



refugee development center

Homevisiting Tips for Newcomer Service Providers

1. **Relationships matter.** Every home visit starts with relationship building.
2. **Be curious.** Ask questions but avoid questions that are very direct. Families may not feel comfortable sharing information when asked directly.
3. **Consider basic needs.** Anticipate hearing basic needs requests and be ready to address them or have a referral resource.
4. **Share in the journey of learning a language.** Learn hello, thank you, and goodbye in a family's preferred language.
5. **Be mindful of religious accommodations.** Consider rescheduling visits around Ramadan for Muslim families and be considerate of prayer times.
6. **Communicate with intention with scheduling.** Families may communicate about time differently and may run on a more flexible schedule than a service provider. "Yes" in someone's preferred language can be delivered with nuance that may be lost in translation.
7. **Language access is essential.** Ensure the family can understand you by using an interpreter - in-person interpretation is best. Simply English documents or translate them (or do both!) However, be aware that interpretation does not equal providing cultural understanding.
8. **Be a bridge.** Help families navigate between their first culture and American culture - it is most important that families can make informed decisions rather than to simply accept the opinion of the home visitor.