



## HIH HOST TOOLKIT

If you're reading this, you're either hosting already or getting ready to host. If you're ready now, click this link [HIH Pledge Form](#) and pledge your accommodation.

Welcome and THANK YOU!

This Host Toolkit is a summary of our most useful, practical, relevant information for Hosts. It is put together by hosts, for hosts, based on our lived experience and updated as often as we can. We hope you find it helpful.

You'll find all the resources you need, including our accommodation pledge form, on our website at [www.helpingirishhosts.com](http://www.helpingirishhosts.com) and on our linktree, here: [linktr.ee/helpingirishhosts](http://linktr.ee/helpingirishhosts)


You may wish to join our [Host Support Group](#) on Facebook, this is a rich and supportive network of over 900 other hosts.


Feel free to contact us - [hello@helpingirishhosts.com](mailto:hello@helpingirishhosts.com). Send us your email address if you would like to receive useful weekly updates, stories and tips.



For your guests, we now have a Ukrainian language [Welcome Letter](#) and [Guest Toolkit](#).

Another place where you find information and meet some incredible hosts and guests, where you will hear their stories and experience, is at one of our Host Information Roadshow events. Let us know and ask your Local Authority representative or County Councillor if you'd like us to come to your area.

Follow us on social media for real-time updates:

 [@helpingirishhosts](#)

 [@helpinghostsirl](#)

Thank you for opening your heart to another person and welcome aboard!  
Helping Irish Hosts  

## **Who are we?**

Helping Irish Hosts (HIH) is incorporated as a not for profit CLG (717469) and arose in direct response to the humanitarian crisis that has arisen as a consequence of the war in Ukraine. Our purpose is to empower and support individuals and communities in Ireland to host Ukrainians in their homes, safely and sustainably.

We are hosts, helping hosts. In other words, we have opened our own homes to Ukrainians in need and want to support others doing this too.

To date we have successfully facilitated and supported matches for over 1,600 displaced Ukrainians with more than 650 hosts across Ireland. We support hundreds more through our Facebook group and wider support network. We know that hosting works and that matches last when people have the right infrastructure in place to support them.

In April 2023 we joined a consortium of partners responsible for the activation of public accommodation pledges on behalf of the state (DCEDIY), along with IOM, Peter McVerry Trust and leading consortium partner, The Irish Red Cross. We are funded by The One Foundation, The Sunflower Foundation, The Community Foundation, Choose Love and our Service Level Agreement with The Irish Red Cross. We are supported in other ways by a wide variety of individual, corporate and state partners.

Community spirit. Positive change. Welcome. Hope. These are the impacts our actions as hosts are having on the wider community.

## **What is Hosting and the role of a Host?**

Hosting can be viewed as a journey in four stages and HIH will help you at every stage along the way. We're all still learning but we can always listen and try to point you in the right direction.

This toolkit outlines the four main stages of hosting, and all the supporting material you will need as a host. The stages are:

- 1) Becoming a Host
- 2) Before your guests arrive
- 3) After they arrive
- 4) Moving on to the next stage of their stay (including Rematching with HIH)

Hosting is never meant as a long-term solution and the aim for all of us is to help our Ukrainian guests with a soft landing into Irish society. As hosts, we help our guests on this journey and give them direction, but the guest must decide their long-term plans for themselves.

## How we can support you

In the following pages you will find all you need to know (well almost, we're always learning!) about being a host. This guide contains best practice and up to date information on how to **formally** do things i.e. apply for medical cards, PPSNs, accommodations recognition payments etc. It also contains links to the administration material and third-parties who are responsible for the formal stuff. In addition, you'll find direction and guidance on how to deal with the less formal things that may present. This guidance is based on our experience as hosts and our shared network of hosts who will have, most likely, seen something similar before.

Remember, there is no playbook for this, we are all doing our best.

## Whatever happens, it will be ok. We are here for you when you need us.

Here are some simple things you can do to connect with us:

- Join our [facebook group here](#)
- Sign up to our [mailing list](#) for regular updates
- Check out all our resources, including Masterclasses, info sessions, templates and more on [our website](#)
- Follow us on social media channels ([instagram](#), [twitter](#), [linkedin](#), [youtube](#))
- Contact host support at [hostsupport@helpingirishhosts.com](mailto:hostsupport@helpingirishhosts.com) or call us on 089 601 4992 between 8am and 8pm / [movingon@helpingirishhosts.com](mailto:movingon@helpingirishhosts.com)

Legal note: The information in this toolkit is as up to date as we can make it, but we are a small team and it changes often. We will do our best but if you spot anything out of date please tell us. Our focus is emergency humanitarian help. We can't accept any responsibility for content links etc, all of which we are gathering in good faith. We thank you for your understanding and wish you well on your host journey!

*This document is a work in progress and based on the experience of a group of Irish hosts who have hosted displaced people in the past 15 months. We hope you find it useful. We welcome suggested additions and corrections.*

## INDEX - click on any topic to go directly to that section

<b>Who are we?</b>	<b>2</b>
<b>What is Hosting and the role of a Host?</b>	<b>2</b>
<b>How we can support you</b>	<b>4</b>
<b>Becoming a Host</b>	<b>7</b>
Things to think about before making the decision	7
How it works	8
Pledging with Helping Irish Hosts	8
Matchmaking	9
Garda Vetting for Hosts	10
Guest Verification / Vetting	10
Advice for DIY hosting	11
A note on unaccompanied minors	11
<b>Before your guests arrive</b>	<b>13</b>
Ask for Help	13
Donations for your Guests if they are new arrivals from Ukraine	13
Building a local support network	14
Home Sharing Agreement	15
Home Insurance	15
Driving	16
Translation	16
A Note on Pets	16
<b>After they arrive</b>	<b>18</b>
Temporary Protection Letters	18
PPS Numbers	18
Social Welfare Payments	19
Helpful links	19
Healthcare	19
Doctors and Dentists	20
Counselling and trauma supports	20
What about COVID-19?	21
Accommodation Recognition Payment	21
Bank Accounts	22

Families & Parenting	22
Schools & Further Education	22
English Classes	23
Applying to University	23
Employment	23
Lawyers and Legal Support	24
Translation Services	24
Travel	25
LGBTQI+	25
Discounted Goods & Services	25
Shops	25
Taking Care of Yourself	26
Cultural Differences	26
Speaking to Children about War	26
<b>Moving on to the next stage of their stay</b>	<b>28</b>
Hosting is not meant to be forever!	28
Team - About Us	29
Partners	32
Press	32
Testimonials	32

## **Becoming a Host**

Everyone who arrives in Ireland seeking refuge will be placed in accommodation. In our experience, coming into a home is the kindest option. Housing a new arrival in an Irish home is the ideal from the point of view of integration, as local people can support people to adjust to their new circumstances.

