

# CLO TEL AVIV - COMMUNITY SPONSOR CHECKLIST

## PRIOR TO ARRIVAL

**ASAP:**

As soon as possible, reach out to your newcomer. Introduce yourself (and your family) and explain your role as the Community Sponsor. Establish a connection and serve as a resource to address any needs and to answer any questions.

**Requests to Submit on Newcomer's Behalf:**

**Crib/baby gates:**

Ask if a crib and/or baby gates are needed upon arrival. If so, please send an email to [TelAvivGSOHousing@state.gov](mailto:TelAvivGSOHousing@state.gov) with the requests.

**Internet:**

Submit a myServices Request to grant permission to GSO to allow the Internet provider access to the residence to set up service.

Go to myServices and select "Landlord, Furnishings, and Maintenance Services" (this is a GSO request and NOT an IT request) and complete the form with the following newcomer information:

- Arrival date at post
- Internet service account number
- Provider/Plan/Package selected \*
- Residence Address

***\*Please refer newcomer to the Mission Policy & Procedures Notice "Residential Internet and Phone Policy" if guidance is needed on selecting an Internet provider.***

## 2 – 6 MONTHS OUT

**What to Bring:**

Provide guidance regarding items newcomer(s) should bring for immediate use, inform them of items that are hard to find or expensive in Israel that they may want to stock up on, along with items you may suggest as helpful to have during their tour. This guidance is especially important for those on their first overseas tour (and particularly during COVID).

**AIS Registration:**

If the new family has children that will attend AIS, remind them to register early. Closer to the time of arrival, remind newcomer to make an appointment with the school for an interview and placement tests. The AIS point of contact is Debbie Hashai, Registrar, and she can be reached at [dhashai@wbais.net](mailto:dhashai@wbais.net).

## 1 MONTH OUT

**Pets:**

If the newcomer is bringing a pet, ask if pet food is needed upon arrival or suggest that newcomer ship pet food in advance to the DPO box.

***\*Please note the mailroom requests that packages do not arrive more than one week prior to the newcomer's arrival date.***

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- Remind newcomer to have all tests and paperwork in order with regards to importing pet(s) and please assist as necessary.

**Schedule Residence Walk-Through:**

Contact GSO Housing at [TelAvivGSOHousing@state.gov](mailto:TelAvivGSOHousing@state.gov) or 09-971-2202/2280 to schedule a walk-through of the newcomer's residence, which should be conducted during work hours (M-F from 0800-1630). Both a GSO Housing Coordinator and a GSO Residential Security Coordinator will meet you at the residence. Please allow 30 minutes to do a complete walk-through and take the time to explore the home and ask any questions. Be sure to go over critical information such as understanding where the fire exits and bomb shelters are located, how to use the alarm system, where electrical fuse boxes/circuit breakers are located, who to contact in case of an emergency, and how to use the appliances. Should you notice any issues with the home, please write them down on the Housing Acceptance form and contact GSO immediately.

***\*Please provide detailed notes to the newcomer regarding entry instructions to the residence - unique jobs, codes, or keys for entry, as well as unit, level, tower, or elevator information for apartment complexes.***

### 1 WEEK OUT

**Transfer of Phone, Radio, Mail:**

Contact the Office Sponsor to coordinate picking up the newcomer's work phone, radio, and mail. Please place these items in the newcomer's residence prior to arrival.

**Motorpool:**

Email Motorpool at [TelAvivMotorpool@state.gov](mailto:TelAvivMotorpool@state.gov) at least three days before arrival (office sponsor will have already submitted the Motorpool request required for airport pick up) to coordinate the transfer of the newcomer's house keys to the driver. Also, give Motorpool your cell number and request the contact information for the driver. The driver will call you from the airport to let you know that the newcomer has been picked up and that he/she is on the way to the residence. You can also give the driver's number to the newcomer so that they can coordinate locating one another at the airport.

**Welcome Kit:**

Unpack the welcome kit and check the contents to ensure items provided are appropriate for the family size. If items are missing, contact GSO Housing as soon as possible. Place items in kitchen cabinets and bathrooms, and make beds, etc. In case you have any questions, comments, or concerns, please follow up with

[TelAvivGSOHousing@state.gov](mailto:TelAvivGSOHousing@state.gov).

