#NOLOSTGENERATION
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Welcome to the No Lost Generation Campaign Guide, a resource for anyone working outside the humanitarian field to become engaged with and make a difference to the children and youth affected by the Iraq and Syria crises.

**The Syria crisis: a brief overview**

Since the beginning of the Syrian civil war in March 2011, the United Nations High Commissioner for Refugees (the United Nations refugee agency) has registered nearly 5.7 million Syrian refugees. In 2017, an average of 273 people were displaced every hour. In addition, there are 6.1 million displaced people within Syria.

A distinguishing characteristic of the Syria crisis is the extreme violence and impunity: human rights abuses are widespread, and international law and international humanitarian law are widely disregarded. Civilian infrastructures like homes, offices and schools are frequently targeted and destroyed.

The crisis presents particular challenges for children. 5.3 million children are in need within Syria, and 36% of school-age children are out of school. Syrian children are at risk of death or injury from fighting, arbitrary arrest or detention, use in armed combat, child labour, and child marriage. Refugee children who have fled Syria face different challenges, including lack of proper documentation, such as birth certificates and school certificates.

The crisis requires an urgent political solution. Until that happens, humanitarian actors continue to work together to extend a lifeline to the most vulnerable people in Syria while aiming to enhance protection and strengthen individual and community-level resilience across the country. The humanitarian community uses all available modes of humanitarian delivery to access the most vulnerable groups and the most severely affected areas through the most direct routes. Humanitarian actors – in particular Syrians themselves – are making remarkable efforts to deliver assistance, reaching millions of people per month despite significant operational constraints.

More than 5.6 million registered Syrian refugees are hosted in Egypt, Iraq, Jordan, Lebanon and Turkey. These refugee-hosting countries are making invaluable contributions to the response and need support as well, as the influx of Syrian refugees has left infrastructure and public services strained in many cases. In addition to refugee children, the No Lost Generation initiative also benefits vulnerable children in refugee-hosting countries.

The latest updates on the Syria crisis and the humanitarian response can be found at: https://www.humanitarianresponse.info
The Iraq crisis: a brief overview

Iraq’s crisis is driven by unpredictable, massive waves of displacement. Ongoing armed conflict throughout much of Iraq has forced almost 6 million persons to flee their homes. Internally displaced people live in more than 2,000 temporary settlements across the country, as well as in other non-camp accommodation like host families or rented homes.

Children in Iraq, both Iraqi and Syrian, also face a variety of challenges. Ongoing conflict damages civilian infrastructure such as schools and homes, and makes accessing education difficult. Additionally, an estimated 3.3 million children (under the age of 18) inside of Iraq need humanitarian assistance. These children are also highly vulnerable to recruitment for and injury from armed conflict.

According to the International Organization for Migration, as of May 2018 over 5.8 million Iraqis have been displaced due to conflict since January 2014, more than 2.1 million continue to be displaced, and more than 3.7 million have returned. Unfortunately, although 90% of families polled by the International Organization for Migration would like to return home, persistent insecurity throughout Iraq is a major obstacle.

The latest updates on the Iraq crisis and the humanitarian response can be found at https://www.humanitarianresponse.info

About No Lost Generation

The No Lost Generation initiative was launched by humanitarian donors and operational organizations in 2013 to focus attention on the plight of children and youth affected by the Syria and Iraq crisis. By articulating real concerns about the possible ‘loss’ of a generation of children to the effects of violence and displacement, the initiative puts education, child protection and adolescents and youth at the center of the responses inside Syria and Iraq as well as in the five refugee-hosting countries in the region (Turkey, Lebanon, Jordan, Iraq and Egypt). The aim of the initiative is to provide opportunities for children and youth affected by the crises in Syria and Iraq to heal, learn and help shape their future. Often in emergency response, children’s protection and education is not considered a priority. No Lost Generation seeks to change that by bringing actors together to achieve agreed outcomes essential for the education, protection and future of children and young people affected by conflicts.

No Lost Generation is a partnership. Each organization in the partnership runs its own programmes, raising funds where feasible from public and private sources. By starting a No Lost Generation group, you are not raising money directly for No Lost Generation, but rather for any organization that supports children affected by conflict in the region.

