



Restart Kits Service Referral Information

Thank you for your interest to refer clients for Refugee Care Collective's Restart Kits Service. Before you submit referrals, please read through this document carefully.

Client Eligibility

Clients who meet the following criteria are eligible to receive Restart Kits from Refugee Care Collective.

- Reception and Placement (R&P) cases who will arrive in Oregon within the next 14 days, or have arrived within the past 30 days at the time of referral.
- Families of 3 people or more, who live in their own home:
 - Parents with children under 18 years of age in the household.
 - A single parent with children under 18 years of age in the household.
 - Grandparents or legal guardians with children under 18 years of age in the household.
 - Elderly couples who cannot pursue employment.

Please note that due to inventory, we are not currently able to extend the Restart Kits Service to individuals, couples, and secondary migrants.

The Referral Process

When submitting referrals, please follow these important steps:

- Submit one [Restart Kits Request Form](#) per case. All requests must be submitted **by the end of day Friday** the week before the Restart Kits are needed.
 - Requests cannot be scheduled more than a week in advance.
 - Requests submitted after the Friday deadline will be scheduled for the following week.
- Restart Kits will be available for **pickup on Wednesdays from 12 - 12:30pm**. Our team will contact you within 1-2 business days prior, to confirm the pickup. Please respond promptly.

(Cont'd below on Page 2...)

Restart Kits Availability

Refugee Care Collective cannot guarantee to have all types of Restart Kits, coats and school supplies kits available. However, be assured that we will do our best to fulfill all requests based on available inventory. Should our inventory permit, Refugee Care Collective can provide the following quantities of Restart Kits per refugee household. Please only request Restart Kits the client truly needs.

- Kitchen 1 Kits – 1
- Kitchen 2 Kits – 1
- Personal Care Kits – 1
- Bathroom Kits – 1
- Welcome Kits – 1
- Twin Bedding Kits – up to 2
- Queen Bedding Kits – up to 2
- Cleaning Kits – 1
- Baby Kits – 1 per child needing diapers
- Coats – 1 per person
- School Supplies Kits – 1 per student enrolled in Elementary, Middle or High School.

Important Restart Kits Service Guidelines

The following guidelines are to ensure the integrity of this service. If the resettlement agency or CBO does not follow these guidelines, it could jeopardize the organization's ability to submit future referrals.

- Clients cannot pick up their own items. The resettlement agency or CBO is responsible for picking up the items - either by you, another staff member, or a vetted volunteer.
- Restart Kits must remain closed - no contents may be removed except by the client.
- Restart Kits and any accompanying items should be stored in a secure, lockable place until they're either picked up by the client or delivered directly to the client.
- Should a Restart Kit be stolen or severely damaged, you must contact Refugee Care Collective right away.
- If a client no longer needs the requested Restart Kits or accompanying items (coats, school supplies, etc.), then they must be returned to Refugee Care Collective. Please notify us and we will coordinate the return with you.
- Neither our Restart Kits Request Form nor this document is to be shared with anyone outside your organization's R&P team.

Please contact us should you have any questions or concerns. Thank you for partnering with Refugee Care Collective in caring for our resettled neighbors. We are grateful for the work you do.