

# NATIONAL VOLUNTEER HANDBOOK



A woman with long dark hair, wearing a blue t-shirt with 'world relief' printed on it, is looking down at a red folder or document. She is in an office setting with a computer monitor and chair visible in the background. Another person's arm is visible in the foreground, also looking at the folder.

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# WELCOME LETTER

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*A letter of welcome from the  
President & CEO*

## **Welcome to World Relief!**

We are happy to have you as a member of our team. It is our sincere hope that you will find your time here at World Relief a rewarding experience. Volunteers are of tremendous value to World Relief and without you, we would not be able to conduct high quality programing, provide vital services to our program participants, advocate for change in our communities, and raise funds that are crucial to achieve World Relief's mission.

This volunteer handbook is your reference guide, providing you with an outline of World Relief US Programs' volunteer policies and procedures. On behalf of our Board of Directors and our whole organization, we want to share our deepest gratitude in the work that you do to create change that lasts.

*Myal Greene, President & CEO*





# WORLD RELIEF VOLUNTEER HANDBOOK

## STATEMENT OF PURPOSE

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Welcome to the World Relief Family! This handbook was put together as a resource to support your engagement with World Relief as a volunteer. The content within this handbook will help you understand World Relief's history, programs in the United States, volunteer practices and policies as well as the support and resources you are provided with as a World Relief volunteer.

World Relief focuses on four main buckets of work: addressing disasters, poverty, violence & oppression and mass displacement of people around the world. As a global humanitarian community, for over 75 years, across 100 countries, we've been connecting people like you to the world's greatest needs—extending your compassion to millions of suffering men, women and children. Together we're creating change that lasts—today, tomorrow and for generations to come.

Here in the United States, you get to be a part of how we as an organization carry out our mission. Our US Programs focus on a holistic approach of compassion, advocacy, and practical support, and can be broken down into three distinct, yet integrated, elements:



### **Provide vital services**

When you help us provide vital services, you ensure that the most basic of needs are being met for our immigrant neighbor. These include: Immigration Legal Services, Employment & Economic Opportunity, Youth & Family Support, Resettlement, Education, Mental Health, and Anti-Human Trafficking.



### **Build just and welcoming communities**

We equip churches and community members with the information they need to educate, advocate and take action on behalf of our immigrant neighbor. We work to change systems and resulting injustices that marginalize refugees and other immigrants in the US.



### **Bring people together**

We connect churches and community members with immigrant families to foster transformative relationships, where both new and long-term community members flourish and find a sense of unity and belonging.

# ORGANIZATIONAL OVERVIEW

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# WR MISSION, VISION, VALUES, & STATEMENT OF FAITH

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## MISSION, VISION, & VALUES

World Relief is fostering a movement among local churches to create a welcoming community where refugees and immigrants thrive. In community with the local church, we envision the most vulnerable people transformed economically, socially, and spiritually. These are our core values:

### THE EXAMPLE OF JESUS

We serve those who are suffering from poverty and injustice, regardless of color, belief, or gender, as part of God's plan to redeem, reconcile, and restore the world. We seek to follow Jesus by living holy, humble, and honest lives individually and corporately.

### PEOPLE

Staff, volunteers, clients, beneficiaries, donors, and partners are all important actors in fostering peace, love, and justice. We recognize and affirm World Relief as a multicultural organization and seek to understand and respect the multiplicity of cultures among us. As we seek change in the world, we recognize that we, too, are changed, by those we serve.

### EXCELLENCE & IMPROVEMENT

In all our program initiatives and support services, following best practices and standards in a manner that is sustainable to the community from a spiritual, social, and economic perspective. We also seek to apply our human and financial resources in ways that maximize impact and sustain benefits to the greatest number of people.

### EMPOWERMENT

By prioritizing the leadership and participation of those we serve, whether people, churches, or local institutions, as critical to creating and sustaining change. We seek to catalyze a movement of worldwide volunteers to multiply impact, and we value capacity building as a means towards that end.

### PARTNERSHIP

By seeking, facilitating, and promoting collaboration among all stakeholders, including local governments, the worldwide church, mission agencies, other NGO's, and the business community, recognizing partnership as essential to serving the most vulnerable. We believe each expression of the worldwide Church has a unique and interdependent role in bringing peace and justice to the world.

### PRAYER

As the priority and foundational to accomplishing our mission.

# WR MISSION, VISION, VALUES, & STATEMENT OF FAITH

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## STATEMENT OF FAITH

World Relief is dedicated to empowering the worldwide local church to serve the most vulnerable. Our work is motivated by and modeled after, Jesus Christ and, therefore, faith commitment is essential to achieving our mission.

### WE BELIEVE:


- The Bible to be the Inspired, the only infallible, authoritative Word of God.
- That there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.
- In the deity of our Lord Jesus Christ, in His virgin birth, His sinless life, bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
- That for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential.
- In the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life
- In the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
- In the spiritual unity of believers in our Lord Jesus Christ.