The conflict in Syria, as well as violence across Iraq, has worsened since the No Lost Generation initiative was first launched. The situation for children and youth inside the countries, as well as for many across the sub-region, is desperate. More needs to be done to expand delivery and to improve the quality of services so that children and communities are better served in the mid to long term. Equally, there is a need to further involve adolescents and youth in processes that affect their lives, as well as providing livelihood opportunities for them.
Key advocacy messages

These key advocacy messages were updated by the partners of No Lost Generation in 2018 and should be reiterated and amplified wherever possible in No Lost Generation advocacy platforms and products:

Pillar I – Education
- Donors and host countries fulfil their commitments made at the London and Brussels conferences to get all refugee and vulnerable host community children in quality education and to increase access to learning for out-of-school children inside Syria.
- The international community prioritises education in Iraq as part any humanitarian, recovery or stabilization planning and response.
- Donors are held to account for their 2016 pledge of at least $1.4 billion per year to education for Syria’s children through the creation of a Funding Observatory that accurately tracks education financing.

Pillar II – Child Protection
- The international community is aware of and takes action against violations – including grave violations – of children’s rights in Syria and Iraq.
- The international community and national governments ensure that children deemed to be associated with armed groups in Syria and Iraq have full access to their rights in accordance with international and national standards.
- Donors, the humanitarian community and national governments ensure that any discussions about solutions for Syria and Iraq’s displaced and refugee families take into account the interest of children and youth first and foremost.

Pillar III – Youth and adolescents
- The international community creates a sustainable and inclusive mechanism at regional level to ensure young people and adolescents affected by the Syria and Iraq crises have access to meaningful and systematic ways of participating in decision-making for matters affecting them.
- Donors and governments in the region perceive young people and adolescents as positive agents of change for their communities, their societies and the futures of their countries.
- Opportunities are expanded to address economic constraints of youth, especially young women and ensure marginalized young women have access to apprenticeships, decent jobs and an entrepreneurship friendly fiscal and regulatory environment.

Headline messages:
- The conflicts in Syria and Iraq must come to an end. All those with influence must redouble their efforts to achieve a political solution to these conflicts so that refugees and internally displaced people can voluntarily return in safety and dignity. In the meantime, all violations of children’s rights must cease as an urgent priority, in particular all attacks on education, health and water facilities.
- Up front, multi-year investment in national education and child protection systems, including building the capacity of education personnel and the social workforce, and promotion of quality standards, is essential to provide a sustainable response for children affected by the Syria and Iraq crises.
- The provision of immediate, quality education opportunities and child protection services are urgent priorities for the most vulnerable children and youth affected by the crisis: action now to address child protection concerns and get all children in school will mitigate the impact of gaps in protection and education, and contribute to avoid a Lost Generation.
- Adolescents and youth affected by the crisis have a strong desire to contribute positively in their communities. It is essential to open up opportunities for them to engage in social, civic and economic terms, in order to realize their potential and offset the risks, frustration and lack of hope that they otherwise face.
Tawaseef, 5 years, wearing her new winter clothes. The family are Syrian refugees and Tawaseef were born in Jordan. She has just received her winter clothing kits from UNICEF and its partner Mateen.
How to start a No Lost Generation group

1. Reflect and be inspired

Hearing and reading the stories of children and young people who are affected by the Syria and Iraq crises can be the inspiration of great ideas for ways to support them – to focus on their needs and turn advocacy into action. Think about the changes you would like to see happen and what is inspiring you to take action. Who might you need to influence? What do you need to do in order to make changes?

Think about the changes you would like to see happen, whether they be within your local area, within your government, inside Syria or Iraq, or in the countries hosting refugees from Syria. What inspires you to take action? What do you need to do in order to achieve your goals?

2. Identify the issues; be informed.

What are the issues? By informing yourself you will have a clearer idea of what you think needs to be changed, and who has the power to help you make these changes.

Create a list of the individual No Lost Generation issues that are most important to you. Next, learn as much as you can about each of these issues.

Here are some ways to find out about the issues facing children and young people affected by the crises inside Syria and Iraq:

- Read the personal stories, reports and all issues that NLG partners are working on in response to the Syria and Iraq crises on the No Lost Generation website (https://nolostgeneration.org). These illustrate the experiences of children and young people affected by the Syria and Iraq crises.

- Visit www.humanitarianresponse.info/ and review the latest situation reports and dashboards detailing the humanitarian responses inside Syria and Iraq. The Humanitarian Needs Overview includes information on how children and young people are affected by the conflict. The Syria Humanitarian Response Plan (HRP), The Iraq Humanitarian Response Plan (HRP), and the Regional Refugee and Resilience Plan (RRP) provide further information on current needs and the planned humanitarian responses to them.

