



# IRC'S GUIDE TO BEING A WELCOMING NEIGHBOR

The International Rescue Committee (IRC) in Salt Lake City works to welcome and support refugee and new American families as they work to rebuild their lives in Utah. The IRC provides direct assistance and over 20 culturally appropriate & language-accessible programs and services tailored to meet unique needs. Together, as a community, we help newly arriving families settle into their life as Utahns. In this guide, you will learn more about the IRC's services and our best practices for showing kindness, respect, and friendship to our newest neighbors!

The IRC in Salt Lake City maintains over 20 programs that offer direct assistance, supportive services, language access and more including 24-month case management, health & wellbeing, education & digital inclusion, economic wellbeing, immigration and more. Over 100 expert staff supported by hundreds of background checked interns and volunteers provide **dedicated** and essential support to refugee and new American families. [Learn more »](#)



## SOME OF IRC'S LOCAL CORE SERVICES:

- Home visits & ensuring basic needs are met,
- Intakes for service provision,
- Securing long-term housing,
- Enrollment in public benefits,
- Access to technology devices (laptops, phones, hot spots, etc.) & low-cost Internet,
- Health screening, care coordination + appointment transports,
- K-12 School & adult ESL enrollments,
- Cultural & community orientation,
- Immigration legal support,
- Employment search & economic wellbeing coaching,
- And much more!

## DIRECT ASSISTANCE FOR NEW FAMILIES:

- First night's hot meal (culturally appropriate),
- Food staples & grocery kits,
- Pocket money via cash cards,
- Bus passes,
- Hygiene items, cleaning supplies, basic household items (ongoing),
- Gift cards (Walmart, Smith's, etc.),
- Smartphones, laptops, hot spots (as needed),
- PPE to mitigate COVID-19,
- Winter clothing items (coats, jackets, gloves, boots),
- Deseret Industries vouchers,
- Home supplies & furnishings,
- Ongoing & emergent support as requested.

## A WELCOMING NEIGHBOR DOES...

- ✓ Share employment opportunities
- ✓ Tour the neighborhood and local destinations
- ✓ Orient to local stores, community spaces and services
- ✓ Offer a culturally appropriate meal
- ✓ Learn more about cultures and traditions different from your own
- ✓ Practice conversational English with your new neighbors
- ✓ Be a friend and welcome them!

## A WELCOMING NEIGHBOR DOES NOT...

- ✗ Schedule healthcare/dental appointments
- ✗ Make copies of personal documents
- ✗ Schedule immigration or legal services appointments
- ✗ Help apply for a social security card, drivers license or other government documents
- ✗ Sign a family up for a financial account
- ✗ Sign a family up for a subscription or membership
- ✗ Enroll children in school
- ✗ Reference the IRC after hours number **for clients** below
- ✗ Share personal or confidential information publicly



**USE THE QR CODE TO OPEN OUR WELCOMING NEIGHBOR EXPLAINER VIDEO TO LEARN WHY THIS IS IMPORTANT**

Thank you for helping us welcome our newest neighbors to the Beehive State. We are grateful for your efforts to join us as a welcoming neighbor!

If you would like to join our team, sign up to attend our next Volunteer Information Session to learn more about positions available to engage community members. The IRC offers a variety of individual and group volunteer opportunities in addition to service projects, DIY fundraising, advocacy initiatives, and community events. If you are interested in volunteering for the IRC, contact us at [VolunteerSLC@Rescue.org](mailto:VolunteerSLC@Rescue.org). Consider increasing your support by making a one-time or a monthly contribution to our work at [Rescue.org/GiveSLC](https://www.rescue.org/give-slc).

### International Rescue Committee

221 South 400 West  
P.O. Box 3988  
Salt Lake City, UT 84110



[Rescue.org/SaltLakeCity](https://www.rescue.org/saltlakecity)



[SaltLakeCity@Rescue.org](mailto:SaltLakeCity@Rescue.org)



IRC Main Phone: 801-328-1091



IRC After Hours (for clients only): 801-913-4732



@IRCSaltLakeCity