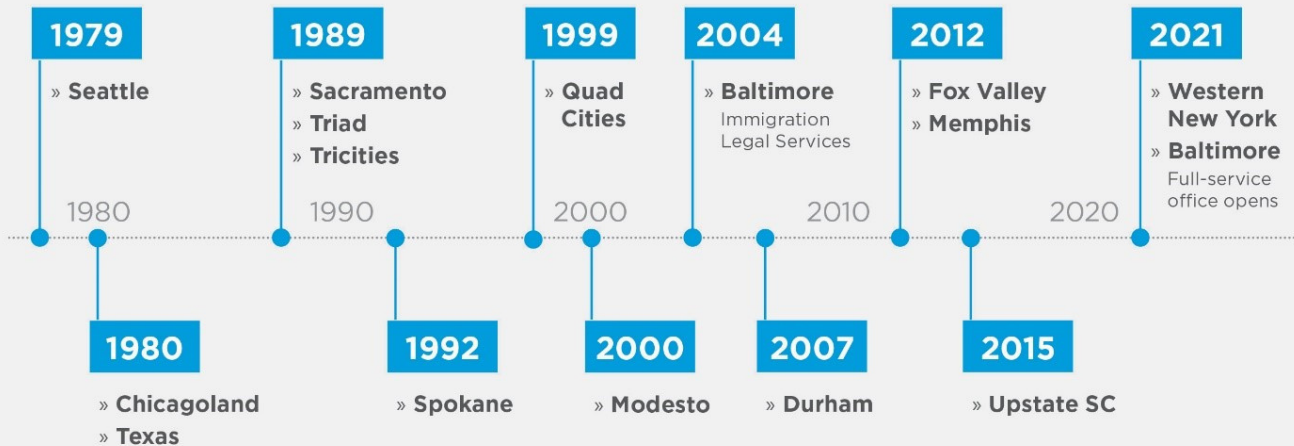




# HISTORY OF WORLD RELIEF

## U.S. OFFICES OPENING DATES

world relief 



### 1940s

World Relief began in NYC and was originally named War Relief Commission, addressing the needs of the current war situation of Europe.

### 1950s

War Relief Commission is now named World Relief, aid begins in Korea. Church partnership begins to grow internationally.

### 1960s

Dr. C. N. Hosteller, World Relief's chairman, joins president JFK's "Food for Peace" committee. Aid begins to grow even more internationally in places such as : Taiwan, Egypt, Korea, China, Chile, Burundi, and Vietnam.

### 1970s

World Relief launches in the United States its refugee resettlement ministry. Becomes the only evangelical agency authorized by the US State Department to resettle refugees.

### 1980s

World Relief's motto- "When all is said and done, make sure more is done than said." Aid is brought to places such as: the Philippines, El Salvador, Haiti, and Mozambique.

### 1990s

World Relief responds to Rwandan genocide, as well as the Balkans crisis assisting the war victims of Croatia and Serbia.

### 2000s

Headquarters is now relocated to Baltimore, Maryland, and within weeks responds to the 9-11 terrorist attacks. More aid is brought worldwide in crises such as Hurricane Katrina and the catastrophic Asia tsunami.

### 2010s

World Relief has welcomed over 250 thousand refugees in more than 80 countries, partnered with MAP International to respond to the largest Ebola epidemic in history, and celebrated its 70th birthday and 35 years of refugee resettlement in the United States.

### 2020s

With the wake of the COVID-19 pandemic, World Relief volunteers continued to serve virtually, serving over 600,000 immigrants in 2021. World Relief was also on the front lines with serving and resettling Afghan humanitarian parolees as they are resettled in the United States.

## ORGANIZATIONAL OVERVIEW

# OVERVIEW OF PRIMARY PROGRAMS & SERVICES

The U.S. Resettlement Program's goal is self-sufficiency in 90-120 days. World Relief's Refugee Resettlement Services support refugees in specific ways as they transition to independence in the U.S even beyond the 90-120 days. World Relief provides vital services through our stability to integration-service lines model framework that focuses on caring for newcomers holistically, facilitating integration through our expertise, specialized services, and relationships, while addressing the primary stability factors of Housing, Language, Employment, Transportation, Health and Mental Health, School and Youth Engagement, Finances, Immigration Legal Services and right at the center of these stability factors is Community Connections which includes Churches, Volunteers and Organizations we partner with to provide welcome.



## Initial Resettlement

World Relief's Initial Resettlement program aims to provide stability within the first 90-120 days. World Relief's US program's stability to integration framework requires providing services beyond 120 days, as integration is long-term and multigenerational. Initial resettlement programs include airport pickup, housing, case management, food, transportation and health, among other stability services.

## ECONOMIC EMPOWERMENT

Economic empowerment encompasses everything from basic employment services to Career Pathways services, financial capability/literacy, asset-building, and microenterprise and entrepreneurship services. In short, anything that has to do with the economic stability, advancement, or empowerment of our new neighbors.