*As of June 29, 2023, just over 85,000 displaced Ukrainians have arrived and been granted Temporary Permission in Ireland. 13,699 are living in private accommodation, with 6,223 registered hosts<sup>1</sup>.*

Hosting is a fantastic thing to do. Thank you. Your pledge will help give someone a soft landing and hope for the future.

Before you take the leap, here are some things to consider.

### **Things to think about before making the decision**

#### **Discuss it with your family**

Speak to all members of the household about hosting. Making sure everyone understands the process as best they can. This includes children, who absorb far more than we realise but are fantastic at ignoring the nervousness that everyone gets when meeting new people. Be realistic and clear about the space that you can provide.

#### **Talk to other hosts**

Speak with others who are hosting or who are supporting people hosting. This will give you a better understanding of how it works and may give you some more information on things you may not have considered.

#### **Ask yourself why**

It's normal to feel a little anxious about it. As hosts, we have all felt that too. Just ask yourself the questions: *why am I doing this and what are my expectations?*

---

<sup>1</sup> Data provided by DCEDIY & CSO Series 10

<https://www.cso.ie/en/releasesandpublications/FP/p-aui/arrivalsfromukraineinirelandseries10/>

## Don't overthink it

But don't think too hard!

This is a once in a lifetime chance for us to make a direct impact on the lives of people who really need it and to enrich our own communities by helping Ukrainian people to integrate and be valuable additions to Irish society by giving them that soft landing that allows them to feel safe and welcome.

So, consider all of the above and ...

**Make the decision and become a host** 😊

## How it works

The state is facing challenges to find emergency temporary accommodation for all newly arrived Ukrainians as the hotels and other facilities they were originally accommodated in are now full. Housing a new arrival in an Irish home is the ideal from the point of view of integration, as local people can support people to adjust to their new circumstances

The **Department of Children, Equality, Disability, Integration & Youth** (DCEDIY) oversees the accommodation of displaced Ukrainians in pledged and emergency accommodation. Activation of pledges is undertaken on the state's behalf by a Consortium of Partners comprising [Helping Irish Hosts](#), [The Irish Red Cross](#) (IRC), [Peter McVerry Trust](#) and [IOM](#).

Local Authorities are activating pledges of vacant properties, made via the [Offer A Home](#) scheme. Find out more at [www.offerahome.ie](http://www.offerahome.ie)

Since April 2023, we are all working in close partnership and we are learning from each other as we go.

Our proven matching process looks like this:

## Pledging with Helping Irish Hosts

We have facilitated and supported the placement of over 1,680 Ukrainians in over 650 Irish homes since March 2022.

We have a robust process to onboard and support hosts, guests and make matches - safely and sustainably, with proven policies and procedures in place to safeguard all parties, including Garda Vetting and [Child and Vulnerable Persons Safeguarding Policy](#).

## Things to keep in mind!

Ukrainians are generally not aware of the extent of the accommodation crisis in Ireland.

**A soft place to land is what you and your community are giving them.**

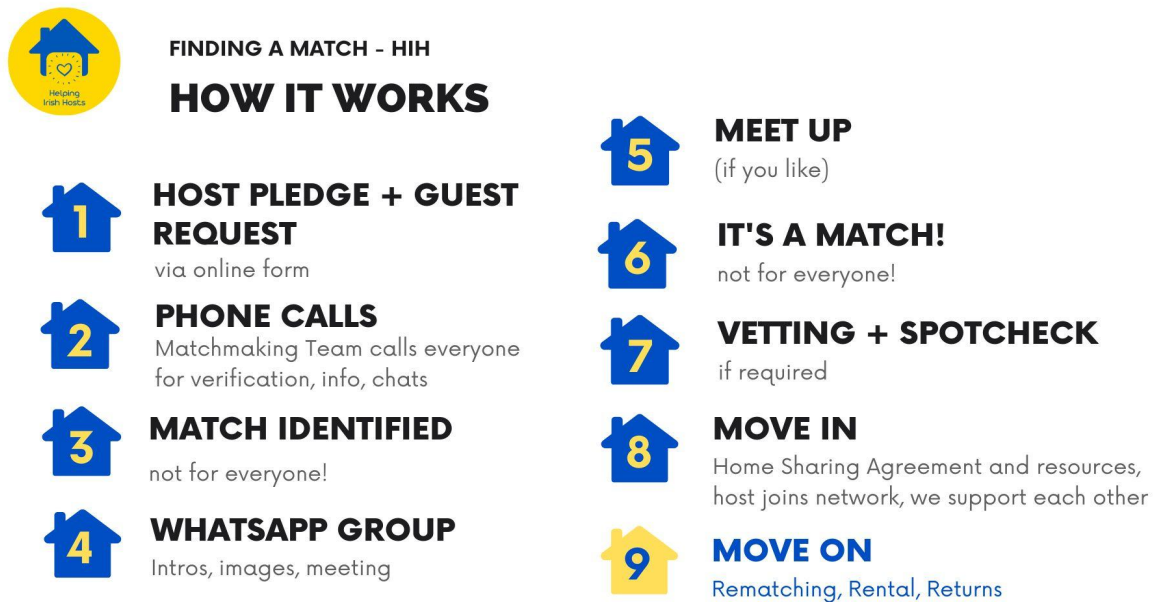
You can help with practical concerns, like school places, transport, local classes and Ukrainian groups.

**You are not their counsellor / parent / etc...**



You can register by completing the form to [Pledge your accommodation here](#), it asks questions about what you have available, what your expectations are of hosting and why you want to do it. We use this info to figure out a potential match for you.

We will walk you through the entire process when we speak with you, but here's an overview of how it works. The picture below gives you an overview of the process.



### Matchmaking

Once you've made the decision to host, our team will contact you directly with some questions about your residence and location. This is a good time to raise any specifics about your hosting journey and talk through what kind of guest you could host in your home.

When we think we have a suitable guest for you, one of our MatchMakers will contact you for a chat.

Once the host and guest are happy to proceed, your MatchMaker will introduce you both. You can then agree on a timeframe to welcome them.

We'll move at your pace, answer any questions and make sure you feel comfortable hosting before the match is made!

