

HOW CAN YOU HELP? AS A HOST FAMILY



WAR IS CRISIS

Crisis is an unexpected, psychologically critical situation that cannot be avoided; thus it must be faced. It is the upset of a previous state of equilibrium in which a lot of emotions appear, such as failure, anxiety, panic, helplessness, or vulnerability.



IN CRISIS...

People are psychologically constricted, i.e. their thoughts can only revolve around certain events, may experience panic or paralysis and might even lose control.



WHAT DO REFUGEES NEED?

Their primary need in this situation is to feel safe. The first step towards this is to meet their basic needs - to provide them with food, drink and possibility to have a shower and rest.



In crisis, often the most difficult thing is that people lose control of their situation. Help them regain control. Let everything happen at a pace that suits them best.



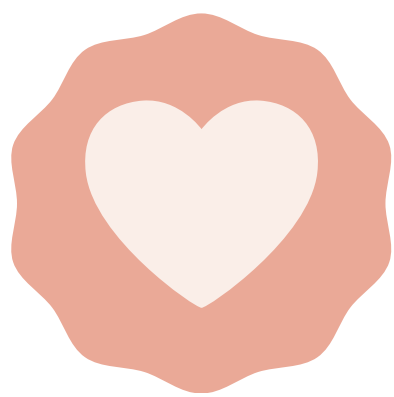
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CHILDREN IN THE HOST FAMILY how should you talk to them?



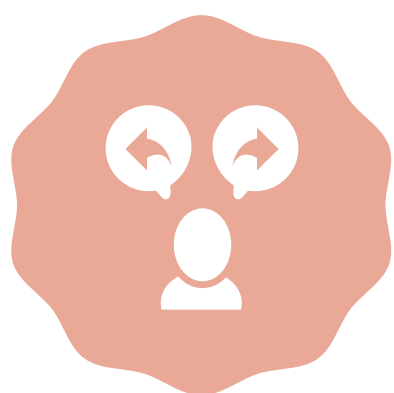
If there are children in the host family, it is important to talk to them before receiving the refugee family. Listen to their opinions and thoughts in a calm, relaxed environment.



Talk about the war taking into consideration their age and interest. Also talk about what the people you are hosting are experiencing and what their needs might be in this situation.



Even while hosting the family, make sure you provide children with the opportunity and time to share any bad feelings they might have and let them ask questions.



Make them understand that they are also helping a lot by hosting the family in their homes sharing their every days, toys and rooms with them.



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WHAT TO CONSIDER AS A HOST FAMILY?



Refugees are currently feeling vulnerable, so they may have the feeling that you are doing them a favour by providing them with a temporary home. In this situation, they are likely to feel they have to fit you and meet your expectations, for example, by answering your questions even if they do not want to.

EVERYONE NEEDS HELP IN A DIFFERENT WAY



It might also be the case that they specifically want to talk about the attacks they had, their escape, or different thoughts and feelings associated with these. It is important to be aware that everyone's needs are different. What would mean help to you may not be help to all families.

'STAYING IN THE BACKGROUND' AS SUPPORT



You are making a very important and special contribution by hosting refugees in your home. You help them by providing safety and information in this confusing and difficult situation. However, it is also important that you are able 'to stay in the background': let this situation be about them. Give them a chance to talk (for example, 'I'm here if you want to talk about it'), but do not interrogate them.

'Be supportive but remember: the family members of the refugee family mean real security to each other.'

