

world relief[®]

General Volunteer Information

Benefits of Volunteering

Who are volunteers? Volunteers come through World Relief with the desire to serve refugees primarily through long-lasting friendship, and secondly by assisting them any way they can. Their goal is not to foster dependency in any way, or to provide financially for refugees. Rather, it is to build long-term relationships and help with cultural adjustment, self-sufficiency, basic needs, and completion of services where possible. Volunteering with WR Triad provides the opportunity to serve, develop, and befriend refugees resettling in the U.S. Some benefits of serving refugees in the Triad include:

- Greater cultural understanding
- Knowledge that a volunteer is a part of a much bigger movement
- Meeting new friends and building cross-cultural relationships
- Opportunities to be the hands and feet of Christ in practical ways
- Ability to be a missionary locally
- Leading and encouraging one's local Church to follow the Gospel
- Hands-on training for local and international missions
- Ministering to neighbors of countries unreached by the Gospel
- Growing with one's team through service
- An outlet for obedience to the Lord's will and greater dependence upon Him
- Creating bandwidth for World Relief Triad staff through sharing certain roles
- Positively impacting lives
- Developing cross-cultural communication skills
- Learning about different cultures from around the world without leaving your town

Maintaining Boundaries

Establishing boundaries can be very difficult; however it is one of the most important things a volunteer can do to ensure healthy and long lasting relationships with their newcomer partners. Many times when refugees first arrive they are in 'crisis mode.' There are more needs than any one person can supply. It is important for volunteers to understand that they are not responsible to solve all of the newcomer's problems; relatives, community resources and WR Triad exist to help them, as well. Volunteers should remember that the ultimate goal with resettlement for self-sufficiency to be reached as soon as possible. If volunteers are doing too much for refugees, they are not learning how to do things for themselves.

The first step in learning to set boundaries is self-awareness. Volunteers should pay close attention to the situations where they lose energy, feel a knot in their stomachs or get upset. Identifying where and when they need more space and energy is the first step to setting appropriate boundaries. Once volunteers have identified their limits, they should stick to them. Volunteers should not be afraid to have a heart to heart with their newcomer partner if needed. Volunteers should be in communication with WR Triad if they are feeling overwhelmed. It is best to establish these boundaries at the beginning of the relationship, but volunteers should not hesitate to clarify boundaries at any time.

Volunteers should also remember to set appropriate boundaries with their time. Volunteers will burn out quickly if they do not set time boundaries. Perhaps it is one visit a week, maybe two. Volunteers should not feel pressured into spending more time than they can afford. It is most important to WR Triad and the refugees it resettles that volunteers' relationships with refugees and WR Triad is healthy and long-lasting. This can only happen with the appropriate boundaries.

Mandatory Reporting

North Carolina law states that any person or institution that has cause to suspect that any juvenile is abused, neglected, left without a caretaker, or has died as the result of maltreatment is required to report this to the Department of Social Services. Volunteers may encounter situations or behaviors while volunteering with World Relief families which cause concern. These concerns may be related to cultural differences, but they may also point to more serious situations which are harmful to children and need to be addressed.

Volunteers might worry that reporting a concerning situation will compromise their relationship with the family or cause unnecessary hardship for their new friends. At World Relief, we want to see our families safe, healthy, and thriving, which sometimes means connecting them to additional resources and support. If you encounter any situation that causes you to suspect child abuse or neglect and would like to discuss if this is a reportable situation, please contact our staff immediately so we can provide

assistance. Communicating with World Relief staff is **not** a replacement for reporting to DSS, but we are here to walk alongside you and our clients through the situation. If at any point you feel that a client, you, or anyone else is in immediate danger, call 911 right away.

For more information about identifying potential situations of child abuse or neglect, [click here](#).

For more information about Child Protective Services and how to report, [click here](#).

Defining Evangelism vs. Proselytism

What is the difference?

As there is misunderstanding and misuse of the words proselytism and evangelism in the world today, World Evangelical Alliance wants to share an official definition of these words.

WEA **strongly rejects proselytism** but **supports full religious freedom** according to the United Nations declaration of Human Rights (Articles 18 and 19). That freedom will give people of every religion the right to share their beliefs and allow everyone the freedom of conscience to believe as they choose.

According to the World Evangelical Alliance to **proselytize and to evangelize are not synonymous**. Citing Dr. John R.W. Stott, "The best way to distinguish them is to understand **proselytism as 'unworthy witness.'** The World Council of Churches and the Roman Catholic Church produced a helpful study document in 1970 titled 'Common Witness and Proselytism'. It identified three aspects of proselytism.

What we **DO WANT** to do is build relationships with people. As those relationships develop, we take any opportunity to have discussions about what individuals believe and what we believe about Jesus.