We invite all hosts to join our national and regional host support groups [on Facebook](#), where we support each other and share practical tips and info. All hosts are welcome to join. Our Facebook page is private and screening questions are asked prior to joining in order to keep it as a safe space for Hosts.

### **Garda Vetting for Hosts**

If someone under 18 is coming to stay with you, everyone in your household over the age of 16 is legally required to be Garda Vetted by Helping Irish Hosts or whoever is matching you. This applies even if you have current Garda Vetting from your employer or a Community Group.

It is a statutory requirement<sup>2</sup> that all individuals, volunteers or paid, working with Children and Vulnerable Persons have completed Garda vetting clearance before engaging with an Organisation or services.

Anyone hosting children will be Garda vetted by Helping Irish Hosts through our vetting partner, Dublin South Volunteer Centre (DSVC). If a Garda vetting applicant is aged 16 or 17, the relevant documentation must be accompanied by a Parental/Guardian Consent form (NVB 3). Don't worry, we will send you all the information you need when we speak to you about hosting.

When the relevant checks have been completed, a Garda vetting disclosure will be returned to Helping Irish Hosts by our vetting partner, DSVC. HIH will then follow the procedures outlined in our [Child Welfare and Safeguarding policy](#)

You are not required to be Garda vetted if your arrangement is a private agreement between you and a friend or family member. If you've made an arrangement in this way, it is not possible or required to seek to be vetted retrospectively.

### **Guest Verification / Vetting**

Guests are verified using passports, exit stamp, DIA identification app and yellow papers. There is no Garda Vetting for Ukrainians in Ireland.

The guests we place are mostly referred by people in our network. Our team filters genuine requests by speaking to guests on the phone, in Ukrainian. Many now have jobs and references from employers. In emergency accommodation, we also ask the hotel staff who've been interacting with them over the past few months and have a good feel for who's who.

---

<sup>2</sup> under the National Vetting Act (Children and Vulnerable Persons) 2012 to 2016

Increasingly, our guest requests are made by people moving on from another host home, when the initial arrangement has come to an end. We always insist on recommendations from the previous host.

Guests opt in for host accommodation after reading our info pack and watching videos about what it's like to be hosted.

Ultimately, there's a fair bit of trust required on both sides, but if a match doesn't work out HIH will work with you to mend it or move on.

### **Advice for DIY hosting**

You may prefer to be matched with a guest via an intermediary organisation in Ireland, but some hosts are also matching themselves directly with guests, via social media and community groups. The choice is yours, but our advice is to: **BE VIGILANT.**

At the very least, please request to view a copy of DIA (it's an app that all/most Ukrainians have on their phone, with official docs, covid certs etc) and a passport with an exit stamp from Ukraine. If collecting from the airport, please ensure they have these items and have gone through the proper channels (i.e. registered for Temporary Protection with the immigration authorities). Note that some arrivals from the Eastern Ukrainian Russian-occupied territories of Donbas may have lived under Russian occupation since 2014 and may have different identification documents.

### **A note on unaccompanied minors**

If a child (under 18) arrives in Ireland on their own, Tusla will take them into their care and the child will be provided with certain financial and other supports.

If the child arrived with family or a guardian and has subsequently left in the care of someone with the parent's consent, they are not Tusla's concern and will not be provided with financial or other supports. Their care is the responsibility of the person the parents have authorised.

If a host wishes to care for an unaccompanied minor, they should request a letter from the child's parent / guardian clearly stating they are placing the child in the host's care and detailing:

- Host Name, address, Garda vetting number(s)... confirming to take in:
- unaccompanied minor name, DOB, PPS number
- detailing the Guardian Name, DOB, PPS number & reason for leaving minor in the care of the host

The Host should approach the Irish Red Cross to petition Tusla (Contact the migration support team 01 6424600) and will need to follow up actively with the Red Cross for updates. Note that the host will not receive any financial assistance even the Accommodation Recognition Payment.

Helping Irish Hosts never place unaccompanied children under the age of 18 in the care of a Host. They will always be accompanied by a legal guardian, usually their mother.

## Before your guests arrive

Before your guests arrive, you may want to get a few practical things in place in advance. First of all, get some support from your community and friends. This will be invaluable for when they arrive and throughout their stay. Focus on main items and don't sweat the small stuff. Having their room ready and the house welcome for their arrival will go a long way to making them feel safe and secure. Below are some recommendations for what you can do before they arrive.

### Ask for Help

If you need support or advice:

- Connect with any family or friends if you know they've hosted before and ask advice
- Join the [HIH Facebook Host Group](#) and connect with other hosts
- Check if there are any local WhatsApp groups for hosts in your area or consider setting one up
- Sign up to the HIH Host Mailing List - email [hello@helpingirishhosts.ie](mailto:hello@helpingirishhosts.ie)
- Ask for help but **be specific about what you need**: whether it's furniture, bedding, transport, etc.
- Check if there are any Ukrainian community groups in your area; let them know you will be hosting
- Our partner, The Open Community, provides some great [Host Supports](#) such as:
  - [Online Training for Hosts](#)
  - [Register](#) for online Host Support meetings
  - [Legal Advice FAQ](#)

### Donations for your Guests if they are new arrivals from Ukraine

If friends and neighbours want to donate, suggest some of the following items.

- 2 pin plug adapters
- Sanitary towels / tampons
- Hot water bottles
- Toothbrushes / toothpaste
- Self care stuff
- Chocolate
- Cosy pyjamas and socks
- Cash donations (or Revolut)
- Tea
- Food vouchers for [eatto.ie](http://eatto.ie) or similar.

- Pre-loaded leap cards (travel on Dublin Bus free here)
- SIM cards - some of the best options for SIM cards and monthly rates are with:
  - [Eir Mobile](#) offers a €14.99 monthly fee with their Eir Mobile Connect plan
  - [GoMo](#) offers a €15 euro flat fee per month
  - [48 Mobile](#) offers calls text and data for €12.99 a month
 They'll all send a SIM card by post within a few days.
- Clothes - wait till your guests arrive till you see what size and what their needs are. **Be specific** or you will get bags of random stuff.
- Pet food & stuff (if they have a pet)
- Toys, puzzles, books – again, **be specific** or you will be overloaded!

If your guests are coming from another host or a state provided facility, they may already have a lot of the items listed above. If so, perhaps ask them if there are any specific items that they need.

