



CO Topic: Community Services

Lesson Topic	Volunteerism
Objective	Refugees will show knowledge of the role of volunteers in refugee resettlement by discussing a case study on the topic.
Lesson Time	30 minutes
Materials	<ul style="list-style-type: none">• Copy of the case study• Case study questions written in large print on poster paper• Tape to put up the sheet of poster paper in the classroom• Board or poster paper and markers <p>The case study (to be provided by the resettlement agency) should be based on the trainer's and other agency staff members' observations of interactions between refugees and volunteers. It should illustrate challenges experienced by both sides in their interactions by presenting both the refugee perspective and the volunteer perspective without offering a solution or strategies for dealing with the challenges. The case study should be no longer than 250 words. The following is a sample case study.</p> <p>Sample Case Study</p> <p>Abil and his family arrived in the United States 3 months ago and are learning their way around their new community. To help them, the resettlement agency found a volunteer, Kathy, who committed to spending an afternoon with the family once a week. Abil's family likes Kathy very much: She is always kind and helpful and has even given them her mobile phone number to call her in case of an emergency.</p> <p>The family still doesn't have a car, so it's hard to get around. One day, Abil had a job interview to go to. He had a bus schedule and directions to the work place from the resettlement agency, but the directions seemed complicated, so Abil called Kathy to see whether she could give him a ride. Kathy said that she was at work and that she could not help him. Abil got upset. Why did Kathy give him her phone number if she was too busy to help?</p>
Discussion Questions	<ul style="list-style-type: none">• Why is Abil upset with Kathy?• How do you think Kathy felt when she got a call from Abil at work?• What should Abil do the next time he needs a ride?• What should Kathy do the next time Abil asks for her help?• How would you describe a volunteer?• Did you come into contact with volunteers overseas? What were their roles?• What are your expectations of volunteers in the United States?
Practice	<ol style="list-style-type: none">1. From the discussion above, begin by briefly explaining to refugees what a volunteer is and what involvement volunteers associated with your agency will have with refugees in the first 30 or 90 days and possibly beyond.2. Explain that the refugees' relationship with the volunteers in their resettlement is an important one, just as is the relationship that refugees have with their case manager.3. Turn the attention of the group to the case study. Read the case study to the group and then ask them to think individually about the questions at the end.4. Go through each question, soliciting feedback from the group. Record the answers and comments on the board or poster paper.5. Ask the refugees to summarize the main points, such as the difference between case managers and volunteers, realistic expectations refugees can have when dealing with volunteers, and expectations volunteers may have of refugees (for example, that refugees should not call them after 8:00 p.m. or that they should not call them at work).