



Naomi Cotton House

# REFUGEE WELCOME TEAMS

world relief   
WESTERN WASHINGTON



**"Continue in brotherly love. Do not neglect to show hospitality to strangers, for by so doing some people have entertained angels without knowing it."**

Hebrews 13:1-2

# Training Schedule

12:00- 12:05pm	Welcome & Introduction
12:05- 12:35pm	Holistic Volunteering
12:35- 12:40pm	Break
12:40- 1:10pm	Refugee Welcome Teams
1:10- 1:15pm	Next Steps
1:15-1:30pm	Q&A



# Welcome!

## Why are you here today?

Take 2 minutes to share with  
your neighbor.





# Holistic Volunteering

# Holistic Volunteering



- **POWER DYNAMICS**
- **CULTURAL HUMILITY**
- **TRAUMA-INFORMED CARE**

# Power Dynamics

# Power Dynamics

**"This dynamic is further complicated by the fact that [we] hold the physical power over the residence, the financial power over resources, and the knowledge of local customs, laws, and social norms."**



# Cultural Humility

# What is Cultural Humility?

**Cultural humility** is a commitment to continual reflection and learning, in order to gain a deeper understanding of cultural differences and to address power imbalances in cross-cultural relationships.[1] It is not cultural competence, since you likely won't ever gain full competence in another's culture. Cultural humility will elevate your partnership as you take the time to “connect with cultural meanings, expressions, and values within yourself and those you serve.”[2]

[1] Tervalon M, Murray-Garcia J. Cultural humility versus cultural competence: A critical distinction in defining physician training outcomes in multicultural education. *Journal of Health Care for the Poor and Underserved*. 1998;9(2):117-125. <http://dx.doi.org/10.1353/hpu.2010.0233>. [PubMed] [Google Scholar].

[2] Switchboard Information Guide - Building a Culturally Informed Network of MH Providers (kinstacdn.com).

# How do we practice Cultural Humility?

## Self Awareness

- Recognize your own expectations.
- Your "normal" is not a cultural universal.
- Acknowledge your own cultural biases.

## Respond Not React

- Continually engage as a learner. Ask questions!
- Suspend judgment.
- Do NOT impose your own beliefs, values, and opinions.
- Remember your role.

Volunteers are **friends, teachers, learners, cultural brokers, hosts, and guests**. NOT saviors, parents, guardians, or legal representatives.

# Remember...

## As a cultural broker you can:

- Talk about how to be a parent in the **school system**.  
(ex: go to conferences, field trips, etc.).
- Teach **work etiquette** and **US cultural norms** in the workplace.
- Explain the **non-verbal communication** that Americans frequently use.
- Help them understand any **cultural issues** that they are struggling with.
- **Seek to understand** and help them adjust to their new space.
- Teach about the cost of living in this area and **financial planning**.
- Help **organize** mail and important papers.
- Ride the bus together, and help them gain confidence **navigating public transit**.
- Acquaint them with various **community resources** (ex: the library and how to use it).

# Trauma-Informed Care

# What is Trauma-Informed Care?

**Trauma-informed care (TIC)** is caring for people who have been in potentially traumatizing situations in a manner that prioritizes safety, trustworthiness, transparency, mutual collaboration, empowerment, and choice in order to avoid re-traumatization.

# Practicing TIC

- Establish physical and emotional **safety**.
- Build **trust**.
- Recognize the **signs** and symptoms of trauma on physical and mental health.
- Promote **client-directed** care, by collaborating with the client to create goals.
- Be **sensitive** to the patient's racial, ethnic, and cultural background, and gender identity

# Resources



## Videos

- "Want to help someone? Shut up and listen!" by Ernesto Sirolli
- "The Danger of a Single Story" by Chimamanda Ngozi Adichie

## Books/Articles

- "When Helping Hurts" by Steve Corbett and Brian Fikkert
- See more under "Volunteer Resources" on our website.

## Additional Training

- Explore WR E-courses
- Navigating Friendships Course





# Practice Scenarios

# Instructions

- Groups of 2-3: **Assign** 1 notetaker + 1 presenter.
- **Read** each scenario carefully. Choose 1 to focus on.
- **Discuss** the scenario as a group.  
How would you practice cultural humility and TIC in that scenario? (Be mindful of time)
- Keep track of **questions** that arise.
- Be ready to **share** with the rest of the team.



**5 Min. Break**



# Welcome Team Roles



# Core Activities



More Task Oriented

**Home Prep**

**Maintenance**

**Welcome Meal**

**Move-out  
Help**

# Core Activities

More Relationship Oriented 

**English  
Practice**

**Bus  
Orientation**

**Neighborhood  
Outings**

**Grocery  
Orientation**

**Home  
Orientation**

**Clothing  
Bank Visit**

# Optional Activities

## for diving deeper!

**Budgeting  
/Personal  
Finance  
Advice**

**Donations  
&  
“Buy  
Nothing”**

**Sharing  
Common  
Interests**

**Inviting into  
Your  
Hobbies!**

# Communication Tips

## When communicating cross-culturally...

- Be willing to suspend judgment.
- Be willing to listen and learn.
- Have a sense of humor.
- Be willing to take a risk and fail.
- Be willing to share yourself.
- Be comfortable with silence.
- Communicate with respect.
- Use body language and gestures.





# ESL Question Hierarchy

This question-asking tool is useful if you experience communication roadblocks. You can move up or down the hierarchy depending on the person's English fluency.

**Yes/No**

**Either/Or**

**How/Wh**

**Open -Ended**

Is this your son?	Is this your son or your daughter?	How many children do you have?	Tell me about your family.
Do you live in Kent?	Do you live in Kent or Renton?	Where do you live?	Tell me about your home.

**Easiest**



**Hardest**

# Language Tools

## **Tarjimly:**

- Best used for Home Orientation and other service-oriented tasks when the family needs to understand something essential. This app lets you call a volunteer interpreter and speak to them live.

## **SayHi or Google Translate:**

- A phone app that translates to many languages; a good tool for texting or in person. Voice-to-text is possible. Download different language keyboards to allow your guest to type on your phone too.
- Gestures, facial expressions, going slowly! You'd be surprised how much you can share without specific vocabulary.

# Next Steps



## Volunteer Onboarding

- Portal
- Background Check
- Orientation Course

## Pray

- We encourage you to pray now for the families that will soon arrive. (1st family mid-January)

## Prepare

- Explore E-Learning
- Connect with RAC leadership about Naomi Cotton House Care/specifics.

# Begin Onboarding

Scan here!





# QUESTIONS?