy or strength to think about planning the logistics of their further journey at the moment. However, it is important for them to know that you are here for them, and will be happy to help them with questions about bus/train connections, about how and where to buy tickets, etc.
- Help them **remember essential information**. Offer them a pen and paper/notepad. If they are not writing, write down everything that's important for them in clear handwriting - even what you think they might remember. This should be, in particular, procedures, phone numbers, names of places, organizations and people, or any phrases that could make communicating easier for them later.
- At a suitable time, please find out if they need some **money** to continue their journey - a train or bus ticket. If this is the case, contact **Integra Foundation**.



5. How should I behave in the presence of people on the run?

People on the run can have trouble with simple basic mental operations due to their traumatic experience.

- Be **supportive and empathetic** to their situation, behavior and emotions when communicating with them. What they are experiencing is okay. They may cry or get angry. This is a form of releasing the tension that has been accumulated over long hours and days on the journey to physical safety.
- You may sometimes want to touch or hug the people on the run when they are crying. However, always ask their **permission**.
- **Do not judge** them. Do not think of them as helpless or weak.
- Always **behave respectfully**. Do not treat them like children.
- When communicating with them, **don't be pushy**. Wait. Silence is fine. The effort to fill it is often only our attempt to alleviate our own discomfort.
- **Do not try to forcibly comfort** them.
- **Do not make false promises**, for example "*I'm sure your son will be fine*," "*Everything will be ok now*," "*I will visit you every day*". Promise only what you are able to fulfill.
- **Don't tell them how they should feel** - e.g. "*You should rejoice in every day*". Instead, say: "*I admire your determination*."
- If you yourself feel helpless and sad, **name it**. By doing so, you express solidarity. You can say: "*This is a difficult situation for me as well, I might be overcome by emotions, I might cry or blush*," or "*I feel helpless*," "*I don't know what to say, I have no words*," or "*I would like to help you somehow, but I don't know how*."

USEFUL INFORMATION



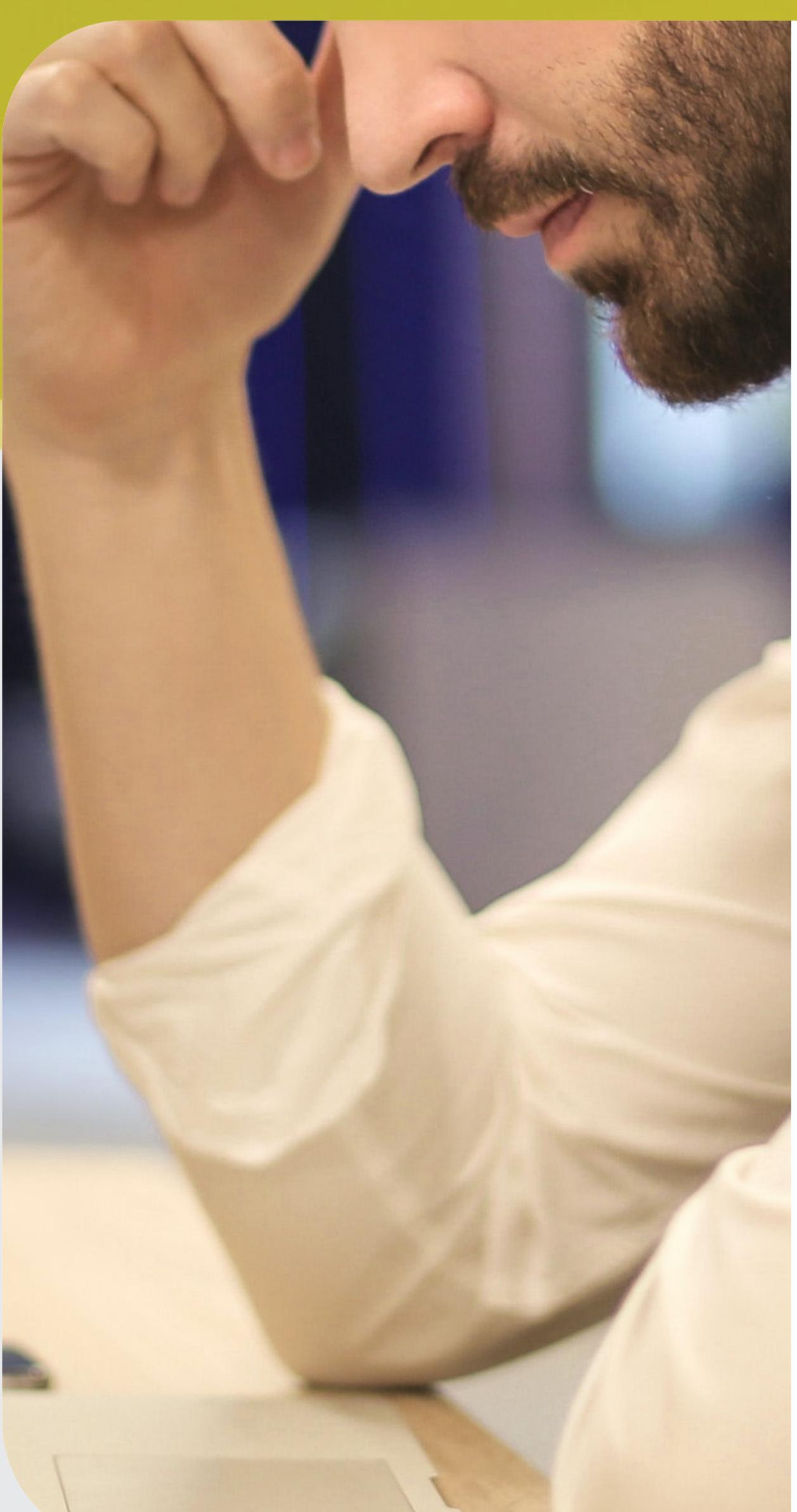
Practical instructions on how to **communicate in Ukrainian** by Jazykový mentoring