- Learn the definition of a refugee and how it differs from a migrant, asylum-seeker and internally displaced person. Make sure that you are thinking of these definitions as you continue to read/learn about and discuss refugee issues to ensure that you and your friends, family and classmates are using them correctly. You would be surprised how few people know the distinction between these terms so its great to understand them early on!

| Refugee | The 1951 Refugee Convention spells out that a refugee is someone who ‘owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality, and is unable to, or owing to such fear, is unwilling to avail himself of the protection of that country.’ |
|-----------------------------------------------------|
| Migrant/Immigrant | Someone who travels to another country for any other reason, including economic opportunities. |
| Asylum-Seeker | Someone who has travelled outside his or her country to apply for asylum in that country, meaning they can live there legally as a refugee. |
| Internally Displaced Person (IDP) | Someone who has fled his or her home but is still living within their country of origin. |
Abdul Qader (wearing green and black), 12 years, with his friends in his UNICEF-supported Makani centre in Irbid.
Here are some ways to get informed on refugee issues in your area:

- Find a refugee resettlement agency near you. Refugee resettlement agencies are organizations that work to provide newly arrived refugees with basic services, and provide support in finding employment, learning the local language, and integrating into the community.
- Research refugees in your country or area: how many have arrived in the past year, and where they are from?
- Research the process that refugees undergo before they arrive in your country or area.
- Interview refugees from the region in your local area, or with whom you can establish a personal link.
- Contact your local representative in government and see if he or she supports refugee resettlement in your area.
- Read the news regularly for articles about refugees. Look beyond major news outlets and consider international sources like Al-Monitor (https://www.al-monitor.com/pulse/home.html) or Foreign Policy magazine (https://foreignpolicy.com) and country-specific sources like Syria Deeply (https://www.newsdeeply.com/syria) and Syria Direct (https://syriadirect.org). Also consider news outlets which focus on media analysis such as the Project on Middle East Democracy (https://pomed.org).

Once you have identified the key issues you think you would like to address, analyse them using ‘who, what, where, how’ questions such as the following:

- What makes this issue important to address?
- Who is most affected by the issue and why?
- How does this issue differ locally, nationally, regionally and globally?
- What approaches have been taken to understand and tackle the issue?
- What groups are currently working on addressing the issue (consider different actors such as government, national and international Non-Governmental Organizations, United Nations agencies, etc.)?

This analysis should help you get a sense of which key issues you really want to work on; how others will see the issue (your allies, those you want to influence) and where you might get support.

3. Join or create a group

Reach out to find other like-minded members of your community using social media and other means. Starting a formal or informal group is essential to amplifying your advocacy and ensuring any events you plan will have an audience and impact. You may also find it helpful to connect with other groups, clubs or movements in your area – these can either be like-minded or completely different. With other like-minded groups, you may wish to collaborate to achieve certain shared goals or even to merge your campaigns. With completely different groups, you may want to establish one-off moments of collaboration (e.g. accessing an audience they have convened for another reason to raise awareness on refugee issues) or a more long-term interaction (for example sharing facilities or agreeing on a sponsorship or visibility arrangement).
Think also about getting to know influencers and decision-makers, at the community, regional, and national level. Helpful contacts could be reporters, local politicians, university or other administration members, resettlement agency employees or volunteers, and refugees themselves. Map out your personal network and contacts: networking can give you ideas, give you access to knowledge and experience, help you gain support for your campaign, identify what is and isn’t already being done, and see how close you are to influencers and decision-makers in order to take the best action possible.

If you are a university student, check out the list of the No Lost Generation Student Initiative groups on the No Lost Generation Student Initiative website https://nlgoncampus.wordpress.com/ and contact a chapter near you. The No Lost Generation Student Initiative seeks to connect leaders, humanitarian workers, and public and private sector employees so that they can all work together to support refugees around the world. If there are no local chapters email nlgvsfs@gmail.com or fill out the form on the No Lost Generation Student Initiative website for information about starting one.