You may like to keep a note of all donations if you can and let HIH or other hosts in the support group know if you received donations that you can't use. We'll do our best to find a home for it. Remember that donations don't need to be new or fancy. Clean, ironed, second hand stuff keeps things normal. One new gift is lovely but some guests find too many donations overwhelming.

### **Building a local support network**

People want to help you. Not everyone can host, but everyone can do something. The more engaged your support network / community is, the easier it will be for you as a host and your guests too. Having this support will enable them to meet others and begin to create the network they'll need to help them integrate, find work, etc.

It's a good idea to consider setting up a [WhatsApp group](#) or [Broadcast list](#) to update interested people on your guests' progress and ask for anything that you need. A video message or voicenote can help others to understand your setup and to feel involved in helping your guests.

If you have a motivated network of friends and neighbours who want to help, some suggestions could be for them to:

- Deliver hot meals for the first couple of days (you won't be able to do it every night)
- Respond to requests as they come up (a pint of milk or an adapter, when you can't get to the shops)
- Take someone for a walk in the locality, show them the shops
- Find school spaces (see our HIH guidance document linked below)

- Find club spaces (football, gymnastics, dance, etc.)
- Help with finding jobs
- Massage / yoga / restorative things for them to do locally
- Write welcome notes
- Register with Doctor / vet
- Help to set up a bank account (Revolut / An Post)

There are many community support organisations around the country with resources to help hosts and their guests. Try to connect with your local [Volunteer Centre](#) or [Family Resource Centre](#).

### Home Sharing Agreement

It's still your home, you're just sharing with some guests for a while. Remember that they won't know all the little details about your house, so you'll need to communicate up front.

It can be useful to write down notes about heating, water, electricity, how to use the washing machine / dishwasher, what day the bins go out and whether you have any preferences (shoes off inside, etc).

We recommend you print out a copy of our [HIH Home Sharing Agreement](#) so that you and your guests know where you stand.

This Agreement is not a binding contract but based on our experience we recommend that you use this agreement as a good way to set out your relationship with your guest. It often helps avoid any misunderstandings down the line.

If you're hosting in a self-contained / own-door property, we have a draft [Self-Contained Homeshare Agreement](#) to guide you.

### Home Insurance

Insurance companies, including [Allianz](#), AXA, FBD, Zurich, Liberty and Aviva are treating Ukrainians staying in Host homes as guests meaning that home insurance customers don't have to inform their insurance company that you are hosting. Guests will be covered by your policy in the same way as any other guests staying in the home. If, after 12 months, any individuals or family are still living with you then you should inform your insurance company when the policy is next due for renewal.

## Driving

Ukrainians in Ireland under the Temporary Protection with full driving licences are allowed to drive in Ireland.

If your guests bring their car from Ukraine, there are certain vehicle importation rules they must follow, depending on how long they stay in Ireland. They can apply for a vehicle temporary exemption when they arrive. This means they do not have to pay vehicle tax. [Contact Revenue for more information.](#)

By law you must be insured to drive a Ukrainian car when using it on Irish roads. The Motor (Transport) Insurance Bureau of Ukraine (UA) has prepared a list of Ukrainian Insurance Providers that allows Ukrainian refugees to renew their insurance policies online and to get an International Insurance Green Card. You can find more information about this at [www.mibi.ie](http://www.mibi.ie)

If insuring Ukrainian drivers on an Irish car, Allianz and FBD are offering good rates to Ukrainians.

## Translation

This is where technology really helps us. HIH has some Ukrainian colleagues and we will do our best to help with any initial language issues. But there are some tools you can use from your phone or laptop:

- [Google Translate](#)
- [Translate Now](#) - (free trial period, then paid)
- [Say Hi](#) - if you speak slowly and clearly it translates speech
- [DeepL](#)
- Native Ukrainian speakers - check out [Ukrainian Action in Ireland](#)
- Whatsapp and Telegram both have an automatic translate function - if you're texting in English and your guest has the Ukrainian version on their phone

## A Note on Pets

From 21 November 2022, if Ukrainians wish to bring a pet to Ireland, they must comply with all the requirements for pets entering Ireland from outside the EU/EEA. There are no longer special rules for people arriving from Ukraine or Russia.

If the pet is not fully compliant, it will be placed in quarantine at a charge of €15 per night and a further €25 transportation fee.

Further information in English, Ukrainian and Russian, can be found on the [Department of Agriculture website](#)



Here are some vets who've been helpful to hosts in Dublin.

- Anicare Veterinary Group, 66 Malahide Rd, Clontarf, Dublin 3: +353 1 8330744
- Botanic Veterinary Hospital, 183 Botanic Rd, Glasnevin, Co. Dublin: +353 1 837 5543
- [Beechwood Vets](#), Dunville Ave, Ranelagh, Dublin 6: +353 1 491 2870

## After they arrive

Once your guests have arrived, they will need some practical things in place to make their stay, particularly in the early stages, as comfortable and stress free as possible. Again, focus on the big stuff. Make sure they have, or can access, their Temporary Protection Letters, PPSN numbers and medical cards. Once these are sorted, give them some time and space to pause. The likelihood is they have been through a lot and may need some time to adjust. There is no playbook on this, so use your judgement and move at their pace.

Here are some things that they will need to put in place when, or soon after, they have arrived.

### Temporary Protection Letters

The Department of Justice issues a Temporary Protection Letter to all displaced Ukrainians arriving into Ireland. This is the famous ‘Yellow Letter.’ Your guest should receive this upon arrival. If they don’t they can get one by visiting one of the three city centre [Ukraine Support Centre hubs](#). If they have any difficulties they can email [ukrainesupportmailbox@justice.ie](mailto:ukrainesupportmailbox@justice.ie)

The Irish Government has extended Temporary Protection for Ukrainians until 4 March 2024. No action is required by Ukrainians already in the state - their protection is automatically extended without any additional paperwork; they can re-enter Ireland with their current Temporary Protection Letters even if the printed date has expired.

(see also [Immigration FAQ](#) here).

Department of Justice - guidance for [Ukrainians Arriving in Ireland](#)

### PPS Numbers

Once Ukrainians have their Temporary Protection Letters, they can apply at their local Intreo offices around the country to request their PPS numbers which will be posted to their accommodation. [Find your local centre here](#).

