

WELCOME KIT GUIDE

You are AMAZING! Thank you for aiding the International Rescue Committee in Missoula and Soft Landing Missoula in helping families begin their new lives here under the Big Sky. You have chosen to be a part of making a family feel welcomed upon arriving to their long awaited new home.

In many cases, refugee families have escaped their home country with little but their lives and memories. They come to Missoula ready to start anew, to raise their families in a safe and welcoming place embraced by mountains and a river running through. Muteba and Naza, from the Democratic Republic of Congo, arrived to the Missoula Airport late at night with 2 young children in tow. Exhausted from days of traveling, they were overwhelmed with thoughts of, "How will we make this strange place our home?" When they opened the door to their new apartment, many of these concerns were lifted away when they saw that people in this new place cared enough about strangers to not only assist with their most basic needs, but make sure the space felt warm and welcoming. The children ran past giggling to explore their new room with their very own beds- re-energized after the long journey home.

The International Rescue Committee in Missoula and Soft Landing Missoula can't do this without you. Community support, often in the form of in kind donations, is essential to help turn a new house into a home and assist in making Montana a welcoming place for refugees to safely land. Welcome kits are one of the easiest, and most direct ways of positively impacting the lives of refugees in Missoula. Thank you for your help, from the bottom of our hearts.

In Love and Gratitude,

The IRC Missoula and SLM team





IRC IS...

The International Rescue Committee (IRC) in Missoula serves as a gateway for new Americans who have survived against incredible odds. We meet the needs of refugees, asylees, victims of human trafficking and survivors of torture so they can thrive in America. Through a network of staff members and trained volunteers, IRC Missoula empowers our new neighbors to secure jobs, find homes, master English, and learn about life and customs in America. Our work also helps to build support systems, encourage self-sufficiency and facilitate integration into the Missoula community. IRC Missoula provides the services and training that refugees need in order to restart their lives and overcome cultural barriers, making their adjustment as easy as possible.

IRC Missoula is the only resettlement agency in Montana. Our history in Missoula began in the 1970s resettling Hmong refugees escaping persecution after the Vietnam War. As this population began to thrive, IRC Missoula closed its doors. Thanks to a call to action by Missoulians concerned by the global refugee crisis (who eventually became Soft Landing Missoula), IRC Missoula re-opened its office in August of 2016. Since this time, the IRC in Missoula has resettled over 235 refugees from Iraq, Syria, Eritrea, Ethiopia and the Democratic Republic of the Congo combined.

SLM IS...

In September of 2015, the shock and sadness of seeing photos of a young refugee boy lying lifeless on a beach, brought a group of concerned Missoulians together to responsibility consider what it would look like to welcome refugees to our city and be at least a small part of alleviating suffering for refugee families in turmoil. When discovering that Montana and Wyoming were the only two states in the nation without refugee resettlement programs, we began to work tirelessly on a grassroots effort to help open a resettlement office in Missoula.

In March of 2016, in response to Soft Landing's call to action, the International Rescue Committee (IRC) was given permission by the State Department to reopen their office in Missoula after being closed for decades. Shortly after, Soft Landing Missoula formally opened as a non-profit community resource center and began working with the IRC and other partners to help Missoula become a welcoming, supportive, and informed community that can assist refugees to integrate and thrive. We focus on supporting partners, providing select direct services, and encouraging community engagement through volunteerism, in-kind donations, educational opportunities, and cultural events.

TOGETHER WE ...

"It takes a village"—trite but true. Along with countless other partners, IRC Missoula and SLM participate in a robust network of organizations, businesses, and individuals that make resettlement a success in Missoula. There are many examples of partnership, but this tool kit is the only one that relies on and is open to ANY participant—city, state, or nationwide! As mentioned above, Missoula continues to be the sole resettlement site in Montana, although we have seen support and conversations from around the state focused on the same questions this effort was born from in the beginning: "How can we do more to help refugees, right here at home? If not us, who? If not now, when?" We hope this tool kit can be a fun and fulfilling way to start to answer those questions for you, your friends, and your family.

WHAT IS A WELCOME KIT?



BEYOND GIVING A WARM WELCOME TO A FAMILY, WHY ARE THEY ESSENTIAL?

Welcome Kits are containers that hold household items necessary for refugees arriving to Missoula. These kits include items such as silverware, dishes, bedding and shower curtain—all of the things that a family needs in order to move into and set up a new home! Kits are organized by category, such as "kitchen kit," "bathroom kit," and "cleaning kit." These kits are essential for newly-arrived refugee families, in order for IRC Missoula staff and volunteers to create a welcoming and functional home for families they are resettling in Missoula.

