



INTERCULTURAL CITIES

Arrival of Refugees in Your City

To-Do List

The following list describes a range of daily requirements arising in the context of receiving refugees locally. The list of tasks can be managed by civil servants or civil society volunteers. We have deliberately refrained from a division into activities for volunteers and paid staff, knowing that not all tasks can be implemented by volunteers, and that volunteers cannot necessarily replace paid staff.

A. Coordination of Volunteers (ideally before refugees arrive)

1. Publish call for volunteers
2. Create an overview of all volunteers and their tasks
3. Actively manage volunteers' engagement and distribute volunteers' roles based on needs assessment
4. Set up effective communication channels with volunteers

B. Arrival

1. Allocation of rooms, household items, bedding, clothing, detergents, introduction to managers of the accommodation
2. Welcome/initial contact with mentors
3. Contact data exchange: names, phone numbers, locations and times of availability, emergency numbers
4. Provide information about legal actions (according to the regulations of the state), e.g. registration at the registration office, submission of documents etc.

C. Getting Started at the new Location

1. Disseminate map with important contact points
2. Show possibilities for grocery shopping, location of the post office, explain where to find nearest bus stop, timetable/public transport
3. Explain rules of the accommodation
4. If applicable, provide information about social benefits for refugees
5. Introduce possibilities for sports and leisure activities

D. Health Care

1. Explain health insurance procedures and health system
2. Show the nearest doctor's offices
3. Provide information about checkups (including children) and vaccinations

E. Job Opportunities

1. Explain job opportunities for refugees, including non-profit work
2. Show where to find job or volunteering offers
3. Provide information about the application process

F. Kindergarten/School

1. Inform refugees about possibilities for their children to attend a kindergarten or school
2. Communicate that school is compulsory for children
3. Support registration of children in school

G. Language Acquisition

1. Provide information about language courses (and integration courses, if available)
2. Organise network of volunteering language teachers