4. Plan and get moving

Now that you are ready to act, it’s time to begin planning. Start with identifying the goal and objective you’re working towards. Identify your audience. Create your action plan and chart your activities. Here are some example objectives:

- Increase
  - Representation of children and youth in decision-making processes
  - Responsibility for future generations
  - Knowledge of civil society
  - Employment capacity among youth (especially vulnerable young people)
  - Educational opportunities for children and youth (reading, computer literacy, vocational training, etc.)
  - Hope for country
  - Awareness of refugee issues in your community
  - Political advocacy for refugee rights

- Decrease
  - Number of children and young people out of school
  - Cultural barriers, stereotypes and intolerance
  - Poverty level
  - Risks to refugee children

And here are some key elements of an action plan to include as you develop a No Lost Generation campaign:

- Campaign objectives: Going back to the issues that you have chosen to focus on, clarify what you want your campaign to achieve.
  - Example: Increase political advocacy for refugee rights.

- Campaign activities: You know your goals. Now break your campaign down into specific activities.
  - Example: Hosting a letter-writing drive to government representatives in your community to advocate for the rights of refugees.

- Raise awareness: It can also be helpful to get publicity and let people know about your campaign. Let others know how and why they should get involved.
  - Example: Utilizing your networks, both virtual and person-to-person, to get them to come to the letter-writing drive.
5. Host an event

The range of activities you could organize to support No Lost Generation is huge. Whether you want to fundraise for a specific organization working in the region, raise awareness of refugee issues within your community, or plan advocacy events with your local government, your time and energy is incredibly valuable in helping refugee children. Challenge yourself to think creatively about how to achieve your campaign objectives. Here are a few ideas to get you started.

Host a fundraising event. Examples of effective fundraisers can include:

- Dinners: Bring people together over a meal to discuss refugee issues. Charge a small fee for the meal, and donate proceeds to a charity of your choice. If you know any refugee chefs, ask them to cater!

- Selling T-shirts, stickers and other merchandise with slogans or logos supporting refugees after receiving expressed permission from the No Lost Generation partnership.

- Organizing a race around your community. Registration fees can be donated to a local or international refugee cause.

At www.nolostgeneration.org you will find a list of NLG partners working in the responses to the Syria and Iraq crises. Click on a logo to go to the donations page for that organization, and follow the instructions to transfer funds to that organization. Should you wish to fund one of the national organizations in the response or a smaller, local organization, please contact us via the website. We maintain a list of reputable organizations which we would be happy to share with you.

Host an awareness-raising event. You could connect in to an international day of recognition, such as:

- 11 January: National Human Trafficking Awareness Day
- 20 February: World Day of Social Justice
- 8 March: International Women’s Day
- 23–29 April: World Immunization Week
- 12 June: World Day Against Child Labour
- 20 June: World Refugee Day
- 20 November: World Children’s Day
- 5 December: International Volunteering Day

Share refugee stories. Provide the facts behind the global crisis and foster informed, positive and respectful attitudes to refugees and migrants at events such as:

- Film screenings
- Panel discussions including academics and local experts
- Information sessions with government officials

Advocate for change. Examples of strong advocacy campaigns include:

- Letter writing and social media campaigns targeting influencers and decision-makers
- Peaceful demonstrations, where permitted
- Enlisting high profile spokespeople, such as celebrities, to mobilize public opinion
- One-to-one meetings with influencers and decision-makers
- Organize a petition-signing drive to support the UN High Commissioner for Refugees #WithRefugees campaign.
Provide in-kind support to an organisation. In-kind support is any type of non-monetary support, such as:

- Volunteering with a local resettlement agency to assist families with paperwork, childcare and general information about their new community.
- Providing virtual support such as tutoring refugees via video call, either for language tutoring or general knowledge.
- Volunteering or interning for an organization working in support of those affected by the Syria or Iraq crises. This can also be done remotely, for example by provision of translation, information management or other services.

It is important to monitor progress and how your group is doing throughout your campaign and events. Monitoring throughout each stage will help you to best respond to any changes that occur along the way, and indicators or measures of success set up at the beginning will help to make sure you stay on track. These indicators will also shape your overall goals and determine achievements of interim objectives along the way. The more specific your indicator, the easier it will be to evaluate your achievements.