Upon entry to the United States, each refugee receives a small, one-time grant to help cover their first 60-90 days in their new home. The IRC in Missoula is tasked with spending this small amount of money on refugees' behalf, and the majority is spent on first month's rent and deposit, initial food, and home furnishings. This money does not go very far, especially for small families. Having generous community members like yourselves collect and donate household items helps stretch this money further, leaving additional funds for other important necessities or even another month's rent!

IRC MISSOULA AND SOFT LANDING HAVE CREATED A LIST OF WELCOME KITS THAT YOU AND YOUR GROUP CAN PUT TOGETHER FOR INCOMING FAMILIES.

Please note that the IRC in Missoula is required to provide certain, specific items to refugee families upon their arrival to the United States, per the IRC's contract with the U.S. Department of State. These kits are our first priority, as they ensure that IRC Missoula is in compliance with this contract and refugees get the important, essential items that they need. In addition to the IRC Missoula Welcome Kits, Soft Landing collects kits and items to round out the basic list and also serve families who have been in Missoula for a while but can still benefit from a little in-kind donation love. Included in the SLM kits and items you will also find some fun, culturally important items that help families feel even more at home! We ask that items be new or VERY gently used in order to affirm and promote the inherent worth and dignity of every person. We care deeply to create a truly welcoming and complete home for families, not burden them with broken or heavily-used items that may prove unusable. (No stains, tears, frayed edges, pet hair/odor, chipped dishes, dead batteries, missing pieces, used/old toiletries, toothbrushes, etc.)

IRC KIT TYPES

Please remember that the IRC Missoula kits should be your first priority, as they ensure that refugees get the essential, required items that they need.

*Unless otherwise noted, please purchase one of each item.

CLEANING KIT

Laundry Basket (Place your items in here; no tub needed!), Broom and Dustpan, Mop, Pack of Sponges, Toilet Brush & Plunger, All-purpose Cleaner, Scrubbing Bubbles, Toilet Bowl Cleaner, Mr. Clean (or something similar to mop the floor) Laundry Detergent, Light Bulbs, Liquid Dish Soap, Dishwasher Detergent, Paper Towels, Pens/ Pencils (2-4), Notebook

TOILETRY KIT

Toothbrushes (4 minimum), Toothpaste (2), Shampoo, Conditioner, Deodorant (2 men's, 2 women's), Bars of Body Soap (2-4), Package of razors (1 package of men's, 1 package of women's), Shaving Cream, Body Lotion, Q-Tips, Feminine Hygiene Pads (no tampons please)

BATHROOM KIT

Small Trash Can, Bath Towels (4 minimum), Washcloths (4 minimum), Hand Towels (2 minimum) Shower Curtain, Shower Liner, Shower Rings (for curtain and liner), Bath Mat, Hand Soap, Toilet Paper (6 rolls or more)

KITCHEN KIT #1

Plates and Bowls (4 minimum), Cups/Glasses (4 minimum), Tea Cups / Mugs (4 minimum), Small Paring Knife, Large Carving Knife, Set of silverware (4 minimum), Silverware Tray (for drawer)

KITCHEN KIT #2

Large Skillet/ Frying Pan, Small Pot with Lid, Large Pot with Lid, Baking Dish (9x13) Baking Sheet, Wooden Spoon, Spatula, Deep Mixing Spoon, Can Opener, Oven Mitts, Trivet, Dish Drying Rack, Drying/Dish Towels

KITCHEN #3

Tall Trash Can (please store items in tall trash can), Tea Kettle (safe for stovetop), Mixing Bowls (2-3), Cutting Board, Plastic Tupperware (3-6 pieces), Dish Towels, Liquid Dish Soap, Trash Bags (13 Gallon)

QUEEN BEDDING KIT

1 Queen Sheet Set, 2 Pillow Cases (if not included in the set), 2 New Pillows (*Required to be purchased new), 1 Queen-Size Blanket, 1 Queen-Size Comforter

FULL BEDDING KIT

1 Full Sheet Set, 2 Pillow Cases (if not included in the set), 2 New Pillows (*Required to be purchased new), 1 Full- Size Blanket,1 Full-Size Comforter

TWIN BEDDING KIT

1 Twin Sheet Set, 2 Pillow Cases (if not included in the set), 2 New Pillows (*Required to be purchased new), 1 Twin-Size Blanket, 1 Twin-Size Comforter

SLM KIT TYPES

These kits are a bit more fluid. Feel free to get creative and use the items below as suggestions.