We’ve found that it’s helpful for hosts to accompany their guests to the local Intreo office if possible. Your guest should bring:

1. a signed letter from you the host, confirming you are hosting them and stating your address.
2. Proof of address of the host for the address stated in this letter (i.e. recent utility bill)

## Social Welfare Payments

Once your guest has a PPS they can apply for any relevant [Social Welfare payments](#). They will often qualify for Jobseeker's Allowance and any relevant Child Benefit but can get advice at their local Intreo office. Guests will be asked to indicate their local Post Office to receive welfare payments. If moving address, they can [change their Post Office via MyWelfare](#).

If your guests are travelling abroad, including back to Ukraine, they should notify their local Intreo office - [see here](#)

## Helpful links

If you're worried you've missed a step, check out [Citizens Information](#) which offers helpful information on all stages of the arrival process

The [Irish Refugee Council](#) runs a Ukrainian-language helpline that guests can call +353 1 913 1528

[Swift Integration](#) is a multilingual mobile app that helps integrate those settling in Ireland. The app provides information on a whole range of areas such as social welfare supports, healthcare, education, employment, and accommodation among others.

## Healthcare

Ukrainians arriving in Ireland are entitled to healthcare services from the [HSE](#) including access to GPs, community care and hospital or emergency care.

They can apply for a medical card ([see the HSE webpage to select the special application form](#) for Ukrainians in either English / Ukrainian / Russian - this doesn't seek any financial information). Ukrainians are entitled to medical cards for their first 9 months in Ireland but their applications may be reviewed again after 9 months and may be subject to means-testing.

We know that finding GPs to take on medical card patients can be a challenge all over the country; if three GPs turn down your guests, provide the names of these practices to by emailing [clientregistration@hse.ie](mailto:clientregistration@hse.ie) or calling 0818-22-44-78. The HSE will assign them a local GP. While awaiting their permanent GP they are still entitled to free access to out of hours and emergency care.

You can also contact HIH for advice regarding accessing non-emergency care for your guests by contacting Aideen via Whatsapp on 087-7903659.

## Doctors and Dentists

Ukrainian nationals arriving in Ireland are entitled to health care services from the HSE including access to GPs, community care and hospital or emergency care. Ukrainian nationals can access the same health services as people who are already living here and can also apply for a medical card. The HSE is making arrangements for these services to be provided. In the meantime, there is a facility for Ukrainian patients to access GP care for free either via SafetyNet GP clinics, a number of GP clinics offering free care in interim.

If Ukrainian nationals attend private GP services they may (and most likely will) be charged. If you need information for free GP care while awaiting medical card please contact Aideen via Whatsapp on 087-7903659 and we can arrange linking to appropriate service.

<https://www.translit.ie/home-2-3/>

Information about accessing health services is updated regularly on the [HSE website](#) and available in English, Ukrainian and Russian languages.

- GP Tony Laffan has a clinic opposite Crumlin Children’s Hospital that is open to all. His business partner speaks Russian and is on site. Contact them at: [Crumlin Medical Clinic](#), 1 Errigal Rd, D12 NV0A – Call (01) 4557260.
- Any children with medical needs on their way here (especially with a chronic condition like diabetes) please be aware that Children’s Health Ireland have a team, including Ukrainian doctors, to help so please contact Susan, paediatrician, in the [Facebook Host Group](#) directly.
- [FHC](#) Polish Family Health Clinic in Dublin 7 offering free dental and medical assistance for children and adults arriving from Ukraine. Call 01 878 8471 / 085 102 4218 to book.

## Counselling and trauma supports

Safety is a priority in hosting. You and your guests are adapting and they will need time and space to heal from trauma.

Everyone experiences trauma differently and deals with it differently and at different times. It can be challenging to see guests retreat to their bedrooms or not want to share their experience with Hosts. We can’t force others to seek help but we can signpost the available options:

### Useful signposts and supports:

- There is a network of HSE psychologists working with migrant populations and refugees who can provide advice and resources. The contact is

[Carolanne.buckley1@hse.ie](mailto:Carolanne.buckley1@hse.ie)

- [Therapists for Ukraine](#) offer free therapy to Ukrainian people. It's only 4 sessions per person and mostly in English but may be helpful. It's an international service.
- [Sane Ukraine](#) offers online support in Ukrainian daily.
- [Together / Razem](#) offers trauma counselling and helpline 'Call Tanya', which offers psychological support for Ukrainians living in Ireland.
- [MyMind](#) offers free counselling online and in person for Ukrainians. This is now available in Ukrainian and Russian languages online.  
<https://mymind.org/ukrainianproject>
- [Childline](#) has a support service for Ukrainian children (in Ukrainian)
- [SpunOut](#) has information for Ukrainian young people arriving in Ireland
- [Psychotherapists from Kyiv](#) giving free counselling in Ukrainian
- Accord often run webinars on Trauma management and self care supports for the hosts and people supporting Ukrainian refugees. See their website for updates - <https://www.accord.ie/>
- Catherine Rountree offers online **counselling for hosts** - email [midlandsfamilytherapy@gmail.com](mailto:midlandsfamilytherapy@gmail.com)
- The World Health Organisation has a helpful guide called "[Doing What Matters in Times of Stress](#)" available in several languages
- [Turn2Me](#) offers up to 6 one-to-one counselling sessions to Ukrainians living in Ireland.
- [Aware](#) have a Ukrainian support group to network and get support with health concerns.

### What about COVID-19?

If you have concerns, you can ask to see a potential guest's Covid cert before you agree to host them, and we understand non-vaccination can be a dealbreaker for some Hosts. Remember that the choice to get vaccinated is up to each individual and we can only provide information.

### Accommodation Recognition Payment

Be sure to apply for the [Government Accommodation Recognition Payment](#) for hosts. It's an easy process that requires the PPS numbers of you and your guests, as well as a MyGovID and takes just 15 minutes. You can create a [MyGov account here](#)

The initial payment was €400 per month but from December 1<sup>st</sup> 2022 the payment has increased to €800. It's paid directly to your account, one month in arrears, on the second Tuesday of the month. It is not means tested and is tax free. **It is not affected by guests contributing to utilities such as electricity or food.**

Remember that your guests may not be aware of the rising costs of energy in Ireland. Talk to them openly and honestly about sharing costs and bills. We recommend asking guests to make a contribution to the household utility costs. Assess your own household expenses and how they might change with extra bodies in the accommodation. Consider your guests' level of income and come up with a figure that you think is fair for their situation. Communicate this to guests up front and prior to move-in. If you need assistance figuring out what is reasonable, then contact a Matchmaker for a chat and advice.

To cease payment, send an email to [ARP@welfare.ie](mailto:ARP@welfare.ie) with your PPS number.

