

You have welcomed a FAMILY WITH CHILDREN FROM UKRAINE

How to create good conditions for your guests

- If possible, give them a separate room, so that they can have their **privacy**.
- Briefly and clearly **discuss with them what you can offer, your terms and conditions and their expectations** - for how long they can stay with you, what is free and what you expect them to pay for, what are your internal unwritten rules.
- During the first few days, **meeting the basic needs** will be crucial. This includes food, drinks, sleep, hygiene, silence and peace (they might not feel very talkative at the beginning).
- Reassure them that they can **just rest** for a few days, **and take their time to think** what to do next. Do not rush to help them find quick solutions on where to go next. Ask them whether their preferred way of resting is active or passive
- **Ask them what they prefer:** coffee or tea, what is their favourite food, what are their dietary restrictions.
- Ask, especially children, **how you should address them**.
- Give them access passwords to your home wifi network, or help them to get a local phone number so they can **communicate with their loved ones**.
- Over time, you can give parents the opportunity to **cook their favorite meal for everyone** (even the hosts) or **involve them in routine household activities**. They might appreciate the opportunity to reciprocate your favours even in a small way. This may reduce their feeling of dependency, which can be frustrating.
- **Don't overwhelm them with information.** Give it to them in small doses. In order to communicate you can use the voice translator on your mobile phone.
- Don't ask too many questions, don't be "nosy". **Offer them your ears instead.** Leave to them the decision on *whether* and *when* they want to talk.
- Children and adults **can show very different emotions or even no emotions at all** and it's okay. It is just enough to listen, to nod, to keep an eye contact, for them to feel noticed and heard.
- **At first, communicate with children mainly non-verbally** - with a kind look and a smile. **Be careful with your touches.** Ask about their bedtime routine (complete silence/soft music, bedtime story, book, light/darkness...) - anything you can do to enhance their feelings of safety when falling asleep.
- **Don't overwhelm children with toys.** In case the child comes without a single toy, sensitively try to find out what type of toys they prefer and choose the most appropriate toy for him or her.
- Don't cry at the sight of them, **pity doesn't help**, but mirroring their crying is allowed :).
- Do not expect expressions of gratitude.
- If you feel that the adults are in a bad emotional state, offer to **get them professional help** or spend some **time with their children so that they can relax**, but do not take the children away from their parents in the early days.
- **Keep in mind that they are a family**, you need to respect their relationship and provide them space for its strengthening.