



CWS Durham

Welcome Team: Apartment Set-Up Guide

Welcome Team Apartment Set-Up Guide

Thank you so much for volunteering to set up a home for a new refugee family! You have the honor of creating one of the first experiences of hospitality and welcome that a refugee will encounter when they first arrive in the U.S.

This Apartment Set-Up Guide is meant to lead you through the process of furnishing and preparing a home that is ready for move-in. We have included a check-list for you to help you organize your team, along with tips and examples from other groups who have worked with CWS Durham to do this work.

Before Setting Up the New Home...

- **The CWS Volunteer Coordinator, Sina Naseri, will contact your Group Coordinator as soon as possible before the refugee family arrives with information about the size of the family and contact information for the CWS Case Manager.** This will be at least one week in advance at the latest and will ideally be closer to 2-3 weeks in advance. CWS will be responsible for securing an apartment a week in advance of the family's move-in and coordinating apartment access with your Group Coordinator.
- **Collect furniture and household items for the Apartment Set-Up**
 - ❖ A basic list of required items and tips on how to collect them is included in this guide. CWS will send you a list specific to the family whose apartment you are furnishing, since items can vary based on family size.
 - ❖ If you have space to collect and store items, you are welcome to gather furniture or household goods ahead of time! Ideas for storage are included in the "Tips" section.
- **Choose the date that you will set-up the apartment and assemble your volunteers**
 - ❖ The apartment must be ready 1 day before the family arrives so that CWS has time to do a final walk-through before the family moves in.
- **Inform CWS Case Manager of any required items that are still needed.**
 - ❖ We ask that groups who volunteer for a Welcome Team plan to provide ALL of the furniture, household items, and groceries for an apartment set-up. However, we understand that there may be some unforeseen circumstances that prevent a group from being able to do this. In this situation, we ask that you communicate ASAP with the CWS Case Manager about any problems.
- **Optional: make a welcome card or sign to leave in the apartment for the new family!**

Day of the Apartment Set-Up...

- **Set-up the family's apartment**
 - ❖ Bring all the collected furniture and household items to the apartment with your volunteer team at the designated time (you can spread your trips out, but it's usually easier to do it in one go).
 - ❖ A lockbox containing the key will be at the apartment or a CWS Case Manager will meet you at the apartment with a key. You should plan to spend at least 4 hours at the apartment. A team of four volunteers is a good number for a set-up, but many hands make light work! This would be a great project for a youth group or small group.
 - ❖ If you notice things that need to be fixed in the apartment, let your CWS Case Manager know. **Do not contact the Apartment Office** – CWS has likely already contacted the apartment complex about any issues, and it creates confusion when multiple people are contacting the apartment.
- **Do a final walk-through** with your checklists to make sure that you didn't forget anything!
- **Return the key** to the lock box or to the CWS Case Manager.
- **Place appropriate groceries in apartment.**

GROCERIES INSTRUCTIONS: *non-perishable* items can be purchased in advance and placed in the apartment with the furniture and other items. *Perishable* items **MUST** be placed in the apartment no earlier than 48 hours in advance of the family's arrival. **If the apartment set up takes place over 48 hours in advance of the family's arrival, you will need to assign someone to purchase and drop off perishable items within that 48 hour window.**

Chicken or other meat should be placed in the freezer of the apartment. CWS will let you know if chicken is inappropriate for the family and if another type of meat should be purchased.

After the Apartment Set-Up...

- If your group would like in-kind donation receipts, you can find them on the last page of this document.
 - Calculate approximate volunteer hours, number of volunteers, approximate monetary value of items donated, and monetary donations. Send them to Sina Naseri at snaseri@cwsglobal.org - we keep track of these numbers for reporting purposes.
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Tips and Instructions for gathering items...

1. **The list of items:** The home needs to contain **every item** on the list that your group is given. The list changes according to family size and make up, so CWS will provide you with a specific list for the family you are helping. A sample list is included in this packet. Again, **everything on the list needs to be in the apartment at the end of set up**. Also, please feel free to add other appropriate items as you have them if you think these will make the home more comfortable.

Many groups have used the website Sign-Up Genius to simplify the collection of items. If you are interested in this option, contact Sina at Snaseri@cwsglobal.org to have a past list transferred to your group for your use.

