



ORIENTATION ASSISTANCE

QUICK REFERENCE

WEB

For events, waivers, language practice, tips, and more, visit www.internationaloasis.org

FURNITURE

Request furniture on website. For related questions, email furniture@internationaloasis.org

CARS

There is a car buying guide at www.internationaloasis.org/cars. For help in finding, buying, or repairing cars, email our team at cars@internationaloasis.org.

QUESTIONS?

Email info@internationaloasis.org
Call or text (248) 660-9370



BEFORE YOU BEGIN...

If you are reading this, it is because you have decided to help welcome an international student to the United States. We are so incredibly grateful you have been willing to undertake this important task. 70% of international students in the United States will never set foot in a U.S. household, let alone have a meaningful personal connection with someone from the US. Your willingness to welcome and serve these students as they make a huge life transition is a wonderful display of kindness, selflessness, and generosity, all values that we hope to display to these students as part of what our community is all about.

In this booklet, there is a wealth of info for you to help the student ease the transition to the US. Don't feel like you have to use everything; simply draw from whatever is helpful. Also, wherever you see the □ symbol, that means we are encouraging you to have a conversation or ask a question.

As part of this process, we hope you take the student on a general tour of the local area - where the hospital is, what are good grocery stores, where to get gas and oil changes, etc. If and when you do, we ask that you and the student complete the liability waiver on our website. www.internationaloasis.org/waiver

Our deepest gratitude,
The International Oasis Team

KITCHEN & APPLIANCE

- Do you have much experience with cooking?
- If they have a can-opener, have they used one before?
- Are any of these appliances different than what you've used back home?
- Would they like you to show you how they work?
- Dishwasher: There is a special kind of soap that goes in there
- Garbage Disposal: When running the garbage disposal, make sure the water is running. Check for silverware or other things that may have fallen down there prior to running it. Never reach down there while it is running, it is very sharp!
- Any questions about what's in the Welcome Box or items in the apartment?

APARTMENT LIVING

❑ Have you lived in apartment before?

❑ Here, when you live in an apartment, the apartment management is required to make sure everything in your apartment is working appropriately. Do not attempt to fix any problems yourself, as this can cause issues with your contract. If these common problems occur, please call your apartment management to get them fixed, and do not be afraid to call multiple times to make sure that it happens (they respond faster when you call more).

- Broken stove or oven
- Plumbing problem
- Heating or air conditioning
- Door or window problems
- Paint
- Appliance malfunction
- Garbage disposal problem
- Electrical problem
- Broken windows
- Holes or damage to walls or ceiling
- Flooding or water damage

❑ You are responsible for the following:

- Cleaning
- Plunging toilets if clogged
- Changing light bulbs

❑ Remember, you the student are responsible for paying your own utility bills to the utility directly, unless the apartment explicitly states that they are paying that bill in your contract. Make sure you know who is responsible for paying:

- Water
- Gas
- Electrical
- Cable / internet

❑ For students who rent privately (like a house) it is wise for them to have their landlord's or management company phone number saved in phone.

❑ For students living in nearby apartment complexes, here is a list of what to do in the event of a maintenance issue. Remind them to contact the maintenance or building supervisor multiple times if no one is responding to their issue. Examples of maintenance emergencies that would need immediate attention: water leak, broken air conditioning when it's hot, electrical outage, etc.

BEACON HILL APARTMENTS:

- Maintenance Link: <http://www.bhapt.com/current-residents/>

- During regular hours, call the main apartment line.

- Between 5pm – 8am, and all day Saturday and Sunday, call (248) 884-7508 for emergencies.

- For non-emergency requests, submit an online request at <https://residentwebaccess.rentmanager.com/?corpid=beacon>

PATRICK HENRY APARTMENTS

- Call their general office number at (810) 305-1770

MEADOWBROOK VILLAGE

- Call the office number (248) 373-9090 and follow the prompts.

THE BOULEVARD APARTMENTS

- Call the office number at (248) 716-5635 every time.
- For emergencies, select option 2 when the prompts come up.

AUBURN RIDGE

- Log in to the online tenant portal: https://mjcmgmt.appfolio.com/connect/users/sign_in
- Call the maintenance request to the general office: (248) 377-2680
- 24 hour emergency maintenance: (248) 891-9839

THE EDGE

- For emergency maintenance call: (248) 390-0888

COUNTRYSIDE

- Call their general office during business hours: (248) 373-8359
- For emergency after hour maintenance, call: (248) 707-4097

FURNITURE ACCESS

- ❑ Would you like some furniture from International Oasis? International Oasis has furniture that has been collected for the international students.
- ❑ The furniture is free and it is our pleasure and delight to offer it to students who would like to use it! There is enough for everyone who wants some!
 - Furniture can be ordered online at www.internationaloasis.org. Students can also request to see what is available in our storage units by emailing our the furniture coordinator at furniture@internationaloasis.org.
 - Ordering furniture may be a great thing for roommates to do together.
 - International Oasis delivers furniture for free.
 - If a student has specific questions regarding their furniture order, or furniture in general, please contact furniture@internationaloasis.org. Their question will be answered promptly.
 - If furniture is on the side of the road or by the dumpster, refrain from picking it up (bed bugs are no fun!)
- ❑ International Oasis always needs help delivering furniture to students. Would you like to volunteer some time and energy helping deliver furniture?