# OVERVIEW OF PRIMARY PROGRAMS & SERVICES

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## EDUCATION & ESL

Education and ESL provides immigrants and refugees with the language skills, community connections, and independence they need to flourish and succeed in the U.S. through high-quality adult English-as-a-Second Language programming as well as referrals to local English services.

## CASE MANAGEMENT

Case management supports individuals and families with accessing housing, food, and health care, as well as partnering with clients to set goals, assess strengths, tackle challenges, and connect families with local resources. This vital support serves as an anchor for families who access these services to get on their feet after a crisis or during their first months in the U.S.

## IMMIGRATION LEGAL SERVICES

World Relief's immigrant legal services programs provide high quality legal services to low-income community members in the program locations. ILS also exists to provide organizational strategic guidance and national field advocacy of the immigration landscape. It is important to note that not all World Relief offices have an Immigration Legal Services program. In this situation, the office will partner with other community organizations that provide legal services.

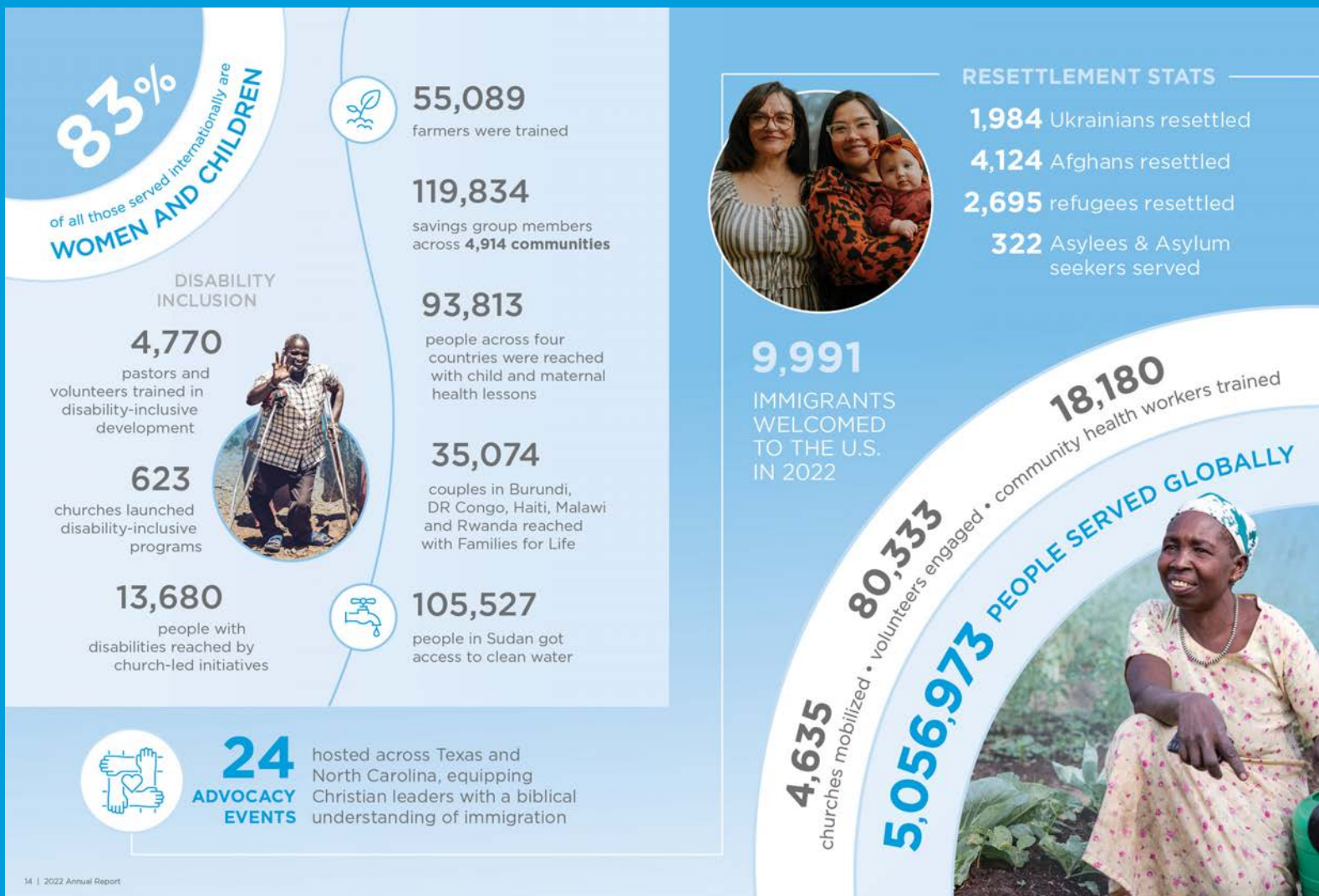
We continuously innovate our programs to address the needs of newcomers while building on their incredible strength. All our volunteer opportunities are developed around the needs of our new neighbors and the 9 stability factors. Throughout all of these programs, the importance of community cannot be overstated. We believe in mutual transformation and as people are connected to their surroundings, they are able to move from stability to integration — becoming an integral part of the community.



