

# THE **OPEN** **COMMUNITY**

LOCAL WELCOME GLOBAL IMPACT

## TRAINING PROGRAMME FOR COMMUNITY HOSTS

‘An Irish Welcome’ is a training programme for hosts and host communities who are welcoming supporting refugees in their home and community.

The training covers a range of aspects from establishing a community support group and welcoming someone into your home to recognising and responding to trauma and host wellbeing. The training programme has been developed in close collaboration with the community sponsorship programme’s Regional Support Organisations (RSOs), expert training consultancy partners, and is informed by host consultation and feedback.

**Module 1:** Introduction to Becoming a Host and the Community Support Role

**Module 2:** Welcoming Your Guests into Your Home – Preparation and the First Week

**Module 3:** An introduction to Trauma and How it Affects People

**Module 4:** Supporting People who have Experienced Trauma

**Module 5:** Keeping Ourselves Well so we Can Help Others

**Module 6:** Knowing Where the Host Role Starts and Stops

**Module 7:** Supporting people When We Speak Different Languages

**Module 8:** An Introduction to Ukrainian Culture & Final Tips


The training materials are hosted on The Open Community website and can be accessed via this [link](#)

## Module 1:

### Introduction to Becoming a Host and the Community Support Role

### AN IRISH WELCOME

A Training Programme for Hosts and People Supporting Refugees in Their Home and Community




Introduction to becoming a host and the community support role



Setting-up a support group and developing a welcome plan


### A Welcome Plan

Is a plan for what each member of the support group can assist with (i.e. schools, GP access, INTREO, employment etc). The first step is to agree roles, the second is to discuss with your guest and adapt it to their needs.



### SWIFT Integration

Is a multilingual app (including Ukrainian) that provides clear and concise information. The app provides information on a whole range of areas such as social welfare supports, healthcare, education, employment, and accommodation, among others.



We asked your hosts  
What have you learned about the  
experience of being a host?  
This is what they said

## Module 2:

# Welcoming Your Guests into Your Home – Preparation and the First Week

**MODULE 2**  
Welcoming Your Guests into Your Home  
- Preparation & The First Week



**A house sharing plan**

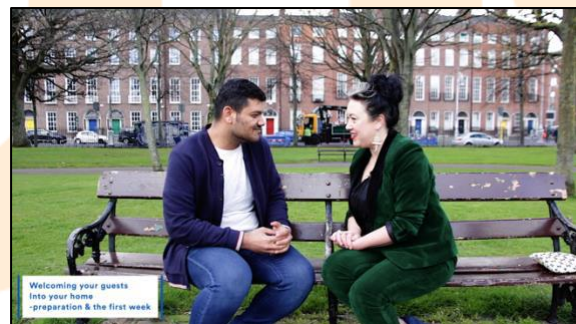
Consider making a house sharing plan. This is an agreement on how you can share your space (and any house rules or expectations). It helps create clarity and supports good communications.



(Template available in this training programme)



[www.theopencommunity.ie](http://www.theopencommunity.ie)



# Module 3:

## An introduction to Trauma and How it Affects People

**MODULE 3**  
An Introduction to Trauma and How it Affects People

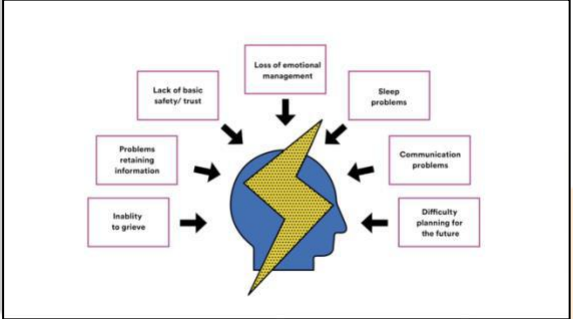
**Trauma**  
Where the individual's ability to integrate his/her emotional experience is overwhelmed, or the individual experiences subjectively a threat to life, bodily integrity, or sanity.

Dr. Sharon Lambert  
Lecturer in Applied Psychology  
University College Cork

An introduction to trauma and how it affects people

New or Front Brain

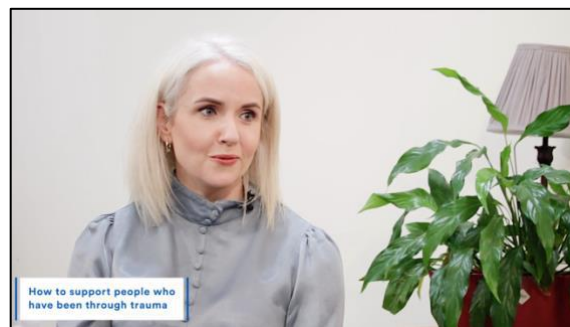
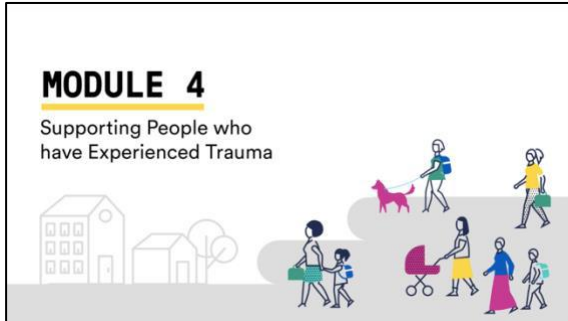
Old Brain



