

**Sample Welcome Script**  
**Adapted from the Las Cruces Asylum Shelter**

- Welcome! You are in the United States at a shelter in [city, state].
- You are safe! We have security for your protection, and there are no immigration authorities here.
- Are there any medical emergencies (coughing, diarrhea, fever, sore throat)? You will not be in trouble if you have a medical need. We have medicine and medical staff available to help you.
- We will provide: a bed, food (3 meals per day), clothes, hygiene products, and medical assistance.
- Most of you will be transferred to another shelter where they will help you arrange travel. If you remain here, we will assist with your travel. Please be patient and wait for us to contact you. [Please note this is only for a hub and spoke model.]
- It is important that you do not give out the address of this shelter.
- Please do not arrange any travel with your family before we meet with you to discuss travel. If you arrange for your own travel before we assist you, we will not be able to help transfer you to the airport or bus station. We have an organized system to assist asylum-seekers, so please be patient and work with us.
- Pick up after yourselves and stay calm. Remember - things will be better for everyone if we work together.
- Please do not let the children run inside the buildings. Toys are available outside (bikes, footballs, etc.) for them to use.
- You will receive toiletries, clothes, and a blanket.
  - The blanket is for you to keep warm and to use for sleeping.
  - In the United States, you can drink water from the sink tap (please save the plastic bottle so you can refill your water bottle).
  - Drink a lot of water so you don't feel sick or become dehydrated (we are in the desert and mountains).
  - You may keep any item we give you, except blankets and towels. You are welcome to take those items (toiletries, clothes, etc.) with you on your trip.
  - Everything here is free, provided by the city government and community members.
  - Please only take what you need so there is enough for other guests.
  - When you leave to travel to your next destination, place your white blanket and towel in the cans in the main hallway and turn your sleeping cot sideways (so we know to clean it).
- Cleanliness is important.
  - In the bathrooms,
    - i. Please place only toilet paper in the toilet (not the trash can).
    - ii. Please place trash (tampons, pads, etc.) in the trash can (not the toilet).
    - iii. Flush every time.
    - iv. Please do not wash clothes in the bathroom sinks.

- Place all trash in trash cans.
- Do not throw trash on the floor or the ground.
- In regards to WIFI and Family Communication, WIFI is available for guests to use. Please refer to the posted signs for network information.
  - There are also charging stations for you to use for your cell phones and the battery for your GPS ankle monitor.
  - You will be able to make two calls: 1) to your sponsor to arrange travel information, and 2) to your family to let them know you have arrived safely. We know how important it is to communicate with your family and sponsor, but please keep these calls short so that everyone has a chance to speak with their loved ones.
- Safety is key.
  - You are free to utilize these services or to leave at any time.
  - We are unable to keep you safe if you leave the facility.
  - If you leave the facility and miss your bus, we cannot guarantee that you will not be separated from your family.
  - We are unable to exchange, receive, or pick up money.
- If you would like to submit a complaint regarding services or treatment received here at the shelter, you may do so by [insert process]. We want to make sure you feel welcome and safe.