Integration is not assimilation; rather, Integration brings about mutual transformation for both the newcomer and the receiving community. Those surrounding the family or individual benefit as well from the strengths, talents, and perspectives of these Individuals from different cultural backgrounds.

## ORGANIZATIONAL OVERVIEW

# IMPACT OF THE ORGANIZATION 2022 AT A GLANCE



For years, World Relief has been one of the primary agencies resettling Ukrainians in the United States. In fact, in the last decade alone, 40% of all Ukrainians resettled in the U.S. have been welcomed by World Relief.

Together, you helped welcome nearly 2,000 Ukrainians fleeing war to communities across the United States in 2022.

This experience has brought us closer together and given us a new perspective on how to strengthen our communities in the coming years.





Our work in the US is powered through our network of over 8,000 volunteers, who have committed to positively impact the world by dedicating their time, skills and resources. Our volunteer network helps expand our reach to serve millions of people in vulnerable situations each year.

Volunteer roles include activities like providing a warm welcome by setting up a new home for newcomers, helping refugees access services and find community in their new cities, advocating for just laws and communities, helping immigrants in the U.S. apply for citizenship, mentoring youth, teaching ESL classes and more.

When you volunteer with World Relief, you join us in transforming despair into hope for thousands of refugees and other immigrants in vulnerable situations in the US. You join us as we fight back against the fear, division and systemic injustice that plagues our nation. And you join us in building stronger communities of love and welcome that we all can feel proud to be a part of.

### WHAT DOES IT MEAN TO VOLUNTEER?

To volunteer is to choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligation.

At World Relief, we leverage a diverse volunteer workforce inspired and empowered to make a difference in their communities through World Relief's mission.

### VALUES FOR VOLUNTEER INVOLVEMENT

- Volunteer involvement is vital to a just and democratic society.
- Civic Responsibility and Participation- It fosters civic responsibility, participation and interaction.
- Community Strengthening- Volunteer involvement strengthens communities.
- Societal Change and Development- It promotes change and development by identifying and responding to community needs.
- Mutuality- Volunteer involvement mutually benefits the volunteer, the organization and society. Our hope is that we will all help one another grow and learn from one another through volunteers engaging with World Relief and the families we partner with.
- Capacity Building- It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.
- Relationship Fostering- Volunteer involvement is based on relationships.

### **VIRTUAL/REMOTE VOLUNTEERING**

The 2020 Covid-19 pandemic brought to the rise a new wave of volunteering. With the restrictions on in-person volunteering, many organizations including World Relief found creative ways to maximize volunteers remotely. Volunteers who wish to continue giving their time turned to virtual or remote volunteer opportunities.

Virtual/Remote volunteering enables volunteers to give their time from anywhere, creates more flexibility to volunteering, reduces travel time needed for volunteering and encourages continued engagement despite restrictions.

### **VOLUNTEER TEAMS**

Volunteer teams is an opportunity to partner with World Relief and the community in a team setting, to develop authentic relationships with refugees and immigrants by fostering welcoming communities for mutual transformation.

### **VOLUNTEER RIGHTS & RESPONSIBILITIES**

As a volunteer, you have rights and responsibilities. At World Relief, we believe that volunteers are a vital human and community resource and we are committed to supporting volunteers in their engagement with World Relief.

Volunteers have the right to:

- Work in a safe & healthy workplace
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Contribute ideas regarding their role or program
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs in order to complete tasks responsible for
- Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact
- Act with respect for World Relief's cause, community, organization and its work
- Fulfill the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies applicable to volunteers
- Notify their supervisor if they are unable to fulfill their duties or miss a shift



## WORLD RELIEF'S COMMITMENT STATEMENT TO VOLUNTEERISM & COMMUNITY ENGAGEMENT

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As an organization we are committed to architecting a robust volunteer experience by creating flexible and clear pathways of engagement for individuals and groups that include onboarding, training, support, development and recognition, leading to an increase in the number and diversity of high impact volunteers, while maximizing community assets.



# WORLD RELIEF'S COMMITMENT STATEMENT TO MULTICULTURAL OBJECTIVE

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World Relief is a multicultural organization and commits to further affirming, embracing and embodying our diversity through our leadership, systems and relationships.





# ORGANIZATIONAL POLICIES

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*PSEA, Mandated Reporting, Working with Minors,  
Confidentiality, Social Media-Ethical Storytelling, Non-  
Proselytizing, Driving with World Relief, and Health & Safety*

# PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA)

World Relief has a zero-tolerance policy for exploitative and abusive relationships. World Relief will ensure the fulfillment of our moral obligation to protect minor children and other vulnerable members of society from abuse exploitation, neglect, and other forms of violence.



### First, let's look at the difference between Sexual Abuse and Sexual Exploitation —

- Sexual abuse is any actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- Sexual exploitation is any actual or attempted abuse of position of vulnerability, differential power, or trust, for sexual purposes, including but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.

Sexual Abuse and Sexual Exploitation are related terms, but they do have subtle distinctions, mainly those concerning the power differential between the individuals involved.