IMPORTANT NOTE: Please do not put religious items in the home – CWS respects the right of the new family to worship as they wish and it's important that all of our volunteers are committed to this as well. Many refugees are escaping religious persecution when they come to the U.S. and we want their apartment to be a safe and comfortable place for them to come home to when they first arrive!

2. **Most items can be gently used.**

We have provided a rough budget to give you an outline of what we usually spend on an apartment. You can find this budget after the list of items. Here are some tips about where to find cheap furniture and household items:

-Ask your networks if they can provide any of the items on the list. Maybe they have items in their own homes that they don't need or know friends who are downsizing. You'd be amazed at how easy it can be to pick up the basic furniture or plates/linens/etc. that's needed for an apartment!

-Visit thrift stores to find cheap items (Habitat for Humanity Restore, Goodwill, TROSA, Durham Rescue Mission store)

-Utilize neighborhood listservs like Nextdoor to ask for donations.

-Garage sales and Craigslist can be great places to find good deals on used furniture.

3. **Some items must be new:** CWS will mark which items MUST be new on the list. Cleaning supplies, toiletry items, trash cans, and groceries are items which must

be purchased new. Don't worry about getting expensive items – basic soaps or cleaners will be just fine!

4. Collection points:

Storage is often one of the challenges that groups are concerned about when deciding to furnish a refugee apartment. It is often helpful for them to know that storage options can be temporary – for example, if you coordinate with CWS to furnish an apartment twice a year in December and June, you probably only need dedicated storage space for a few weeks ahead of each furnishing.

What others have done:

- Used half of a garage (in this case, the person parked on the street for a couple of weeks until the items were gone)
- Dedicated part of a classroom in their worship space to storage for a month leading up to the furnishing
- Asked furniture donors to hold items until move-in day, then went from house to house in a pick-up truck/U-haul to pick them up

5. Item transportation:

Transportation is only a challenge if you forget to plan for it! We encourage you to identify a team member who has access to a truck or van so that you do not have to rent a vehicle. Other teams have also rented a U-haul or its equivalent for a couple of hours, which can be an affordable option if you don't have access to a truck. Check with your local moving truck rental for prices!

Because CWS is unable to assist with transportation of furniture, make sure that you plan transit beforehand. This is key to a smooth move-in!

Important Confidentiality Notice!

Our clients' privacy is VERY important to us. Most refugees are coming from crisis situations where their safety, autonomy, and privacy were not respected. It is very important to us that every person we resettle knows that they are safe in their new home and that they have control over who comes into their home.

We have two rules of confidentiality that every volunteer must keep:

- 1. Do not post pictures of the apartment or surroundings on social media**
- 2. Do not visit the apartment or family after your set up is complete.**

You may speak to your friends and family about your experience, but do not mention the location of the apartment. These rules are designed to protect the privacy of our new neighbors and ensure that they know they are safe in their new home.

Each and every volunteer who is given the address of the new home is responsible for maintaining confidentiality as an essential part of their work with CWS Durham. As the group leader, please be sure to pass this message along to every volunteer who is given the address of the new home or visits the apartment for the set-up.

Please feel free to take pictures of your group during the collection process, as you load up the truck, or to take pictures of collected items inside of the apartment that do not identify where the apartment is located. As long as these pictures do not identify the location of the apartment, you are free to share your experience as much as you want!

If you are interested in working with the family after the apartment set-up, you are welcome to go through the process of becoming an official CWS Durham volunteer, which includes an application, orientation, and background check.

Please contact Sina at snaseri@cwsglobal.org for more information about this.

List of household goods:

(items that need to be purchased new will be marked):

Bedroom:

- 1 bed per person/couple (twin is fine for individual, full/queen is fine for couple)
- 1 mattress per bed (with box spring if frame requires it)
- 1 dresser
- 1 set of sheets per bed (will depend on mattress sizes)
- 1 set of blankets per bed (will depend on mattress sizes)
- 1 pillow (new) and 1 pillowcase per person
- 1 lamp per room if no overhead lighting (consult with case manager)

Kitchen:

- 1 kitchen table for apartment and 1 kitchen chair per person
- At least 1 sauce pan, 1 frying pan, and 1 baking dish
- 1 set of mixing/serving bowls
- 1 set of kitchen utensils (spatula, wooden spoon, knife, serving utensils, etc.)
- 1 can opener
- 1 set of tableware per person (knife, fork, and spoon)
- 1 set of dishes per person (plate, bowl, and cup/glass)