**If your guest leaves before 6 months, you will not be penalised or have to return the payment. So long as the intent was clear to host for 6 months, any payment received is yours.**

### Bank Accounts

[AIB](#), [An Post](#) and [Bank of Ireland](#) are all offering free accounts to Ukrainians once they go into their local branch in person with their passports.

Revolut can be a simple alternative - step-by-step guide below:

1. Download the [Revolut mobile application](#).
2. Click "Sign up" and provide the phone number you are currently using. It can be any phone number, including your Ukrainian phone number, as long as you can receive a text on this number.
3. Select the country you are currently in as your country of residence, such as Poland or Slovakia.
4. Provide your current address outside Ukraine, such as the address of the shelter, and fill out your personal information.
5. Confirm your identity by selecting and uploading your Ukrainian passport or identity card, as these are the documents that allow Ukrainian refugees to open an account.

### Families & Parenting

Remember that all families parent differently. **Hosting does not equal adopting!** Your role is simply to support and signpost

### Schools & Further Education

We've got a separate [Guide on Finding a School Place](#)

The Government has a leaflet outlining a [Parent's Guide to Childcare in Ireland](#) available in Ukrainian and Russian

If Ukrainian children are continuing their education online in Ukraine, they must register with Tusla by emailing [home.education@tusla.ie](mailto:home.education@tusla.ie)

If you are concerned about a child not having a school place for the coming year, please email [help@childrenrights.ie](mailto:help@childrenrights.ie) or call 01 9020494

## English Classes

There are loads of English classes for Ukrainians across the country:

- List of locations for free classes available at [Failte Isteach](#)
- Free courses including English on-line on the [SaorEd platform](#)
- In Dublin, classes are offered in [UCD](#) and [DCU](#)
- Many [Education and Training Boards](#) offer free English language classes
- [Ukrainian Action](#) has a telegram group with information about English classes

## Applying to University

Ukrainian Students can apply for university spaces via the CAO. As at July 1, 2023 the CAO has not yet shared how the process will work in practice re qualification of Ukrainian final exams. Our education expert recommends you contact the admissions office in the university being applied to, who will let your guest know what is required and advise on translation if necessary.

There's a group for Ukrainian students in Ireland in Telegram, sharing useful information for guests around this: <https://t.me/UkrainiansInUniversitiesIE>

## Employment

Many Ukrainians have managed to find employment since arriving in Ireland. Below are some useful links to mentoring and support groups.

- [Going Far](#) runs a program to support Ukrainian refugees to find employment in Ireland.
- The Irish Refugee Council has an employment support group, including a [Women's Employment Programme](#)
- [Farmsolutions.ie](#) offers roles for those with farming experience.
- [Jobian](#) is a popular job site among Ukrainians
- [Job Aid](#) helps Ukrainians fleeing the war search for jobs in the EU
- [Effective Aid Ukraine](#) - a scheme providing jobs and accommodation for individual Ukrainians (not families) with Temporary Protection in Ireland

- [BlueHope](#) can be helpful for tech jobs and communities, especially for those displaced by war
- Ukrainian-focused Facebook groups such as Helping Hand for Ukrainians and Ukrainians in Ireland sometimes provide info on job opportunities
- [Library Resources for Ukrainians](#) around Ireland, now includes library books in Ukrainian and Russian languages for children.
- Ukrainian [academics and students might find this guidance](#) helpful
- Source desk space or co-working spaces from some of the offers on [Pryvit](#)

## Lawyers and Legal Support

**The Free Legal Advice Panel** is available to offer free legal advice to hosts, community support group and resettled families or individuals on a referral basis. The Panel comprises four expert legal firms including A&L Goodbody, Mason, Hayes and Curran, Arthur Cox, and Matheson, and is coordinated in partnership with the Public Interest Law Alliance (PILA). A referral can be made by completing the simple online Referral Form on The Open Community website, [here](#)

Most Ukrainian refugees are unlikely to require legal services. However, many may need information. The following small organisations do their best to provide up-to-date relevant legal information:

- [Doras](#) - based in Limerick and covering migrant support in the west of Ireland including, Clare, Galway, Limerick and Tipperary
- [Nasc](#) - Based in Cork and covering the southwest including Cork, Kerry, Waterford
- [Immigrant Council of Ireland](#)
- [The Irish Refugee Council](#)

## Translation Services

For official documents including medical and legal documentation the following services provide either free or low cost translation services to Ukrainians in Ireland

- [Translit](#) - a Ukrainian-run agency based in Cork
- [Certified Translations](#) - based in Dublin
- Native Ukrainian speakers via [Ukrainian Action in Ireland](#)

As mentioned above these apps are also very useful for translation.

- [Google Translate](#)
- [Translate Now](#) - (free trial period, then paid)



- [Say Hi](#) - if you speak slowly and clearly it translates speech
- [DeepL](#)

## Travel

People arriving in Ireland having fled the war in Ukraine can travel to their final destination for free on Expressway and Bus Éireann services. Aircoach is also free from airports. They just need to show the driver:

- their Ukrainian ID
- or evidence of arrival in Ireland within the previous seven days, such as an airline booking email
- or confirmation from a coordinating group / charity

All travel information is available at <http://www.buseireann.ie> and <http://www.expressway.ie>, covering 230 routes nationwide.

## LGBTQI+

[Going Far](#) has launched a mentorship programme for women and non-binary people arriving from Ukraine to help them find work. The organisation is also looking for mentors to support the new arrivals.

[LGBT Ireland](#) - provides support for or LGBTQI+ People Fleeing Ukraine

They are supporting approximately 45 Ukrainians, with 15 hosted in homes and other newly arrived and waiting to be hosted. LGBT Ireland support adults from 21 years. For younger people, they refer to [BelongTo](#)

## Discounted Goods & Services

Companies across Ireland are making welcome offers to people who have fled Ukraine. See [Pryvit](#) to see what's on offer.

## Shops

The incredible team at [Art of Coffee](#) opened [PALYANYTSYA](#)- a network of stores for displaced Ukrainians in Ireland, offering essential goods free of charge. Ukrainians should bring their passports / DIA documents to avail.