### Some key aspects of the policy includes:

- Sexual exploitation and abuse by World Relief employees or representatives constitutes an act of gross misconduct and is therefore grounds for termination of engagement.
- Sexual activity with children is prohibited regardless of the age of the minor or age of consent locally. Mistaken belief in the age of a child is not a defense.
- Sexual relationships between World Relief employees or representatives and beneficiaries are prohibited.
- Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, is prohibited.
- World Relief representatives are obliged to create and maintain an environment which prevents all forms of sexual exploitation and abuse and promotes implementation of this World Relief code of conduct.

## MANDATED REPORTING

01.

Where a World Relief representative develops concerns or suspicions regarding abuse or sexual exploitation by another representative, whether it involves an employee in the organization or a secondary to World Relief, he or she must report such concerns.

02.

World Relief representatives have the responsibility to report in good faith any concerns about actual or suspected violations of World Relief's policies or any federal, state or municipal law or regulation governing World Relief operations.

03.

Anyone reporting a concern must act in good faith and have reasonable grounds for believing the information disclosed indicates a violation of law and/or ethical standards.

04.

World Relief shall take reasonable steps to protect the identity of individuals and keep reports of concerns confidential to the extent possible, consistent with the need to conduct an adequate investigation.

05.

Volunteers and interns should first discuss the concern with their direct supervisors. The volunteer or intern can report to the Manager or Director if any of the following applies:

- The volunteer or intern reasonably believes the supervisor will disregard or otherwise not fairly consider the concern.
- The supervisor is a subject of the concern.
- The volunteer or intern does not feel comfortable discussing the concern with the supervisor.



## WORKING WITH MINORS

It is essential that we protect the children under our care. Minors are defined as any youth under the age of 18. Guidelines for safely interacting with minors include:

01. No physical restraint or horse play. Keep physical contact to a minimum. Things like hand-holding to cross the street are appropriate.
02. Monitor your self-disclosure and your language.
03. There should be no isolated one-on-one activity with minors, as that can be misinterpreted. Activities with minor(s) should be conducted in a public setting as often as possible, in groups, or with a parent or guardian present.
04. Do not give rides or engage in one-on-one outings or meetings with a minor.
05. As much as possible, have face-to-face greetings and debriefs with the minor's parents or guardians.
06. Always ensure that another adult or other people are present. Be aware of situations that could be misinterpreted.
07. Treat all children with respect, and do not discriminate or exclude anyone,
  - regardless of race, gender, age, religion, ability, sexual orientation, social background, or culture.
  - Create an environment for children to safely and meaningfully participate in decisions that involve them.
  - When appropriate, encourage children to be open and to talk about any issues they have.
08. Do not agree to engage with minors on social media, and do not accept "Friend" requests or the like from any minor that reaches out to you on social media.





## CONFIDENTIALITY

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World Relief recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, World Relief will respect the privacy of personal information of those it serves or employs. Each volunteer's privacy is also protected.

Volunteers are also responsible for maintaining confidentiality of all information they are exposed to while serving as a volunteer. This information may involve a single staff, volunteer, client, and others or involve overall program or agency business. Failure to maintain confidentiality shall result in termination of the volunteer relationship or appropriate corrective action.

Any and all client or donor information including names, addresses, phone numbers and other data should not be shared without informed consent.

World Relief will not share any client information with volunteers unless:

- The client has agreed to receive volunteer services
- You, the volunteer, have completed and passed a criminal background check and are an approved WR volunteer

Care should be taken when using written or recorded communication like texts, voicemails, and emails, or any identifying information about the person you are working with.



## SOCIAL MEDIA ETHICAL STORYTELLING

This Policy states that permission must be sought from clients when there is an intention to use their names, stories, or images on social media or any other public platform. Clients must sign release forms for this to be permissible.

Volunteers have an official relationship with the agency and are asked to refrain from representing the agency as such via social media.

It is World Relief's preference that volunteers do not take photos of clients, even if verbal permission is granted, less the power dynamic in the relationship be skewed towards the volunteer. We wish to avoid a situation where a client may feel that they cannot say no to you because of your position as a volunteer for World Relief where they are receiving services.

If the client requests that the volunteer take a picture with them or of them, then this is acceptable.





## NON-PROSELYTIZING

World Relief is dedicated to empowering the worldwide local church to serve the most vulnerable. While our Christian faith is an integral part of who we are as an organization, our programs and services are offered equally to all eligible individuals solely on the basis of need.

We do not discriminate in the provision of services based on religion or political affiliation, among other criteria. Our program participants and beneficiaries are not required to profess a certain faith or political opinion nor are they required to participate in religious or political activities in order to receive services. The profession of a particular faith or political affiliation will not secure preferential treatment or additional benefits of any kind for the participant or beneficiary.

As an organization, we do not condone proselytization, which is the use of coercion to force someone to convert to a particular religion or political party. Neither do we utilize funding to conduct activities associated with proselytization.