MEDICAL & SAFETY

HOSPITAL

Do you know where the nearest hospital is, and why you go there?

- The nearest hospital to Oakland is Crittenton, 4.7 miles East on Walton from the corner of Squirrel and Walton. Check a map to see if this is nearest to the student's apartment.
- Landmarkers: Point out landmarks on the way to the hospital, like restaurants or gas stations so people have some familiarity.
- Identify what parking lots are for what purpose, so they know where to park.
- If going to hospital for severe illness or injury, go to Emergency Room (ER)

9-1-1:

Do you know how to dial 9-1-1, and what to expect when you call?

- 9-1-1 is to be called for emergencies (including dangerous situations—if you witness a bad car accident or there was a gunman in the store, etc.):
- An operator will answer and ask what the emergency is and will ask for your location. They will want the details of what happened (or is happening).
- If it's a dangerous situation, the police will come.
- If it's a medical emergency, an ambulance will come

- They will assess the person who is injured or in distress. If necessary, they will administer CPR, check blood pressure or blood sugar, and if needed, they will pick up the person and transport them to the nearest hospital.
- If someone is very sick, having a heart attack, falls on their head, or severely injures themselves, it may be necessary to call 9-1-1.

MEDICAL CARE

Do you know what your medical insurance covers? Are you aware of costs you need to pay during visits? Do you know how to contact your insurance?

- The ER is by far the most expensive option. People go to ER only if they are extremely ill and it's the middle of the night, or if they have a real emergency.
- For a cold, or when people are a little bit sick, going to Graham Health Center on campus would be a good option.
- Making an appointment at a doctor's office in the area may take a day or two to get in. Health insurance may be selective about which doctor visits they pay for, if planning to go somewhere other than Graham, it would be a good idea to ask your insurance. Call the number on the back of your card to ask questions.
- If you don't feel well and it's after hours (Graham is closed), but it's not an emergency, then there is a walk-in clinic (which may be called Urgent Care).
- When medicine gets ordered, it is picked up from the pharmacy, such as CVS or Walgreens. The doctor's office is told where to send the prescription. Pharmacies have the medicines as well as milk, candy, make-up, and other items.

GROCERY & FOOD

- ❑ A couple large stores in the area with prices that are considered pretty reasonable are Walmart or Meijer.
- ❑ While at the store, check the signs. Sometimes a certain quantity needs to be purchased in order to get the discounted price, but the sign would indicate that. It's also a good idea to make sure the sign/price for the item is the correct one, in case the shelf is mislabeled or items have been misplaced, which happens occasionally.
- ❑ There are specialty grocery stores in the area where items specific to one's culture may be available. Check hours of grocery store before making a trip there. Examples of specialty stores in the area include:
 - Joe Randazzo has a greater selection and cheaper produce than Meijer or Walmart. Address: 7530 Gratiot Ave, Roseville, MI 48066
 - Spices of India: 3067 E Walton Blvd, Auburn Hills, MI 48326
 - 168 Asian Mart: 32393 John R Rd, Madison Heights, MI 48071
 - Carnival Market (Mexican): 1101 E Walton Blvd, Pontiac, MI 48340
 - Akbar Marketplace (Halal): 3373 Rochester Rd, Troy, MI 48083

AUTOMOTIVE HELP

❑ Are you planning to purchase a car?

- There are a lot of things to keep in mind when purchasing a car! International Oasis has put together a car buying guide. It is available through the website:

www.internationaloasis.org/cars

- International Oasis has a mechanic named Phill Marney who has offered to help students find, purchase, or repair vehicles. If you would like his help, please let International Oasis know. To contact, email **cars@internationaloasis.org**.

❑ Are you familiar with how a gas station works here? Sometime the gas stations are a bit different in other places.

❑ Do you know what to do if you are pulled over? If a driver gets pulled over by a police officer, stay in the vehicle and keep your hands on the steering wheel. When the officer comes to your window, they will ask for your license, registration, and proof of insurance. Once they ask, you can go about getting it for the officer.

❑ Do you know what to do if you ever get in a car accident? DO NOT LEAVE THE ACCIDENT SCENE, BECAUSE IT IS A CRIME. If you get into an accident, the policy here is to pull over as soon as possible (on the shoulder of the road,

or a nearby parking lot) and call the police. Either the driver (or passenger) can call 9-1-1 if you don't know the phone number for the police. (You do not have to remain in your car for the arrival of the police, but it may be a good idea, so the other driver doesn't try to convince you not to call the police.)

EATING OUT:

- ❑ Is tipping part of your culture? How much are people usually tipped in your country? Here, tipping is usually done when receiving a service such as a haircut or having food brought to you. This is done at restaurants that are not fast food, and when ordering food to be delivered to your apartment, such as pizza. Here 20% is considered a good tip.
- ❑ Have you heard of GrubHub? It is the best way to order food for delivery and carry out. They have apps for Android and iOS. www.grubhub.com
- ❑ If you want to order pizza, there are a lot of places that make pizza and will deliver: Hungry Howie's, Little Caesar's, Papa John's, etc. There is a fee for the delivery that will be included in the bill, but the delivery person will typically expect a tip, a percentage of the bill. Popular toppings that have pork include pepperoni and ham. Pepperoni is especially popular.