A document by the Centre for the Research of Ethnicity and Culture CVEK **What Refugees are Experiencing and How to Manage the Situation**



Up-to-date information about **temporary refuge for Ukrainians** by the Ministry of Interior

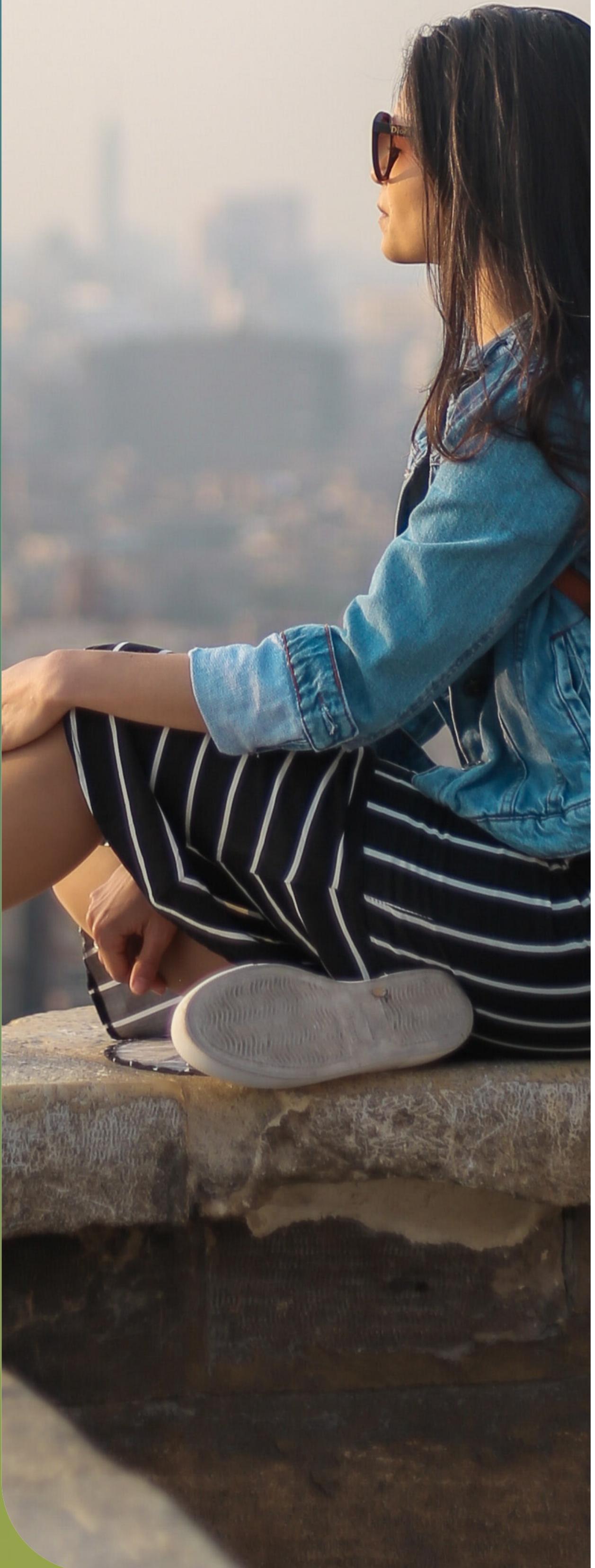


6. What should I do the next day after the arrival of people on the run?

- If you suspect that a person on the run has **health problems**, don't hesitate and contact a doctor, or use **online consultation**.
- If a person on the run is having **trouble handling the stress** associated with their life situation, cannot stop crying or does not leave their room for more than a day, do not hesitate to contact the **IPečko organization**'s non-stop crisis line: 0800 500 333.
- If the people on the run are continuing further on their travels, offer them some **fruit and granola/chocolate bars** for their continued journey. However, most of them don't have very much space in their luggage, so be sure not to press on them to take everything you have prepared.

7. How do I take care of myself during the crisis?

The crisis situation of our neighbours also affects us - our mental health and well-being. By sharing your home with people on the run, you come into closer contact with the innocent victims of the war. It is therefore important that you take care of **your own mental health**.



- Try to continue your **daily routine**. It gives a sense of security that you are holding your life in your own hands.
- Seek support from your friends and family. **Don't isolate yourself**.
- Allow yourself plenty of **rest and sleep**. Try to go to bed and get up at the same time.
- Reserve a **limited amount of time** in advance for following the current news, social networks and media. Do not expose yourself to new information 24 hours a day.
- Plan only for a **short time ahead**.
- Think of other crisis situations in your life that you **managed to handle**.
- **Occupy your mind**, work on a new project, educate yourself or improve your skills in something.
- Consciously distinguish what you **can and cannot** change in your life at the moment.
- Make sure you get **enough exercise**.
- Make a list of **pleasant activities** that you enjoy (meditation, prayer, dancing...), and intentionally incorporate them into your daily routine.