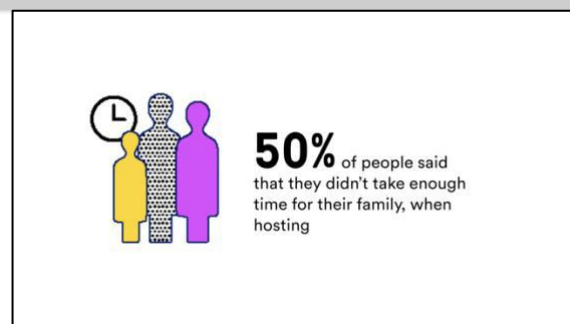
**Window of Tolerance**

<p><b>HYPER AROUSAL</b></p> <p><b>I SEEM</b> Defensive Agitated Tense or Shaking Flustered Angry</p>	<p><b>OPTIMAL AROUSAL</b></p> <p><b>I SEEM</b> • In control • Calm • Able to communicate well</p> <p><b>I CAN</b> • Emphasize • Handle my feelings • Feel safe • Think straight</p>	<p><b>I FEEL</b> My thoughts are racing Unsafe Agitated Angry Sick Nervous</p>
<p><b>I SEEM</b> Numb Absent Flat Can't say no Spaced or zoned out</p>		<p><b>I FEEL</b> Numb Can't think No energy Somewhere else Nothing</p> <p><b>HYP0 AROUSAL</b></p>

## Module 4: Supporting People who have Experienced Trauma



## Module 5: Keeping Ourselves Well so we Can Help Others



## Module 6:

### Knowing Where the Host Role Starts and Stops

**MODULE 6**  
Knowing Where the Host Role Starts and Stops

92% of hosts felt that honest communication was the best way to address any challenges

Managing boundaries and establishing a home sharing agreement

**A HOME SHARING AGREEMENT**

Will be unique to each home. It may include details on:

- Having people over
- Food: eating together, storing your own food, clean-up
- Security
- Laundry use
- When you have family time
- Bathroom use

ROLE	OVER THE BOUNDARY
Provide a house and a warm, kind environment	Feeling like have to be personal friend (unless this happens naturally)
Help them to access their entitlements	Lending or giving money
Help do their CV/ tell them about local employment supports	Find them a job

**We asked past hosts**


To tell us about what they learned in relation to maintaining boundaries.

This is what they said.

## Module 7:


### Supporting people When We Speak Different Languages

**MODULE 7**  
Supporting People When We Speak Different Languages



**TIP**  
Consider the Words you Use

- ▶ Choose simple and commonly used words:  
'small' is better than 'minute'  
'happy' is better than 'delighted'.




Gusei Khrushcha,  
PhD candidate in TCD

Supporting people when we speak different languages

**TIP**  
Consider How You Communicate


- ▶ Stay facing the person you are speaking to
- ▶ Speak clearly and separate your words



## Module 8:

### An Introduction to Ukrainian Culture & Final Tips

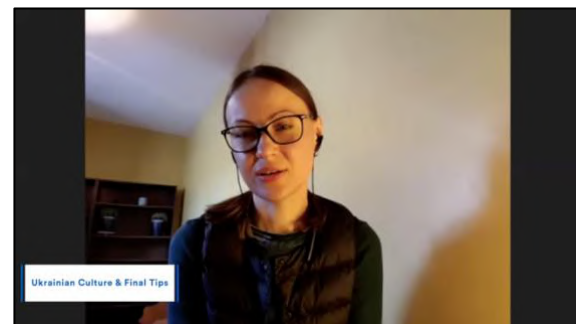
**MODULE 8**  
An Introduction to Ukrainian Culture and Final Tips



Alex Chernenko  
CEO Translit

Ukrainian Culture & Final Tips

What would a Ukrainian find strange about life in Ireland?



Ukrainian Culture & Final Tips

Developed by:

# THE OPEN COMMUNITY

LOCAL WELCOME GLOBAL IMPACT

Alongside:



**respond**  
building homes,  
improving lives

**Citizens Information**

Supported by:

**Doras**  
Promoting and Protecting Human Rights

**Nasc**  
Migrant & Refugee Rights

**Irish Refugee Council**

**Crois Dhearg na hÉireann**  
Irish Red Cross