

# Salaam Neighbor Checklist for Refugees

Your Salaam Neighbors team will work with your family AND the RST Case manager to assist your family. We are volunteers and we cannot do everything, and for certain types of help we may refer you to your case manager. We do not have financial resources and, therefore, we may tell you that we cannot help with a particular need or request that you have. We are going to focus on the items listed in this document.

## Apartment Complex

- We will help you know how everything works: stove, oven, microwave, tap water is ok to drink, bathrooms, where is laundry and how does it work, thermostat, do you have enough cleaning supplies, garbage collection system, where is closest bus stop

## Food

- We will make sure you know where the nearest HEB or halal foods market is and how to get there by bus.
- We will help you with comparison shopping in a big grocery store.
- We will let you know nearby food pantries that you can access.
- We will help you enroll in SNAP and use your SNAP benefits when you are enrolled.
- We can help you access other food needs your family may have, if we can.

## Technology

- We will make sure you have at least one working cell phone and help you use it.
- We will make sure you have a working TV and antenna and help you use it.
- We will help you access an internet plan, if available.
- We will help you find the nearest free internet at a public library or other location.

## **Employment**

- We will assist the RST case manager to help with obtaining your work authorization and social security cards, if possible.
- We will help you with transportation to job interviews arranged by RST if you can't take public transportation.
- We will help you with resumes.
- We will help you with job searches.
- We will provide information about how jobs work here in this country and what expectations employers have.
- We will help you get clothing suitable for your job.

## **Transportation**

- We will help you find the closest bus stop.
- We will help show you how to ride the bus, how to pay, and how to find bus routes.
- We will help you find a bike for transportation, if available.
- We will help you access driving lessons and information on how to get a driver's license.

## **Medical**

- We will provide transportation to medical appointments arranged by your RST case Manager.
- We will help you find Covid vaccine and testing, as needed.
- We will help you access medical care through free clinics or Medicaid, when you are enrolled. We may take you to the state office to enroll in Medicaid.
- You should call 911 if you or a family member have a life-threatening emergency.

## **Education/ESL**

- We will help you access ESL classes or other resources to learn English.
- We will provide transportation to appointments arranged by RST to enroll your children in school.
- We can help you find school supplies and tutoring help for your children, if available.
- We will help you access available vocational or career preparation programs if you want these.
- Cultural/religious connections
- We will help you connect to nearby Afghan cultural resources or religious services if you want us to help you make these connections.

## **Getting to know the City of Austin**

- We will visit parks, museums, places of interest, or libraries, so that you can get to know Austin and you can learn and practice your English. What do you want to see and do?