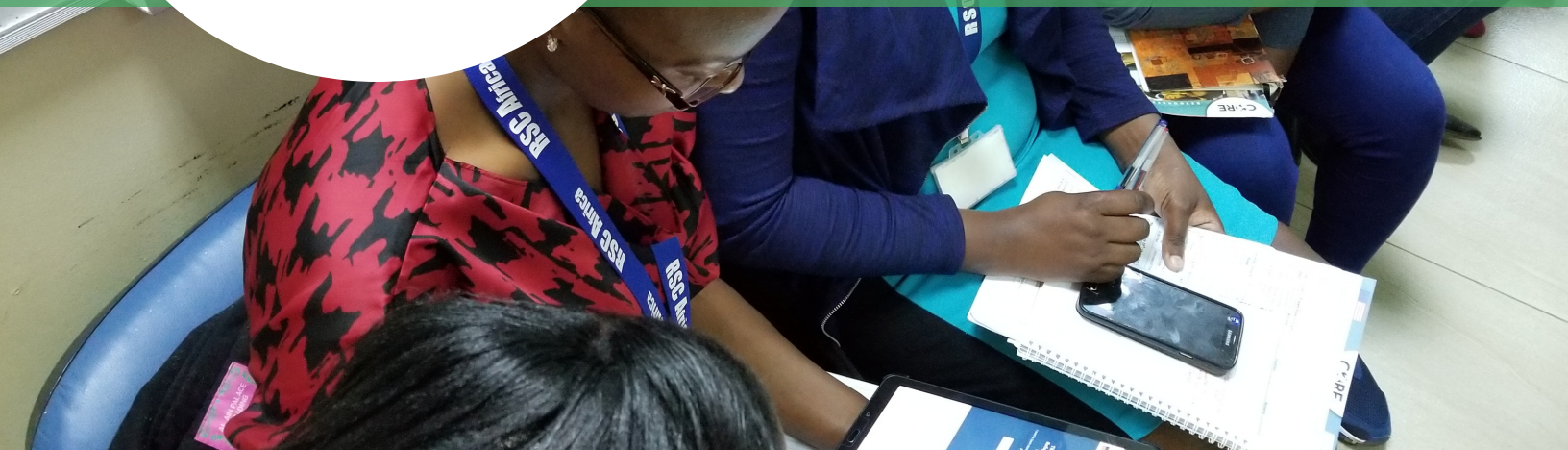


TOOL 2: WAITING ROOM RESOURCES FOR REFUGEES



OVERVIEW

The *Waiting Room Resources for Refugees* includes materials CORE has developed to help bridge the pre-departure and post-arrival refugee journey. They are designed to utilize the time refugees spend in waiting areas at RSCs and RAs, making this vital resettlement and CO information practical to use in these environments. Recognizing the benefit of repetition, these resources can increase the number of opportunities refugees have to encounter CO messages, make sure the messages are engaging and accessible to its audience, and ensure that the messages are consistent and harmonized wherever they are encountered.

FEATURES AND RESOURCES

The *Waiting Room Resources for Refugees* include the following resources:

Fact Sheets—CORE fact sheets cover multiple USRAP and CO topics and are available in multiple languages. CORE recommends placing fact sheets on a waiting room table or in a display case and encouraging refugees to take them. They can also be included in refugee information packets or handed out at Cultural Orientation sessions.

Posters and Palm Cards—CORE has created a [refugee-facing poster](#) and a smaller, [take-away palm card](#), both of which can be placed in the waiting room or other office areas that refugees frequent. This poster and palm card have information about CORE's digital resources. While they are currently only available in English, text is limited while prioritizing visually engaging images with clear links to digital resources including QR codes for digitally adept users.

Options for Using Waiting Room Resources for Refugees in Your Work

- Place fact sheets and palm cards in waiting areas
- Show COREnav videos on a loop on waiting room TVs or kiosks
- Hang posters in waiting areas
- Place fact sheets in refugee information packets and distribute to refugees during caseworker appointments
- Bring fact sheets and/or mobile devices on circuit rides, to airport reception, appointments, and home visits

Across all topics, formats, and languages, there are over 300 resources in multiple formats and languages available on the CORE Resettlement Navigator website that can be used in your office. For a complete list, see the [Refugee Communications Resource Catalog](#).

SETTING UP WAITING AREAS TO MAXIMIZE REFUGEE COMMUNICATIONS

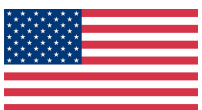
Many waiting rooms may be equipped with TVs. Some RSCs have set up digital kiosks where refugees can access RSC websites. Additionally, establishing a “listening corner” in a quiet area or nursing station would require little more than a low-tech audio device. Mobile tablets can be purchased and used during circuit rides or at-home visits. TVs, kiosks, audio devices, and tablets can all be programmed with “resettlement playlists” using the many translated videos and podcasts available on the [CORE Resettlement Navigator website](#). Utilizing the time refugees spend waiting for appointments can actually turn the waiting room experience into a valuable opportunity to create understanding about the resettlement process and build knowledge that will prepare refugees for arrival and integration.



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