In serving clients, many of whom have experienced traumatizing situations including persecution, it is vital that all staff, volunteers, interns, and contractors be particularly sensitive to avoid even implied expectations of religious or political conformity. Volunteers and interns should be mindful and respectful of the cultural context and faith traditions of those individuals whom we serve. Whether an individual is a Christian or not, and whether we believe they may ever become a Christian or not, our firm policy at World Relief is to provide the same caring service to all.



# DRIVING WITH WORLD RELIEF

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The safety and well-being of drivers and all passengers is of critical importance to World Relief. The attitude volunteers take when behind the wheel is the single most important factor in driving safely. A driver has a responsibility to not only protect themselves when on the road but also must do their part to protect those drivers and passengers around them.



Volunteers providing transportation to our clients play an important role as an example of safe driving to our clients about learning about driving in America. World Relief will not ask volunteers to teach a client to drive, unless that volunteer is a professional instructor and donating professional services. There is too much risk involved to make this a viable role volunteers can serve in.

### **In order for a volunteer to drive clients on behalf of World Relief, the following requirements must be met:**

- An approved Criminal and Motor Vehicle Record Check.
- Only qualified drivers are permitted to operate a World Relief vehicle or drive on World Relief business.
- Drivers must be at least 18 years of age to operate a World Relief vehicle. Other age restrictions may apply depending on local office vehicle insurance policies.
- A valid driver's license is required to operate a World Relief vehicle and drive while on World Relief business.
- Regular drivers who operate WR vehicles on a weekly basis must complete an annual defensive driving course.
- Volunteers are required to renew their motor vehicle record check annually through WR's Background Check platform.
- Serious misuse of vehicles and/or inappropriate driving behavior may be grounds for dismissal.
- Car seats are provided and to be used when transporting children.



# DRIVING WITH WORLD RELIEF

## USE OF PERSONAL AUTOMOBILES

Volunteers may use their personal vehicle for official business when World Relief owned vehicles are not available. A volunteer must be covered by an appropriate level of personal insurance. Volunteers must also pass a Motor Vehicle Review (MVR) before being approved to transport refugee clients in their personal vehicle for World Relief business.

## WORLD RELIEF-OWNED VEHICLES

World Relief vehicles are provided to eligible volunteers to enable them to efficiently perform critical job functions for the organization. Before being approved to drive a World Relief vehicle, you must pass a simple driving test administered by a World Relief staff member.

## TEACHING FAMILIES AND PROGRAM PARTICIPANTS TO DRIVE

Due to the high risk involved in this activity, volunteers do not teach driving. However, volunteers can help clients study for the knowledge test by gathering materials from the DMV, in the participant's preferred language when possible, reviewing the material, and completing practice tests.



## HEALTH & SAFETY

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While World Relief is not requiring all volunteers and interns to receive vaccinations for US based volunteer opportunities, there are certain volunteer opportunities that involve in-person proximity or prolonged exposure to others in enclosed spaces. We strongly encourage all those that can, to complete all vaccinations for prevention of communicable diseases, for the safety of themselves and others.

World Relief will not discriminate against or deny access to any volunteer based solely on the grounds that the individual has a communicable disease. World Relief does however, reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction (quarantine) is necessary for the welfare of the person who has the communicable disease and/or the welfare of others.

Volunteers and interns who are providing direct services to clients/program participants or meeting with external constituents, will need to have a conversation with their direct WR supervisor or staff contact to define any practices not already included in the safety procedures related to their work and/or procedures of the local office or department to which they are assigned that they will need to incorporate into their work.



# POLICIES FOR CONDUCT & BEHAVIOR

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## VOLUNTEER SCREENING PROCESS

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01.

Submit volunteer application form on World Relief website

02.

Have all acceptable references & complete your interview

03.

Complete “Volunteering with World Relief” orientation on The Workshop

04.

Attend your local office orientation

05.

Complete a background check on Sterling Volunteers

Thorough screening and proper placement of volunteers is important to World Relief and the work that we do with vulnerable immigrants. Although screening volunteers is a way to mitigate potential risk, it also provides a unique opportunity to better understand your motivations as a volunteer applicant and enables us to match you to a volunteer role that best matches your passion, skills and experience.

At WR we look at the knowledge, skills, and abilities needed to be successful in each volunteer role and provide training and development opportunities to grow each of those areas.

The onboarding process for volunteers differs by the type of role, however, the main elements of our onboarding process include an application, orientation, reference and background check, interview and training.



## VOLUNTEER CODE OF CONDUCT

To remain faithful to the mission and core values of World Relief, all volunteers are guided by the following code of conduct in carrying out service responsibilities:

- **As a World Relief Volunteer:**

- I recognize that all persons have emotional, intellectual, spiritual and physical aspects to their lives, and I will conduct myself, in my work, in a manner that will honor and respect each individual and their beliefs.
- I will represent the programs and services of World Relief honestly, fairly, respectfully and openly. Through my volunteer endeavors, I will support the mission of World Relief and will work within the framework of the organization's philosophy, practices, policies and procedures.
- I will not misuse World Relief property or resources or allow any unauthorized person to have or use such property.