We **DO NOT** want to force a discussion or make someone feel that services are contingent upon conversion. Any sort of "physical coercion, moral constraint, or psychological pressure" on the client is considered proselytizing and not evangelism.

Proselytism takes place:

1. Whenever our motives are unworthy (when our concern is for our glory rather than God's)
2. Whenever our methods are unworthy (when we resort to any kind of 'physical coercion, moral constraint, or psychological pressure')
3. Whenever our message is unworthy (whenever we deliberately misrepresent people's beliefs).

In contrast, to evangelize is: (in the words of the Manila Manifesto) 'to make an open and honest statement of the gospel, which leaves the hearers entirely free to make up their own minds about it'. We wish to be sensitive to those of other faiths, and we reject any approach that seeks to force conversion on them."

[Definition from Rev. Gary Edmonds, Secretary General for the World Evangelical Alliance]

Communication Protocol

Point Persons: Volunteer Coordinator and Case Specialist

Volunteers' main point of contact is the volunteer coordinator until they begin working with their partnered refugees. After volunteers are introduced to the refugees, their main point of contact will be their case specialist. Volunteers may email or call WR Triad during normal business hours, Monday through Friday 9 a.m. to 5 p.m. All questions, concerns, and communication with regards to volunteering should be directed to the volunteer coordinator. **It is essential that volunteers reference the Volunteer Toolkit or any other available resources before contacting the volunteer coordinator.** The case specialist will give instructions for various tasks/specific ways to serve partnered refugees (especially regarding the ways in which the GNT or individual volunteers sign up/choose to assist.) If volunteers need further assistance or have trouble getting in contact with the case specialist then they may contact the volunteer coordinator.

Communicating with Refugees

Note that many newcomers do not have a cell phone for a while after arriving. In this case, your greatest tool is planning in advance. Plan in advance when your next visit will be, and tell them when you will be by again so they can expect you. You can also bring a calendar and designate visiting days for the refugees and Case Specialist to see or even keep. Volunteers are welcome to assist newcomers in choosing a phone, and should suggest pay-as-you-go phones rather than 2-year contracts.

Interpreters

WR Triad works with interpreters to explain major situations and topics.

Volunteer Logs

Tracking your time:

Volunteer logs are absolutely crucial. Volunteers are required to log everything in Track It Forward, which tracks all of the volunteer hours, the miles volunteers drive, and the physical donations they give. All donations and help given to Match Grant-participating refugees MUST be recorded. The success of the program depends on our office matching each federal investment with an investment from our community. The MG refugee is only able to receive help from the government because other refugees and their volunteers kept an accurate and updated record of the help provided in the past. It is important that volunteers write down anything they do or give to the refugee or their family as the record must be given to WR Triad from the volunteer, not the refugee.

What to track: Volunteers must track their hours every single time they visit/work with refugees. This is very important, for its how WR Triad receives funding for helping our refugees. This log will allow volunteers to do three things:

- track the number of hours spent volunteering (including transportation time)
- track the amount of miles driven to and from volunteer location during volunteer time
- track any kind of donations given to refugees

Below are the steps to log all your volunteer hours, mileage and donations.

Steps:

1. Visit <http://www.trackitforward.com/site/world-relief-high-point?type=register>
2. Enter your information
3. Click Sign Up
4. You can then begin logging hours
5. The app for smartphones is called OURVOLTS. You can download and access it once you have registered online.

******Note:** Some of you might already be in the system. If that is the case, please go to the following link and enter your email address, it should prompt you to enter a new password:

http://www.trackitforward.com/user/reset/59199/1432931554/57c91911ab987fb9de6a9c3f1db61fad?redirect_to=site/world-relief-high-point

Wondering how to log the information?

These are the fields you need to fill out:

1. Hours: How much time you spent volunteering

2. Date Volunteered
3. Activity: For times you are just hanging out with a client you can pick "community orientation"
3. Mileage: only to be logged for the act of volunteering. Not the drive to and from your home, unless the client is with you.
4. Notes: Details on a Donation, amount spent, if it was for a specific client, details on what you did during the time listed, etc.... **(Always list First and Last name of client you worked with)**

Due date: Logs are to be completed for each month by the **5th** of the following month.

Some tips:

- The number of hours volunteered includes travel time to and from the volunteer location.
- The number of hours volunteered also includes the time spent hanging out as friends with refugees.
- For logs sent via email, a typed name is acceptable for a 'volunteer signature.'
- When filling out 'total miles driven,' this includes miles driven during volunteering EVERY TIME. If volunteers carpool, however, only the driver should track mileage.
- When filling out 'donations,' be sure to list:
 - A description of donated item.
 - The number of items donated
 - The cash value of the donated item.
 - If an item was new when donated, the volunteer should attach a receipt to the volunteer logs.

For any questions regarding the submission of Volunteer hours, mileage, or donations, please contact us at TriadVC@wr.org.