LADIES KIT

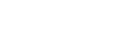
Lotion, Deodorant, Feminine pads (not tampons), bra, underwear, ethnic hair care products (coconut oil, etc), nail polish, curling iron/straightener, tweezers, nail clippers, nail files

JUNK DRAWER KIT

Stamps, pens, pencils, thumb tacks, notebooks, notepads, scissors, scotch tape, pencil sharpener, post-it notes, packing tape, glue, picture hangers, calendars, highlighters, wall clocks, alarm clocks, batteries, envelopes, small screwdriver set, small flashlight

BABY KIT

Diapers, thermometer, blanket, bottle, wipes, pack of onesies, baby socks, baby hat



CHILD ACTIVITY KIT

Crayons/colored pencils, coloring books, small puzzles, small toys and stuffed animals, books

SOCKS AND UNDERWEAR KIT

Various sizes and shapes

CLEANING KIT

Laundry detergent, dish soap, sponges, window cleaner, toilet cleaner, paper towels, Lysol wipes

INDIVIDUAL ITEMS

Mogogo Grill (can be found on Amazon: https://amzn.to/2NkWTUV), diapers and wipes, toilet paper, picture dictionaries

GIFT CARDS

Walmart, Target, Albertsons, Costco Memberships, gas cards, etc.

HOW TO ORGANIZE YOUR WELCOME KITS

- Please place all kit items into a clear plastic container with a lid. (For select kits with larger items such as a trash can, you can use that as the container, but please still ensure that a label is attached.)
- Print the corresponding label for your chosen Welcome Kit onto plain white paper. (See included templates at the end of this document.)
- Write down the quantity of each item on the label and include any notes, if necessary.
- Secure kit labels to the container with clear packing tape.

HOW TO RUN A SUCCESSFUL DRIVE

CREATIVE IDEAS

Running a donation drive is a fun and useful way to help out our new neighbors. Here are some tips and tricks to having a successful drive.





- 1) SET GOALS BEFORE YOU BEGIN. Determine how many Welcome Kits you want to assemble and use the tips below to help make that happen.
- 2) PROVIDE WAYS FOR PEOPLE TO PARTICIPATE ONLINE. You can offer a "Sponsor a Welcome Kit" option online that would cover the cost of purchasing all of the items and have people participate from across the country (or world!). Create a fundraiser on social media and invite your friends and family to join you in stuffing Welcome Kits.
- **3)** USE GRAPHICS. We have created graphics (examples below, left) that are great for posting on social media and using on flyers.
- 4) USE SOCIAL MEDIA TO RAISE AWARENESS AND SUPPORT FOR YOUR DRIVE. Make a Facebook event and have all participants invite their networks. Share details about your Welcome Kit drive leading up to the event on all of your social media channels. You can go "live" during the event on Facebook or Instagram, post updates on your social accounts, or keep your followers up-to-date through Instagram or Facebook stories.
- 5) POST FLYERS AND EVENT DETAILS AROUND YOUR COMMUNITY. The more people who see the event, the more will show up!
- 6) MAKE YOUR DRIVE AS IMPACTFUL AS POSSIBLE. Is a matching gift available? Can you partner with a local organization to make a financial or physical donation for every kit you make? For example, for every donation kit completed, a grocery store could donate a bar of soap or \$5.00. Get creative!
- 7) IF TIME PERMITS, begin the process 6-8 weeks ahead of time, especially if you want to partner with other organizations.
- 8) SPEAKING OF PARTNERS, see if a grocery store or local retail store such as Target will let you post up out front with a list of needed small items to hand to shoppers as they go in. Watch your bins fill as people walk out!

MAKE YOUR PLAN

Feel free to use this space below to record any special instructions given to you or your team, any relevant contact information, and which kits you will be collecting.

SPECIAL INSTRUCTIONS

CONTACTS			

WHICH KITS WE WILL BE COLLECTING

YOUR INVENTORY

For those in charge of the Welcome Kit drive, here is your Inventory Sheet. Please use the tables to record every **full** kit created, as well as any extra items collected.

Thank you for your incredible work to support refugees in Montana!



