



You have welcomed PEOPLE FROM UKRAINE

How to create good conditions for your guests

1. If possible, give them a separate room, so that they can have their **privacy**.
2. Ask them **how they prefer to be addressed**.
3. 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.
4. 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).
5. 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.
6. **Ask them what they prefer:** coffee or tea, what is their favourite food, what are their dietary restrictions.
7. Give them access passwords to your home wifi network, or help them set up a local phone number so they can **communicate with their loved ones**.
8. Over time, you can offer them the opportunity to **cook their favourite meal for everybody** (even for the hosts), or you can **let them participate in regular household activities**. They might appreciate the opportunity to reciprocate your favours even in a small way. It can reduce the feelings of dependency, which might be frustrating.
9. **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.
10. **Be sensitive to the emotional states of your guests.** Reactions to traumatic events may vary.
 - Some people may enter the state of "freeze" and they would not want to talk about their experience.
 - Others, once safe, may release emotions. They may cry a lot, feel sadness, fear or anger, they may talk a lot about what has happened to them.

The most important thing you can do is to **listen** to your guests, offer them your presence, eye contact, maybe just sit with them in silence. **Don't ask about the details** of their traumatic experiences. Rather ask about the broader context - who are their loved ones, what was their profession before, what helped them in the past ... **Pity doesn't help**, compassion and willingness to help does.