

## Swiss Refugee Council Host Family Project

### Information sheet for guests

We are delighted that you have found accommodation with a host family as part of the Swiss Refugee Council's host family project. We are happy to provide you with some information about the project and living together.

#### The Host Family Project

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The aim of the project is to make you feel more comfortable here in Switzerland. By communicating with your host family, you should learn the language more quickly, make new contacts and receive assistance with any concerns you may have. But the host family also benefits from you: They will get to know a new person from a (for now) foreign country – a person with an exciting culture and life story. Both parties benefit from the Host Family Project!

#### Roles

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##### Charitable organisation

→ Point of contact for questions about living with your host family or if you have any questions you need help with.

##### Social worker

→ Point of contact for financial matters, health, school and work.

##### Host family

→ Point of contact for questions relating to everyday life. They will offer you assistance in learning German and treat you with openness and respect.

##### You as a guest

→ Actively reach out to your host family and treat them with openness and respect.

#### A temporary solution

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You will generally live with your host family for at least three months or longer. However, it is not possible to guarantee how long the host family will be able to provide the accommodation for. When your accommodation with the host family comes to an end, a solution will have to be found with the assistance of the charitable organisation and your social worker. It is very important to us that you are aware of this and that you are able to prepare for it. You may find your own apartment, a place in a

Weyermannsstrasse 10  
Postfach  
CH-3001 Bern

T++41 31 370 75 75  
F++41 31 370 75 00

info@fluechtlingshilfe.ch  
www.fluechtlingshilfe.ch

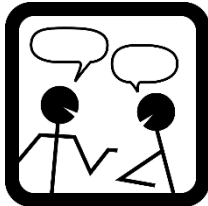
Spendenkonto  
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shared flat or another solution. However, there is also the possibility that you may have to move into collective accommodation operated by the cantonal authorities.

## Living together

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In most cases, living with a host family works either well or very well. However, there may be some difficulties or dissatisfaction. It is therefore important that you raise the issue if some aspect of co-habiting bothers you. Be honest and open with your host family. You can expect the same from your host family. The situation can only be improved when there is clarity regarding the issue. If you do not feel comfortable addressing your host family directly, you can always contact your support worker at the charitable organisation.

If language barriers are presenting difficulties, host families and refugees can use the **free telephone interpreting service: 058 358 50 00**

## Evaluation meeting

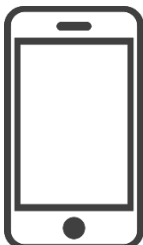
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There will be regular evaluation meetings where we will discuss with you and your host family how you are feeling and how you are getting on with living together. During these meetings, you will always have the opportunity to ask questions and directly address both the positive aspects as well as any difficulties you may be experiencing. You can always get in touch if you would like an evaluation meeting. Where necessary, the evaluation meetings take place with an interpreter present.

## Get in touch!

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You can also get in touch at any time! We would love to hear how you are doing with your host family. We are on hand to offer advice and assistance. If we are unable to help you directly, we will be happy to help you get in touch with the right person.

## Contact

Charitable organisation employee	Direct telephone number
Role	Direct e-mail address
Address	