INFORMATION FOR PEOPLE FROM UKRAINE

- Answers to frequently asked questions also in Ukrainian can be found on the Slovak government website – www.ua.gov.sk/sk.html
- Slovakia is providing temporary refuge to Ukrainian citizens and their relatives. An information leaflet from the Slovak Ministry of Interior is available - [download the leaflet](#).
- Other options for accommodation, also in Ukrainian - www.pomocpreukrajinu.sk
- Don't underestimate the possible trauma of people on the run and, if necessary, use the crisis hotline **0800 500 333** or e-mail ukrajina@ipcko.sk of the iPčko organisation, and get advice or arrange a consultation with a specialist.
- **Orange Slovakia** is offering free SIM cards with 10GB of data worth 2 Euros to people who provide a Ukrainian ID.
- **AXIS International Rehabilitation Center** is accepting families with children with disabilities who are fleeing the war. Coordinator: Roman Bas, bas@axis-medical.eu, **+421 949 829 238**.
- **Plamienok** is offering home visits of a doctor, nurse and social worker for seriously ill children who came to Slovakia, at the place these children are staying in Bratislava. Parents accompanying these children may make use of consultations with specialists. Contact: Jarmila Kováčiková, kovacikova@plamienok.sk, **0907 377 808**.
- Comprehensive information on the conditions of entry, also after the arrival of people from Ukraine to Slovakia, can be found on the page www.ukraineslovakia.sk also in Ukrainian.
- Lists of words and phrases that will make it easier for us to communicate with each other can be found at www.bit.ly/cz_uk_slovník. They are sorted by topic and constantly updated.
- Human traffickers might also be exploiting the plight of people fleeing the war in Ukraine. The Slovak Ministry of Interior has prepared an information leaflet on this topic - [read and download here](#).



THANK YOU!

In case of any questions, do not hesitate to contact us. We are ready to provide you with as much support as we can.

You can learn about other ways to help people on the run - e.g. by material or financial assistance - at www.ktopomozeukrajine.sk.

More resources, manuals and useful advice can also be found there.

All necessary contacts can be found on the Integra Foundation website

www.integra.sk

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