Current locations:

- Palyanytsya Arklow, Bridgwater Shopping Centre
- Palyanytsya Galway: Community Centre, Seamus Quirke Road, Galway
- Palyanytsya Cavan: Old Dublin Road, Tullamongan, Cavan
- Palyanytsya Wicklow Town, Old Library Building
- Palyanytsya Carrick-on-Shannon: Carrick Retail Park, Sligo Road

Please let us know about any other shops in your area supporting Ukrainians (via the Facebook group or by emailing [hello@helpingirishhosts.com](mailto:hello@helpingirishhosts.com) subject: shops for Ukrainians)

### **Taking Care of Yourself**

We know that hosting can be a big ask. Make sure you don't forget about yourself in the midst of it all. Don't forget about your own family and loved ones: lean on them and ask for help when you need it. It's important to help yourself first before helping others.

- Take breaks, get fresh air and healthy meals, try to stick to a routine that works for you
- Tell your friends and colleagues that you're hosting and **accept their help**
- Review the [Counselling and trauma supports section](#) and links above.
- The Facebook group is a great resource to share your experiences with other hosts and to ask for help.
- It can be helpful to try and create some boundaries (see our video on boundaries [here](#)).

### **Be kind to yourself.**

Boundaries can shift as you and your Guests live together and get to know each other, remember to continue to speak and communicate with your Guests.

### **Cultural Differences**

As with many countries, there will of course be cultural differences between you and your Ukrainian guests. It's best not to assume they understand how things work in Ireland. For example, we have found it can be helpful to have conversations early on with your guests about issues like:

- Recycling - do you separate waste in your home? Explain clearly how this is done
- Bin collections - if you'd like your guests to be aware of collection dates, tell them
- Energy costs - let guests know of high costs / peak times and how best to use
- Heating / Hot water - discuss how you usually heat / ventilate your home and the best way / times to heat water
- Download the Guide for Guests on our Ukrainian language Linktree: [https://linktr.ee/HHH\\_info\\_for\\_Ukrainians](https://linktr.ee/HHH_info_for_Ukrainians)

**A really important piece of advice to all Hosts is to not let things fester; if small issues are bothering you speak to your guests.**

## Speaking to Children about War

Never an easy topic, war is now front and centre when we host Ukrainians in our homes. Here are some resources we've found useful for talking about the war in Ukraine with our children:

- [Article](#): How to talk to your children about Ukraine
- Here's a really good place to start, via NCTSN The National Child Trauma & Stress Network

<https://drive.google.com/drive/folders/12j6IFilVAQ6YYPeZIWwS2y3cYhRCgxnn>

More reading, here

<https://drive.google.com/drive/folders/12j6IFilVAQ6YYPeZIWwS2y3cYhRCgxnn>

## [Moving on to the next stage of their stay](#)

### **Hosting is not meant to be forever!**

We know a lot of our hosts have had guests since the start of the war. If you've reached the end of your hosting journey, **thank you**. You may be feeling guilty or uneasy about this but please don't. What you have done is amazing. Hosting was never intended to be long-term; it was to give your guests a soft landing to help them find feet for their next steps. You have done that and more.

Below we have detailed some tips on how to help your guest to move on to the next stage of their journey. Take a look at one of our Matchers talking you through her process [here](#) or have a read of our [Conversation Guide](#).

**Set aside time to chat honestly** - Hopefully you've been chatting openly since your guests first arrived but we know this topic can be daunting. Sit down together to hear each other's concerns and try to understand where you are each coming from. Remember that hosting in your home was never a long-term solution and we are all just helping each other to the next stage.

**Look at the options together** – can your guest ask other Ukrainian contacts for advice? Would they like to look for another host themselves on social media? Can they explore renting a home of their own? If yes, have they connected with local estate agents, groups and online rental websites? Don't be afraid to be realistic and remind guests of the housing crisis in Ireland to manage their expectations.

It's worth contacting your local authority directly re onward hosting. We've had some good experiences of hosts contacting local authorities direct and being allocated follow-on properties that way. Google your local authority and Ukraine Response team to find out who to contact.

If HIH placed your guests with you and you are happy to refer them onwards, we'll always do our very best to find them a new host. After you've spoken with your guest, complete our [Rematching Form](#) together. **Contact the Matchmaker** who first matched you with your guests, either in the WhatsApp group, or email [movingon@helpingirishhosts.com](mailto:movingon@helpingirishhosts.com)

If your guests have searched high and low and haven't found another place to live but still wish to leave your home, they can be added into the state process via IPAS and will be allocated accommodation that way.

**Contact IPAS Helpdesk** for support at [UkraineTempAccom@equality.gov.ie](mailto:UkraineTempAccom@equality.gov.ie) / [ipasinbox@equality.gov.ie](mailto:ipasinbox@equality.gov.ie)

## Team - About Us

We're a mix of regular Irish people (volunteers and staff) wanting to do our part to help Ukrainians through this crisis. We have grown quickly from our humble beginnings in March 2022 and now have a team of over 24 great people - paid staff and volunteers - working on matching, supporting hosts, lobbying and growing our operations. Many of us have hosted, or are currently hosting, Ukrainian guests in our own homes.

Our Governance structure is available upon request.

## Founding Board

We have appointed a small, highly motivated volunteer board with the expertise and drive required to steer us through incorporation, start up, company registration and to build our overall impact.

## Professor Joe Carthy

Professor Joe Carthy has been a UCD academic for over 30 years and currently heads up UCD in the Community. He previously served as College Principal and Dean of Science, Head of the School of Computer Science and Informatics. He is the founding Director of the UCD Centre for Cybersecurity and Cybercrime Investigation and board member of CyberSafeIreland, a charity to empower children, parents and teachers to safely navigate the online world.

Joe and wife Rhona have been hosting a couple in Dublin since April. He's also been elbow deep in the provision of English classes and integration activities for hundreds of Ukrainians in UCD and plays a leading role in community response in South Dublin.

## Dr. Aideen Gough

Aideen is a doctor, specialising in Women's Health and General Practice. Together with Helping Irish Hosts and HSE Inclusion Health, Aideen runs clinics in Dublin for Ukrainians having difficulty accessing GP care.

Aideen and husband Niall\* are hosting a mum and son in Dublin 7, having previously hosted a family with a child with additional medical needs, who have moved to the US. Read their story [in the Irish Indo](#)

*\*Niall Clerkin is our pro bono legal advisor, without whom we would have packed up and gone home months ago.*

### **Matt Lunson**

Former Global Training Manager Accenture, Matt is now Small Business Customer Experience Program Lead EMEA for Meta. Lead singer of Irish band One Day International.

Matt, wife Debbie and daughter Maisie-Jane are now hosting for the third time, having helped their previous guests integrate into Irish life. Matt also started our Facebook network and wrote our theme tune, 'Heavy Lifting'.