**Grocery/Household Goods Purchase:**

Community sponsors will need to purchase grocery and household items to cover at least five days for the family during quarantine; after which, online shopping orders can be arranged and delivered. Please communicate with the newcomer and get a list of items needed for the initial five days and the amount s/he intends to spend. Please attach the receipt for grocery purchases to the newcomer's fridge for reimbursement after quarantine.

***\*The newcomer can opt to not have any groceries purchased beforehand if it is preferred to use one of the online shopping options.***

**Masks:**

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If needed, purchase a package of one-time use masks with the grocery shopping list. Ensure that the newcomer is always aware of the need to wear masks in the EBO and whenever leaving your home in Israel.

### ARRIVAL

- Airport Pick Up:**  
Due to COVID, the Office and Community Sponsors will NOT meet the newcomer(s) at the airport upon arrival.
- Virtual Walk-Through:**  
Please be available to conduct a virtual walk-through of the residence once the newcomer arrives from the airport, or as soon as they are ready to do so. During the virtual walk-through, please point out or explain how to use appliances (especially air conditioner, stove, oven, and washing machine), as well as how to turn on the hot water heater, set the alarm, turn on lights, raise/lower shades, lock doors, open gates, use phone, and locate the safe room and/or bomb shelter. If internet was already installed, make sure newcomer has the paper that indicates the network name and password.

### AFTER ARRIVAL

#### **During Quarantine:**

- Communication:**  
Please call or video chat with the newcomer on the first day and ensure s/he has all the groceries and household items needed. Allow newcomer to ask follow-up questions from the virtual walk-through of the residence and provide any additional information needed.
- SAFE:**  
Assist the newcomer(s) with downloading the SAFE app onto their cell phone(s). The Office Sponsor will have submitted a myServices request on the newcomers' behalf to initiate registration into the system, once they have cell numbers.
- Coordinate with Office Sponsor:**  
Connect with the Office Sponsor and work together to ensure the newcomer's needs are being met and concerns are being addressed.
- Grocery Follow-Up:**  
Make sure the newcomer(s) have the CLO's "Grocery Store Delivery List" (found in Welcome Folder) readily available in order to reference suggestions for setting up online accounts, using U.S. credit cards, etc. Offer suggestions as to which grocery delivery providers you have used with the most success. Follow up to see if newcomer(s) have been able to successfully order grocery items online – and receive delivery. Assist newcomer with downloading the Wolt app and make sure this process is working smoothly for them.

#### **After Quarantine:**

- Grocery Store:**  
Please take the newcomer and any family members to the local grocery store when possible. Take CLO's "Grocery Cheat Sheet" with you and encourage the family to write items directly on to the sheet. You may also encourage the newcomers to take pictures on a cell phone to assist with remembering items. Remind them of discount programs.

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- Neighborhood Tour:**  
Show the newcomer around the neighborhood, indicating which stores are open on Shabbat, restaurants, gas stations, dry cleaners, veterinarians, home stores, closest beach, park, etc. Share CLO's "Neighborhood Highlights" for a listing of attractions, stores, services, and much more in the neighborhood.
- Waze/Google Maps:**  
Show newcomer how to use Waze and Google Maps for locating streets and shopping centers.
- RecCenter:**  
If living in the suburbs, show the newcomer where the American Recreation Center is located and direct them to the online SignUp Genius reservation system. There is a sign-up link for the Pool/Green Space, and another for the Tennis/Basketball Courts. Please make sure they have both links and are aware of the Rec Center Rules and Guidelines.  
<https://www.signupgenius.com/go/30e0e4fa4a72ba31-poolgreen1>  
<https://www.signupgenius.com/go/30E0E4FA4A72BA31-tennisbasketball>
- Radio Check:**  
Conduct a practice radio check with the newcomer.
- Community Members:**  
Introduce the newcomer and family members to other community members with similar interests. If there are children, introduce them to other families with children in the same grade.
- CLO Events:**  
Let the newcomer know about any upcoming CLO events and offer to attend one together (even virtually).

### **Ongoing and Follow Up:**

- Drive to Grocery Store:**  
If the newcomer has a vehicle being shipped and would like extra assistance, you are encouraged to drive with the newcomer to the grocery store. This is a good way to help him/her find parking and show him/her how to use one of the parking apps (if necessary).
- Gas Station:**  
Introduce the newcomer to the most convenient Yellow/Paz gas station and teach him/her how to pump gas.
- Continue to Call:**  
Follow up with phone calls to make sure the newcomer is settling in. Follow up with CLO if you suspect any problems with the settling-in process. We are all here to help!

**THANK YOU!**