ΚΙΤ ΤΥΡΕ	NUMBER COMPLETED	NOTES
CLEANING KIT (IRC)		
TOILETRY KIT		
BATHROOM KIT		
KITCHEN KIT #1		
KITCHEN KIT #2		
KITCHEN KIT #3		
QUEEN BEDDING KIT		
FULL BEDDING KIT		
TWIN BEDDING KIT		
LADIES KIT		
JUNK DRAWER KIT		
BABY KIT		
CHILD ACTIVITY KIT		
SOCKS & UNDERWEAR KIT		
CLEANING KIT (SLM)		

EXTRA ITEMS	NUMBER COLLECTED	NOTES

ITEM	NUMBER INCLUDED	NOTES
LAUNDRY BASKET		
BROOM		
DUST PAN		
MOP		
PACK OF SPONGES		
TOILET BRUSH		
PLUNGER		
ALL-PURPOSE CLEANER		
SCRUBBING BUBBLES		
TOILET BOWL CLEANER		
MR. CLEAN (OR SIMILAR TO MOP THE FLOOR)		
LAUNDRY DETERGENT		
LIGHT BULBS		
LIQUID DISH SOAP		
DISHWASHER DETERGENT		
PAPER TOWELS		
PENS/PENCILS (2-4)		
NOTEBOOK		

ITEM	NUMBER INCLUDED	NOTES
TOOTHBRUSHES (4 minimum)		
TOOTHPASTE (2)		
SHAMPOO		
CONDITIONER		
DEODORANT (2 men's, 2 women's)		
bars of body soap (2-4)		
PACKAGE OF RAZORS (1 men's, 1 women's)		
SHAVING CREAM		
BODY LOTION		
Q-TIPS		
FEMININE HYGIENE PADS (no tampons please)		

ITEM	NUMBER INCLUDED	NOTES
SMALL TRASH CAN		
BATH TOWELS (4 minimum)		
WASHCLOTHS (4 minimum)		
HAND TOWELS (2 minimum)		
SHOWER CURTAIN		
SHOWER LINER		
SHOWER RINGS (for curtain and liner)		
SHAVING CREAM		
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HAND SOAP		
TOILET PAPER (6 rolls or more)		

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
PLATES AND BOWLS (4 minimum)		
CUPS/GLASSES (4 minimum)		
TEA CUPS/MUGS (4 minimum)		
SMALL PARING KNIFE		
LARGE CARVING KNIFE		
SET OF SILVERWARE (4 minimum)		
SILVERWARE TRAY (for drawer)		

IRC KITCHEN KIT #1

ITEM	NUMBER INCLUDED	NOTES
PLATES AND BOWLS (4 minimum)		
CUPS/GLASSES (4 minimum)		
TEA CUPS/MUGS (4 minimum)		
SMALL PARING KNIFE		
LARGE CARVING KNIFE		
SET OF SILVERWARE (4 minimum)		
SILVERWARE TRAY (for drawer)		

LABEL FOR **IRC KITCHEN KIT #2**

ITEM	NUMBER INCLUDED	NOTES
LARGE SKILLET/FRYING PAN		
SMALL POT WITH LID		
LARGE POT WITH LID		
BAKING DISH (9x13)		
BAKING SHEET		
WOODEN SPOON		
SPATULA		
DEEP MIXING SPOON		
CAN OPENER		
OVEN MITTS		
TRIVET		
DISH DRYING RACK		
DRYING/DISH TOWELS		

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
TALL TRASH CAN (please store items in this can)		
TEA KETTLE (safe for stovetop)		
MIXING BOWLS (2-3)		
CUTTING BOARD		
PLASTIC TUPPERWARE (3-6 pieces)		
DISH TOWELS		
LIQUID DISH SOAP		
TRASH BAGS (13 Gallon)		

LABEL FOR

ITEM	NUMBER INCLUDED	NOTES
TALL TRASH CAN (please store items in this can)		
TEA KETTLE (safe for stovetop)		
MIXING BOWLS (2-3)		
CUTTING BOARD		
PLASTIC TUPPERWARE (3-6 pieces)		
DISH TOWELS		
LIQUID DISH SOAP		
TRASH BAGS (13 Gallon)		

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
1 QUEEN SHEET SET		
2 PILLOW CASES (if not included in the set)		
2 NEW PILLOWS (*required to be purchased new)		
1 QUEEN-SIZE BLANKET		
1 QUEEN-SIZE COMFORTER		

LABEL FOR

ITEM	NUMBER INCLUDED	NOTES
1 QUEEN SHEET SET		
2 PILLOW CASES (if not included in the set)		
2 NEW PILLOWS (*required to be purchased new)		
1 QUEEN-SIZE BLANKET		
1 QUEEN-SIZE COMFORTER		

