

Welcoming Newcomer Ukrainian Families —

Best Practices for Hosts and Landlords



INTRODUCTION

The Canada-Ukraine Authorization for Emergency Travel (CUAET) was recently implemented to support Ukrainians and their family members. Providing a free, temporary visitor status, CUAET allows successful applicants to live, work and study in Canada until it is safe to return to Ukraine.

A number of organizations have created programs to help temporarily displaced Ukrainians with housing in British Columbia. These include subsidized-rent programs, and initiatives that place Ukrainians with vetted, volunteer host families. It is important for prospective hosts, landlords and community members to understand best practices for hosting these families, to support safe and successful living arrangements for everyone.

BEST PRACTICES HIGHLIGHTS FOR HOSTING NEWCOMER UKRAINIAN FAMILIES

What it's like for newcomers and hosts

- Many things are strange or unfamiliar for newcomers, including the culture, banking systems, and more.
- Many have lost their homes, careers/education, community/culture, and sense of identity. Having empathy—including patience and kindness—is important.
- Consider how your relationship might evolve as the family adapts to a new culture:
 - Honeymoon stage: enthusiasm, admiration
 - Challenge and crisis: differences cause frustration and anxiety
 - Recovery: opportunities and stronger social support
 - Adjustment: enjoyment with some anxious moments

- What to communicate about?
 - What you will provide
 - What they need or want
 - Landlord/host expectations
 - Canadian culture and holidays
 - Banking
- Be clear on:
 - The rules of the home
 - Smoking/vaping
 - Alcohol consumption
 - Visitors
 - Cleaning expectations
 - Ride expectations
 - Quiet hours
 - End-of-stay date

The importance of communication

- Unrealistic expectations can be established through myths and misinformation, and misunderstandings about entitlements and rights. They can result in conflict, confusion, frustration, and mistrust. You can help mediate unrealistic expectations through clear, open and frequent communication.
- When and how to communicate:
 - Before arrival to Canada (if possible)
 - Upon arrival before hosting
 - During hosting period
 - Face to face/text message/phone call
 - Occupancy agreement

What else can you do to support newcomer families?

- Things like food, faith, community and cultural events can help a family feel at home
- Empowering newcomer families can look like:
 - Providing clear information
 - Facilitating independent decision-making
 - Providing choices
 - Helping them stretch their money (e.g. through local food banks, thrift stores, helping them learn how to use public transit, etc.)

[The B.C. Refugee Resource Network](#) is an AMSSA initiative to strengthen community capacity to support resettled refugees and displaced Ukrainians through education, information dissemination, research and training. Their Seeking Refuge Bulletin provides updates, information and resources for people supporting resettled refugees and displaced Ukrainians. [Subscribe – AMSSA](#)

Hosted by ISSofBC, [the BC Refugee Hub](#) provides information about refugees who are arriving to British Columbia, the latest reports and publications, statistics and factsheets, and a resource centre with a variety of information from service providers. For more information and to join their mailing list – [BC Refugee Hub](#)

[United Way B.C.](#) supports the development of healthy, caring, and inclusive communities by strengthening vital connections that support people in need, including newcomers from Ukraine seeking safety and belonging. For more information visit United for Ukraine – [United Way British Columbia \(uwbc.ca\)](#)

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RESOURCES

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| Best Practices for Hosts and Landlords Webinar | Organized in partnership with the B.C. Refugee Hub, AMSSA and the United Way, this webinar features presentations from the Refugee Sponsorship Training Program and Inasmuch Community Society on hosting newcomers. Click Here |
| WelcomeBC / Settlement Services | There are settlement organizations around the province who can support Ukrainians on all aspects of settling in Canada, including employment search, language, culture, and how to access services such as medical and banking. You are not alone – please reach out for assistance. Click Here |
| Ukrainian Migration Resources – AMSSA | Resources answering frequently asked questions related to Ukrainians arriving in B.C. Click Here |
| ICBC Welcome Drivers from Ukraine | ICBC information on drivers coming from outside Canada. Displaced Ukrainians can drive in B.C. using their Ukraine driver's licence for up to 90 days. If they wish to exchange your Ukraine driver's licence for a B.C. driver's licence, they will need to complete a knowledge test and a road test. Click Here |
| Managing Expectations | This information provided by RSTP outlines considerations for managing expectations with the arrival of newcomers and establishing boundaries. Click Here |
| Code of Ethics | This toolkit has been produced by the Canadian Council for Refugees (CCR) as a tool for groups involved in the private sponsorship of refugees. The principles also relate to those hosting Displaced Ukrainians. Click Here |
| The Four Stages of Cultural Adjustment | In handout 5.8, p35 of the RSTP Training Guide on Settlement and Integration, the four stages of cultural adjustment are discussed. These stages impact all newcomers to Canada. Click Here |
| Sample Occupancy Agreement | In this template provided by Inasmuch Community Society, a host family can set clear guidelines for the families temporarily residing in their home. Click Here |
| Information for Newcomers | In this template provided by Inasmuch Community Society, a list of important local addresses are provided to newcomers to the community including groceries, transit and more. This template can be used by hosts to gather information and create an easy-to-use reference for the families they are hosting. Click Here |

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