

# The rock in the surf

## How to take away the fear of crises and insecurities from refugees

**W**hat is happening back home?“ „How is my family?“ „What awaits me in my place of refuge?“ These are questions that most refugees ask themselves. Fleeing comes with so many uncertainties and fears, so refugees are looking for a rock solid person. The following tips will tell you how you can take away some of the fears and insecurities of refugees and offer them security, but also strengthen yourself consciously and well:

### Tip 1: Keep your word!

What sounds obvious is of central importance, especially when dealing with refugees. For many, the experience of flight has led to such great uncertainty that trust is difficult to achieve. Yet this is precisely what is important when working with refugees. So be sure to **keep your appointments**, show **reliability** and leave no doubt that you can **be trusted**. Of course, this doesn't mean that your feelings don't play a role. If the situation is too upsetting for you, that's perfectly fine. You are entitled to express openly if you find the situation stressful.

### Tip 2: Put yourself in the shoes of refugees

Admittedly: Very few of us really know what it's like to be on the run. And that is a good thing. It is therefore difficult to imagine what people on the run experience: **War crimes, mistreatment, loss of family members, loss of all belongings** - Just to name a few examples.

This is precisely why it is important to **respond to the needs** of people who have fled and to **deal with them gently**. Don't start from your own situation, but imagine what the person standing in front of you has been through. In this way, you **convey a sense of security and understanding** to refugees.

### Tip 3: Community takes away fears

All of us are social beings. We need **social contacts** in order to be happy. This is exactly how the community can help refugees to overcome their **insecurities and fears** to a certain extent. When fleeing, many people are separated from their families and feel lonely. The place of refuge and thus possibly the confrontation with a new culture can be very frightening. Accordingly, it can be helpful if they have someone by their side during the transition. Whether it is other suffering people or you as the host, **any positive social contact helps** to reduce fears and uncertainties.

### Tip 4: How to become the rock in the surf

In your direct contact with refugees, you are the **key figure** for the well-being of the refugees in your care. You are their **first point of contact, their confidant, their lighthouse in stormy seas**. In this key figure you **can offer safety and security**. As such **build a bond** with your guests refugees and **give them support** in a turbulent time. **Encourage** them to use **professional, psychological support** when necessary and **give advice** on bureaucratic issues.

## Checkliste: How can I positively support refugees accommodated in my home?



- ✓ Function initially as a **networker** for diverse paths - this way you also strengthen trust!
- ✓ Introduce your **culture** to refugees in different ways (culinary, language, etc.)
- ✓ Give your guests **space and time** to reorient themselves.
- ✓ Signal that **you are „there“** when help is needed..
- ✓ Explain **everyday life in Germany**, because many everyday actions that people living in Germany take for granted are new to refugees.

### Tip 5: Pay attention to your personal resources

People need resources to cope with everyday problems and even more so to deal with crisis situations. These are thus a **key to stabilizing interventions**. In order to be a „rock of strength“, to support other people appropriately in everyday life, we must first and foremost pay attention **to our personal resources**, i.e. sources of strength.

### Bonus Tip: Psychological (online) counseling in times of crisis

Insecurities and fears can manifest themselves in yourself just as they do in the people you care for. In a psychological consultation, you can discuss these fears and insecurities directly with your psychologist. You can learn how fears arise and develop strategies to shed insecurities.

### Tips for personal resource strengthening



#### Become aware of your crisis competence

Take some time to think about how you have mastered crises so far. What skills and what other resources (including your personal network) were available to you?

#### Take time for your creativity occasionally

Often, all that helps is a little time out, some distance and the trust that many problems will solve themselves if you give your creativity and inner self-confidence time and space again.

#### Take good care of yourself

It is wonderful when we are generous and good to others and like to help them. However, if you are currently in a crisis yourself, it is important that you take good care of yourself every day, first and foremost. Make sure you have good stress prevention.

#### Nurture relationships

Good friends and functioning networks are key to resilience and crisis skills.

## Psychological counseling online at Instahelp

The **Versicherungskammer Group** with its approximately 7000 employees is **deeply affected by the warlike events in Ukraine**.

They show in a painful way that basic democratic rights and sovereign coexistence cannot be taken for granted, that even peace throughout Europe is in danger. Our thoughts are with the victims and the countless people who are suffering as a result of the current conflict in Eastern Europe.

The current time presents us all with a great mental challenge. That is why we are **encouraging helpers who have taken in refugees with an online psychological service** in cooperation with **Instahelp**.

You can find more information about the commitment of the Versicherungskammer Group here: <https://www.vkb.de/content/services/ukraine/>