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
1 FULL SHEET SET		
2 PILLOW CASES (if not included in the set)		
2 NEW PILLOWS (*required to be purchased new)		
1 FULL-SIZE BLANKET		
1 FULL-SIZE COMFORTER		

LABEL FOR

ITEM	NUMBER INCLUDED	NOTES
1 FULL SHEET SET		
2 PILLOW CASES (if not included in the set)		
2 NEW PILLOWS (*required to be purchased new)		
1 FULL-SIZE BLANKET		
1 FULL-SIZE COMFORTER		

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
1 TWIN SHEET SET		
2 PILLOW CASES (if not included in the set)		
2 NEW PILLOWS (*required to be purchased new)		
1 TWIN-SIZE BLANKET		
1 TWIN-SIZE COMFORTER		

LABEL FOR

ITEM	NUMBER INCLUDED	NOTES
1 TWIN SHEET SET		
2 PILLOW CASES (if not included in the set)		
2 NEW PILLOWS (*required to be purchased new)		
1 TWIN-SIZE BLANKET		
1 TWIN-SIZE COMFORTER		

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
LOTION		
DEODORANT		
FEMININE HYGIENE PADS (no tampons please)		
BRA		
UNDERWEAR		
ETHNIC HAIR CARE PRODUCTS (coconut oil, etc)		
NAIL POLISH		
CURLING IRON/STRAIGHTENER		
TWEEZERS		
NAIL CLIPPERS		
NAIL FILES		

LABEL FOR **SLM JUNK DRAWER KIT**

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
STAMPS		
PENS		
PENCILS		
THUMB TACKS		
NOTEBOOKS		
NOTEPADS		
SCISSORS		
SCOTCH TAPE		
PENCIL SHARPENER		
POST-IT NOTES		
PACKING TAPE		
GLUE		
PICTURE HANGERS		
CALENDARS		
HIGHLIGHTERS		
WALL CLOCKS		
ALARM CLOCKS		
BATTERIES		
ENVELOPES		
SMALL SCREWDRIVER SET		
SMALL FLASHLIGHT		

LABEL FOR **SLM BABY KIT**

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
DIAPERS		
THERMOMETER		
BLANKET		
BOTTLE		
WIPES		
PACK OF ONESIES		
BABY SOCKS		
BABY HAT		

OTHER ITEMS INCLUDED:

LABEL FOR **SLM BABY KIT**

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
DIAPERS		
THERMOMETER		
BLANKET		
BOTTLE		
WIPES		
PACK OF ONESIES		
BABY SOCKS		
ВАВҮ НАТ		

LABEL FOR **SLM CHILD ACTIVITY KIT**

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
CRAYONS/COLORED PENCILS		
COLORING BOOKS		
SMALL PUZZLES		
SMALL TOYS AND STUFFED ANIMALS		
BOOKS		

OTHER ITEMS INCLUDED:

LABEL FOR **SLM CHILD ACTIVITY KIT**

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
CRAYONS/COLORED PENCILS		
COLORING BOOKS		
SMALL PUZZLES		
SMALL TOYS AND STUFFED ANIMALS		
BOOKS		

SLM SOCKS & UNDERWEAR KIT

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
SOCKS (various sizes and shapes)		
UNDERWEAR (various sizes and shapes)		

OTHER ITEMS INCLUDED:

SLM SOCKS & UNDERWEAR KIT

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
SOCKS (various sizes and shapes)		
UNDERWEAR (various sizes and shapes)		

OTHER ITEMS INCLUDED:

SLM SOCKS & UNDERWEAR KIT

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
SOCKS (various sizes and shapes)		
UNDERWEAR (various sizes and shapes)		

SLM CLEANING KIT

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
LAUNDRY DETERGENT		
DISH SOAP		
SPONGES		
WINDOW CLEANER		
TOILET CLEANER		
PAPER TOWELS		
LYSOL WIPES		

OTHER ITEMS INCLUDED:

SLM CLEANING KIT

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
LAUNDRY DETERGENT		
DISH SOAP		
SPONGES		
WINDOW CLEANER		
TOILET CLEANER		
PAPER TOWELS		
LYSOL WIPES		

LABEL FOR **SLM INDIVIDUAL ITEMS**

Please fill out this label completely and secure to your container with clear packing tape.

ITEM	NUMBER INCLUDED	NOTES
MOGOGO GRILL (https://amzn.to/2NkWTUV)		
DIAPERS AND WIPES		
TOILET PAPER		
PICTURE DICTIONARIES		
GIFT CARDS (Target, Albertsons, gas cards, etc.)		