### **Dominic Rigby (Chair)**

Dom is founder of Dom Rigby Consultancy Limited (DRC), an advisory company focusing on asset backed transactions and corporate financing. Formerly with EY, Dom also acts as a Non-Executive Director across different sectors including real estate, healthcare, aviation, and drinks manufacturing. Played cricket for Scotland.

Living proof that not everyone can host, but everyone can help. Playing a crucial role in our organisational development and keeping us on the straight and narrow.

### **Sorcha Woods**

Practice Manager and Secretary of the All Ireland Spiritual Guidance Association, Sorcha's calming presence and matchmaking skills informed the early development of our matching process, safeguarding and provision of hands on host support. Sorcha continues to host on an emergency and short term basis.

### **Anatoliy Primakov**

### **Martin McDonald**

Founding Members without whom we would not exist: Anton Krasun, Keith Marin, Carron McKinney, Eleanor Farrell, Karen O'Donohue, Andy O'Sullivan, Nathalie Anne Leonard and all the early hosts and matchers in our network.

### **Staff**

#### **Angie Gough, CEO & Co-founder**

A social entrepreneur with wide experience in Business Development and Event Management at Special Olympics, BBC Children in Need and Self Help Africa. Former interim GM and current Board member at Dublin Youth Theatre and founder of The Artskickers Awards. Passionate about people and community and the power of individuals to make a change.

Hosting 2 families and a cat in Dublin, with husband Myles, 3 kids and dog (it's a big house). Hear their story, as told to [RTE's Ray Darcy](#)

Email [angie@helpingirishhosts.com](mailto:angie@helpingirishhosts.com)

### **Jill Robinson, Head of Operations**

Email [jill@helpingirishhosts.com](mailto:jill@helpingirishhosts.com)

Jill has worked in advertising and sales for over 15 years. She has extensive experience in fundraising, events and volunteering for Childline and various charities supporting the homeless. Jill led the development of our matching process and has supported over 50 matches, while assisting a number of Ukrainians to navigate life in Ireland.

Now providing emergency and short term hosting, Jill, husband Andy and 2 daughters have hosted two families in Maynooth who have moved into onward accommodation.

Roz Jones

Kieran Walsh

### **Maisie-Jane Lunson, Admin & Marketing Support**

Email [hello@helpingirishhosts.com](mailto:hello@helpingirishhosts.com)

### **Matching Team**

**Catherine Quinlan, Matchmaking Team Lead**

### **And our Magnificent MatchMakers:**

**Bronwen O'Malley, Antonia Madigan, Kathleen McKiernan, Lorraine, Emily, Martina, Zhanna, Maryna Volkova, Tetiana, Olga Yakovenko, Muireann Raleigh (Volunteer)**

### **Host Support Team**

**Ger Harvey, Host Support Lead**

**Dervla Byrne, Sylvia Kelly, Nataliia Shvets, Fiona**

### **Volunteers**

The team is supported, bolstered and inspired by the most incredible bunch of Volunteers, without whom we would not be able to do what we do. These treasures listen, make matches, hold hands, listen, make phone calls, drive cars, listen, run our events, MC our events, visit emergency accommodation settings and host homes.

We are forever grateful to:

Louise McSweeney, Muireann Raleigh, Sarah Clarke, Barbara Robinson, Natasha & Sasha, David Dunne, Dearbhla Mescal, Jennifer Luke, Sorcha Gough, Kathryn Thomas, Matt Cooper, Keith Walsh, Mary Kennedy, Karen O'Donohoe, Paul Hall, Wendy Jmae, Iain Ballesty, Iain Synnott, Patrick Gillespie

And loads of other people who hop in and out as required to help us do what we do.

If you would like to volunteer, email [kieran@helpingirishhosts.com](mailto:kieran@helpingirishhosts.com)

## Partners

Helping Irish Hosts is seed funded by The One Foundation, The Sunflower Foundation, The Community Foundation, Choose Love and The Shapiro Foundation.

Pro bono Partnerships & Advisory:

- Legal Services - [Clerkin Lynch Solicitors](#)
- Accounting services - [Guardian Management Accounting](#) via KPMG
- Design Services - [Game Plan](#)
- Web Design and maintenance - [Andy O'Sullivan](#) via [Tech For Good Ireland](#) & Opus Web Design
- HR Consultancy - [Volvedge](#)
- Data Management, GDPR compliance and HR - [HR Locker](#)
- Volunteer support, venue and training - UCD in the Community
- Office space - [Tara Building](#)
- Community host training & support - [ChangeX](#), [UPLIFT](#) and [OPEN Community](#)
- Property Advice & Consultancy - [CBRE Ireland](#)

NGO & Regional Support Partners: The Open Community, The Irish Red Cross, The Irish Refugee Council, Nasc, Doras and The Immigrant Council of Ireland.

We are part of the Irish Ukraine Civil Society Response Forum.

Connection, collaboration and partnership with the Ukrainian community via [Ukrainian Action](#) & The Association of Ukrainians in the Republic of Ireland ([AURI](#)) and the hundreds of guests in our homes.

## Press

See our [Press Coverage](#)

**If you are a journalist and would like to speak to Hosts and their guests about their experience, please contact Angie on [angie@helpingirishhosts.com](mailto:angie@helpingirishhosts.com) and we will facilitate that for you.**

## Testimonials

Top Tips from some of our Hosts:



*“To anyone hosting or thinking about hosting, I would highly recommend engaging the [Facebook] group here. Everyone has been so kind and supportive and it really is a place where you can air your concerns without any fear of judgement.*

*The things that have really helped me in the last few weeks:*

- *Posting here and sharing my worries, the support has been incredible*
- *Talk to your guests and involve them in the discussion*
- *Talk to your family/kids and keep them as involved as possible. It is their home and making them feel part of the decisions/discussions will help prevent any stored up resentments (I have kids between 8 - 13 so had to tweak the message for each but it has helped everyone)*
- *Remember why you did it and don't lose sight of that*
- *Talk to a professional, they can really help give you some clarity and perspective, particularly if you feel guilty about wanting your home back. Nothing to feel guilty about and in the VAST majority of cases, our guests will be leaving our homes better than they arrived, having been given a home, warmth, love and safety*

*This has been an extremely rewarding experience for me and my family. I have made life long friends in our Ukrainian family and the family that has now taken the baton from us. I am glad we did it, I don't regret it but my work is now done and I will continue to support in other ways (after a much needed emotional hiatus).”*

**ENDS**