Living room:

- 1 living room seat per person (couches count for three seats, loveseats for 2, etc.)
- 1 lamp per room if no overhead lighting (consult with case manager)

Cleaning Supplies:

- 1 container of dish soap (new)
- 1 multi-purpose cleaner for kitchen/bathroom (new)
- 1 mop
- 1 broom
- 1 package of sponges or cleaning rags (new)
- 1 box of trash bags (new)
- 1 plunger

Laundry

- 1 bath towel per person
- 2 trashcans
- 1 laundry detergent (new)

Bathroom/hygiene:

- Shower curtain + rings
- 1 shampoo (new)
- 1 bar of soap (new)
- 1 toothbrush per person (new)
- 1 toothpaste (new)
- 1 pack of toilet paper (new)

- 1 deodorant per person (new)
- 1 pack of feminine hygiene products if women in family (new)
- Razors and shaving cream
- 2 hand soaps

Miscellaneous

- 1 Alarm clock w/ batteries (if needed)
- 1 set of pencils/pens and paper (a notebook is fine)
- Hangers
- Lightbulbs for lamp
- Medicine (Tylenol, cough drops, cold medicine, first aid kit, Pepto-Bismol)

Ideas for optional items:

- Vacuum
- Microwave
- Tea kettle
- Coffee maker
- School supplies for school-aged children
- Extra sets of plates, silverware, etc.
- TV, rugs, coffee table
- ESL books
- Toys for kids
- Tools (like a hammer, screwdriver, etc.)
- Tissues
- Walmart/Food Lion gift cards

Home Supply List Budget

Furniture Items Budget

Kitchen chairs: \$10-20/each

Kitchen table: \$30 - \$80

Couch/sofa: \$100 - \$250 (depending on size)

Bed frame: \$45/each for twin; \$80 – 100/each for full/queen

Mattress & box spring: \$45/each for twin; \$80 – 100/each for full/queen (we often get these from TROSA for cheaper than this!)

Kitchen & Household Items

Total budget: \$100 - \$350 (family of 3 – 6)

Grocery Items

Total budget: \$60 - \$200 (family of 3 – 6)

Food List:

These amounts are based on a family of 3-5 people; please adjust for family size.

Non-perishable items can be placed in apartment during furniture set-up; perishable items must be placed in apartment within 48 hours of family's arrival.

Fruit

- 1 bag apples
- 1 bag oranges
- 1 -2 bunch bananas
- 1 bunch of grapes

Vegetables

- 1-2 heads any leafy greens
- 1 bag carrots
- 1 bag fresh garlic
- 1 bag onions
- 1 bag potatoes

Grains/Pasta

- 1 bag long grain rice (2-5lb bag)
- 1 bag pinto beans or black-eyed peas
- 1 pack of spaghetti

Meat

- 1-2 family size packs of chicken breast or thighs (or fish if family is halal)

Other

- 2 dozen eggs
- 1 gallon Whole Milk
- 1 loaf white bread
- 1 gal. apple juice or lemonade
- 1 bottle of vegetable oil
- 1 can of coffee (instant) and 1 box of black tea
- 1 bag Sugar and 1 bag of flour
- Salt (large container) and black pepper (small container is fine)
- Canned tomatoes
- 1 jar of peanut butter
- 1 can or jar of spaghetti sauce

**CHURCH WORLD SERVICE**

Immigration and Refugee Program
NC Affiliate Office
112 South Duke Street
Durham, NC 27701
919-680-4310

IN KIND DONATIONS RECEIPT

With gratitude for your support of our refugee resettlement program!

Thanks to _____ for donating:
(insert name)

Item: _____ Value: _____

Item: _____ Value: _____

Date: _____

Total Value: _____

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Final Welcome Team Report

Name of group:

Name of group coordinator:

Date of apartment set-up:

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**Number of Volunteers:** \_\_\_\_\_

**Approximate number of volunteer hours:** \_\_\_\_\_

**Amount of Monetary Donations:** \_\_\_\_\_

**Approximate Monetary Value of Items Gathered:** \_\_\_\_\_