6. Create campaign materials

As you begin to explain your ideas and action plans to your stakeholders such as university administrators, event hosts, or other interested audiences, you may find that they will ask for further information. It is therefore always useful to create a one-page description of your campaign objectives – you may also feel the need to create a more in-depth campaign proposal which can be shared with potential supporters. Typically, a campaign/project proposal will include sections such as:

- Background (highlight the needs being addressed)
- Mission and objectives (what you want to achieve)
- Activities (how you will achieve your objectives)
- People involved (include a short description of you and your team members)
- Partners (you can add to this list as you find organizations willing to help)
- Timeline (mention key milestones)
- Budget/resources (how much money do you have, how much will events cost)
- Evaluation (how you will measure the success of your campaign, for example, the number of people reached with social media posts or attendees at an event, or the amount of money raised by an activity.)

You may also find that as your campaign begins to pick up people will be interested in connecting with you in other ways. Platforms that could be useful for your organization include:

- Facebook Official or Community page (www.facebook.com): A great way to host events and share images and articles for people to engage with your organization and cause.
- Email newsletter: Share in-depth reviews of your activities and advertise upcoming events from your organization, as well as your partners. Platforms like MailChimp (www.mailchimp.com) make it quick and easy to establish an automated newsletter.
- Twitter (https://twitter.com/): Often a faster-paced platform for updates and political advocacy, it can also be an effective way to engage with interested audiences – and even elected officials!

Creating snappy images for posters and social media is another great way to advertise your organization and its events. These can be created using graphic design software such as Adobe Creative Cloud (https://www.adobe.com) for a subscription (or check your local library or university to see if they offer access) or the free online platform Canva (www.canva.com). Learning basic graphic design skills can be a major asset for future career and advocacy aspirations as well. See the 'Resources' section below for some example images and posters for inspiration.
Publicity Do’s and Don’ts

Do’s
- Make your designs eye catching, colourful, and easy to read
- Encourage your members to set promotional images as their Facebook cover photos and profile pictures
- Use a variety of media to promote your events. Video, photography and snappy summaries can all be useful
- Use person-to-person publicity as much as possible. A personal invitation to an event has much more impact than a general invitation to everyone

Don’ts
- Use logos of organizations, including that of the No Lost Generation partnership, without expressed permission
- Hang posters or other images in areas without permission
- Use images without requesting permission from their original photographers or creators
- Create publicity materials that could be offensive in nature

7. Connect with, donate to, and support No Lost Generation Organizations

After you have successfully launched your own campaign keep us – the humanitarian partners working on the Syria and Iraq crises under No Lost Generation – posted on the work you’re doing. Sharing your experiences is very helpful for us and may inspire others to act. We use our website, social media and other platforms to highlight the work that is being done all over the world in support of the humanitarian responses to the Syria and Iraq crises. We also maintain an email group for No Lost Generation communications where we share content which you can use on your social media platforms. You can contact us via our website https://nolostgeneration.org/

Internships and volunteer opportunities in No Lost Generation partner organizations are generally advertised online. Most organizations will take on 1 or 2 interns in each country office per year, although exceptions can be made and sometimes new opportunities are available for students with specific areas of expertise (flood drainage engineers are one recent example; post-graduate level economists are another). Arabic (or another relevant language such as Turkish or Kurdish) is a significant advantage for interns wishing to work directly with affected populations as this reduces the translation burden on the organization hosting the intern.

It is also possible to volunteer virtually for one of the No Lost Generation partners as well as other organizations working on refugee issues in the region and beyond. These volunteering opportunities can be found online (the UN Volunteering homepage https://www.onlinevolunteering.org/en is an excellent resource where you can browse different opportunities) or through your networks. If you would like to volunteer your time to provide direct online support to refugees (for example language lessons or other Skype based sessions) you may wish to make this offer to one of the national or local organizations which No Lost Generation partners are working with. For more details about these organizations, visit our website https://nolostgeneration.org/
8. Evaluating your actions

During and at the end of your campaign it’s helpful to identify the obstacles you faced and the lessons you learned to consciously improve the way you’re working. Evaluating your progress can help to improve the process of implementing your campaign as well as the outcomes that have been achieved because of your campaign. Taking time to reflect on what you have learned throughout each stage is therefore an essential part of ensuring that your efforts have a lasting impact. Consider the following questions:

- Were you surprised by any of your successes?
- What did you learn from your failures?
- What were your most useful resources?
- In what ways have your efforts helped you to gain more in-depth knowledge?
- Who did you reach in the process of implementing your campaign (this can include those who helped along the way as well as those who could benefit)?
- In what ways were you able to access support from your network?
- Have you maintained a relationship with these new contacts?
- Were there any goals that you didn’t achieve?
- How can you meet these goals in a future campaign?
- What were your obstacles?
- What could you do to overcome these obstacles in a future campaign?
- What outcome are you most proud of?
- What outcomes do you wish you approached differently? Why is that?
- What are your recommendations for other people who try to undertake a similar No Lost Generation campaign?