- **In my relationships with program participants:**

- I will not engage in or facilitate any discriminatory or harassing behavior or refuse services to anyone on the basis of race, color, marital status, creed, ancestry, status with regard to public assistance, age, sex, religion, disability, sexual orientation, or nation of origin.
- I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
- I will work to develop and maintain relationships based on mutual respect and trust.
- I will disclose to World Relief all relationships that may create or appear to create a conflict of interest, and I will not use my volunteer relationships to further my own interests.
- I will advocate for the provision of the highest level of service possible.
- I will provide clients effective services appropriate to their needs and to my role as a volunteer.



# VOLUNTEER CODE OF CONDUCT

- **In my relationships with World Relief employees and other volunteers:**

- I will respect the views, opinions, needs, values and actions of employees and other volunteers and will use appropriate channels to express my views and opinions on these matters. I will try to develop and maintain relationships based on mutual respect and trust. To this end, I will be direct, open, honest, considerate and respectful of others.
- I will respect the confidences of both employees and volunteers, except in situations that pose a threat to the safety and well-being of others as defined by World Relief or the property belonging to World Relief or in cases where the agency must investigate an alleged wrong-doing.

- **Concealed Carry Weapon Permits**

- World Relief volunteers are NOT permitted to conceal carry while volunteering with World Relief, as this is not in the best interest of the safety and well-being of clients, especially when working with those that have been through immense trauma in the past.



# VOLUNTEER EXPECTATIONS & AGREEMENTS

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01.

## BE WILLING TO LEARN, GROW, & BE FLEXIBLE

Working with people from other cultures is challenging and exciting, but it can also be difficult and frustrating. The most successful volunteers are those who keep an open mind, are willing to stretch themselves, and who understand that there aren't always easy answers or quick fixes. Take time to practice self-care and stay connected with your community.

02.

## COOPERATE WITH WORLD RELIEF STAFF

If you feel a program participant's needs are not being met, please reach out to the Volunteer Coordinator to discuss your concerns. Please understand that we have the program participants' best interests in mind and want to see them become self-sufficient and integrated into their communities. We would be happy to talk in-depth about any of these matters and value your sensitivity and care.

03.

## WORK ALONGSIDE WORLD RELIEF'S MISSION, VISION, & VALUES

As a Christian global humanitarian organization we are committed to serving, working alongside, and advocating for refugees and other immigrants in vulnerable situations. We recognize that our volunteers and program participants come from a variety of backgrounds and faith practices, and we seek to respect and learn from each of them. We ask that volunteers agree to work alongside and respect the mission and vision of World Relief, even if these are not personally held values. Conversely, we strongly discourage any form of proselytizing (attempting to coerce or convert someone to your religion or political opinion). If you have any questions or concerns about this, we encourage you to speak with your Volunteer Coordinator.

04.

## COMPLETE THE VOLUNTEER SCREENING PROCESS

For the protection of our participants, volunteers must complete a screening process that includes multiple steps. If your volunteer role involves driving, you must also pass a motor vehicle records check. Your information is confidential and will not be used for any other purpose.

*(continued on the following page)*

# VOLUNTEER EXPECTATIONS & AGREEMENTS

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## KEEP YOUR COMMITMENT

Volunteers agree to various time commitments, depending on their roles, and are required to let the World Relief staff know when they will not be able to fulfill any agreed upon obligation, either temporarily or long term. If you need to cancel and it is less than 24 hours, please send the volunteer team an email. This includes but not limited to: Jury Duty, Family Emergency, Sudden Illness, and Military Duty

06.

## COMMUNICATE

Volunteers are encouraged to communicate with the Volunteer Coordinator with any questions or feedback. If a concern about the health and safety of a program participant is in question, please contact a World Relief staff or Volunteer Coordinator as soon as possible. After each commitment, volunteers will take time to debrief with the Volunteer Coordinator. This is an important time for the volunteer to process their experience and for the Coordinator to learn how World Relief can better serve its volunteers and participants in the future.



## TRACKING VOLUNTEER HOURS

Volunteers are required to consistently track all hours volunteered and any donations given in the Community Engagement Portal, our engagement platform. Gathering this information enables World Relief to:

### SHARE THE VALUE OF VOLUNTEERISM

We measure and report just how important and valuable volunteer services are to our community.

### DEMONSTRATE ACCOUNTABILITY

Some community partners (such as universities, high schools, and businesses) require their volunteers' hours logged in an official capacity on behalf of the host organization.

### IMPROVE VOLUNTEER PROGRAM

When volunteers log their time, we can learn where there is most impact and invest in those areas to improve the program.

### SHARE PROGRAM IMPACT

It's important to show donors, volunteers, stakeholders, and community members that together, we are making a difference.

### ACQUIRE FUNDING TO EMPOWER MISSION GROWTH

Most nonprofits rely on grants and other outside funding, and many granting-giving foundations require organizations like WR to track and report our volunteer contributions.