Tips for evaluation:

- Keep your evaluation simple and relevant.
- Try to gain inputs from multiple sources.
- You will probably learn that the campaign has unexpected outcomes, both positive and negative.
- Think about how the campaign has influenced and affected the participants, your community, your organization, and even yourself.
- Include details on factors that negatively impacted your campaign (were these truly outside your control, or were they risks that could have been avoided?).
- Spend some time highlighting recommendations for the future, so that when similar campaigns are launched, they are more likely to have a greater impact.
Resources

Helpful links

- No Lost Generation website: www.nolostgeneration.org
- No Lost Generation Student Initiative: https://nlgoncampus.wordpress.com/
- #WithRefugees campaign: http://www.unhcr.org/refugeeday/us/
- Canva (graphic design tool): www.canva.com
- Information on the response to the Syria Refugee Crisis in Jordan, Lebanon, Turkey, Iraq and Egypt: http://3rpsyriacrisis.org/
- On-line Volunteering with UN agencies and other organizations working on humanitarian and development issues: https://www.onlinevolunteering.org
It is important to think through your role in any situation that puts you in direct contact with refugees, and to ensure that in your communications and work with them you are acting responsibly and sensitively. It is essential to respect cultural and personal boundaries, and not to urge refugees to talk about issues or experiences which make them feel uncomfortable. Avoid making promises or transfers of money between individuals with whom you are volunteering.

Psychological first aid is a humane, supportive and practical response to people suffering exposure to serious stressors and who may need support. It is an approach to help people recover by responding to their basic needs and showing them concern and care, in a way that respects their wishes, culture, dignity and capabilities. Further resources including courses on psychological first aid are available online.

Should you find yourself in a situation with someone who is visibly upset or distressed, the following basic steps may be a helpful guide – 12 steps for psychological first aid (adapted from the Red Cross website (http://www.redcross.org/m/saf/12-steps-for-psychological-first-aid - arcmobile):

1. Observation and awareness: You might first become aware of a need for psychological first aid due to outward appearances – what you see or hear someone saying – or because you have heard about their stressful circumstances.
2. Make a connection: This will differ based on your relationship with the person. For example, if the person does not know you, you may need to appropriately introduce yourself. Making a connection means acting in a way that makes it clear you are focused completely on the person you are trying to support. Even if you are supporting an online conversation, you will need to have had some history with the person or to have been introduced through a mutual connection.
3. Help people feel comfortable and at ease: Common courtesies such as helping someone with their coat, providing simple information, or just being friendly and accepting can make people feel comfortable.
4. Be kind, calm and compassionate: Show by your mannerisms that you care and are respectful. Be sensitive to cultural norms such as the separation of men and women (e.g. don’t bring a male into an all-female conversation without permission), and be careful about touching if you are with the person physically. If you don’t know the person well, wait to see what level and type of conversation and contact they seem to be comfortable with.
5. Assist with basic needs: When and where relevant, such as providing information and ways for staying connected with support systems.
6. Listen: Let people talk about whatever it is they would like to talk about, but do not push them beyond what they want to share. Sometimes all that a person needs is an opportunity to ‘vent’ or share their feelings or frustrations.
7. Give realistic reassurance: “Everything will be fine,” is not realistic. Saying, “I’m sorry to hear that” or “I can see how you would be feeling that way” helps people see their reactions as normal. Reassure them that resilience can help carry them through.
8. Encourage good coping: Coping behaviours are learned from our own unique life experiences. We all have our own particular styles and strategies for coping; some are positive and some are not so helpful.
9. Help people connect with others: Connecting means not only with loved ones, but also with other existing and new social connections.
10. Give accurate and timely information: Share information only if you know it to be accurate and relevant; otherwise suggest another source.
11. Suggest further sources of help and information: This will most likely include the organization which put you in contact with the refugee in the first place.
12. Ending the conversation: This depends on the circumstance and your relationship to the person. However, leave the person with the impression that you care, even if you are unlikely to see that person again.