We train all of our volunteers on how to log your service by providing tools that work best for you, whether you prefer to go online to our web portal, use a cell phone app, or a paper log in order to tell your volunteer story and share what activity you are doing as a volunteer with World Relief.



## STAFF & VOLUNTEER RELATIONS

Paid WR staff and volunteers come together at World Relief to work toward achieving the mission, goals and objectives of the organization, both contribute in significant ways. Volunteers do not replace or displace paid positions. We value the experience and insights of both paid staff and volunteers and encourage feedback about our organization, processes and programs. Such feedback can be passed through respective supervisors or addressed at our evaluation meetings.

## STANDARD OF APPEARANCE

Volunteers are not held to specific dress guidelines, but are asked to maintain standards of personal cleanliness and modesty. At World Relief, we serve families from many different cultures and religions, most of which value modesty, especially for women. Keep this in mind when choosing your outfit so that what you wear will convey respect to the families you are serving. For those volunteering within a World Relief office, there is a specific business-casual dress code.

## VOLUNTEER RECOGNITION

At World Relief, volunteers are a part of our World Relief family as we work together to provide vital services, build just and welcoming communities, and bring people together. We are committed to recognizing and appreciating all World Relief volunteers as extremely valuable to our organization and the families we serve.



## GRIEVANCE POLICY

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World Relief is committed to the highest ethical and professional standards in the delivery of its services and programming and also strives to treat all volunteers respectfully and equitably. If volunteers believe they have not been treated fairly, or encounter an issue that they wish to bring to the attention of World Relief, they can follow these steps:

**01.** If a volunteer has a complaint or grievance, the volunteer is to first discuss the complaint or grievance with the volunteer's immediate supervisor, explaining the volunteer's view of what has happened and what the volunteer feels needs to be done to resolve the situation.

**02.** If the volunteer's complaint is against the volunteer's immediate supervisor, the volunteer can instead contact the supervisor's manager or program director.

Volunteer will fill out the Complaint/Grievance Form and hand it in or email the form to the volunteer's World Relief supervisor or other World Relief staff manager if the volunteer's complaint is against the supervisor.

**03.** The form's recipient will, if necessary, gather more information, determine if the complaint warrants further action and, as appropriate, act to resolve the complaint. This determination will be made within 10 business days, and then will be provided to the volunteer with an explanation and notification.

**04.** You can email World Relief's Accountability Focal Point at: [accountability@wr.org](mailto:accountability@wr.org). You can submit an anonymous report to World Relief via the following link: <https://www.lighthouse.services.com/worldrelief/>. This link permits World Relief to receive your report and anonymously communicate with you if you so choose.

World Relief will never receive any identifying information about you unless you choose to provide it within the form linked.

# REASONS FOR IMMEDIATE DISMISSAL

In cases where the safety and wellbeing of clients or the best interests of World Relief's require immediate dismissal, World Relief will not follow the procedure listed above. World Relief reserves the right to determine in its sole judgment what acts or omissions will require immediate dismissal. Behaviors which will result in immediate dismissal include, but are not limited to:

- Sexual harassment
- Physical or verbal assault or abuse
- Alcohol or drug use during volunteering
- Dishonestly obtaining a benefit, or causing a loss, by deception or other means, or misuse of World Relief resources
- Unlawful Discrimination
- Conflict of interest
- Other inappropriate behavior, as determined by World Relief exclusively on a case-by-case basis.

## RESIGNATION

Volunteers are valuable assets to World Relief. At the same time, World Relief understands that the volunteer's commitment has a beginning and an end. World Relief requests that if possible, volunteers give a two weeks' notice before their last day. This helps World Relief adjust the schedule and provide back up for the roles of the volunteer. If possible, World Relief will perform an exit interview with the volunteers and, if appropriate, ask the volunteer to recruit and train a volunteer to take their place.

## EXIT INTERVIEW

If possible, volunteers should complete an exit interview (sometimes called a debrief meeting) upon exiting service with World Relief. These interviews are for volunteers who leave under ordinary circumstances not including dismissal from service. World Relief appreciates the constructive criticism and welcomes it.





# VOLUNTEER RESOURCES

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Brief overview of courses on The Workshop



# THE WORKSHOP

# COURSE CATALOGUE

## CHRISTIAN PERSPECTIVES



### WELCOMING THE STRANGER: INDIVIDUAL

Based on the book *Welcoming the Stranger* by Matthew Soerens & Jenny Yang, this course is a journey into thinking biblically about immigration. Whether you are new to exploring the topic of immigration from a Christian perspective, or it's a matter you've given much time and passion to, this course offers space for listening, learning, reflection and transformation. Estimated time to complete: 90 minutes.



### WELCOMING THE STRANGER: SMALL GROUP

Based on the book *Welcoming the Stranger* by Matthew Soerens & Jenny Yang, this course was created as a guide to help a small group of people move towards action as an expression of their Christian faith. It is an experiential opportunity -- a chance to explore one of the most complex issues of our day, immigration, from a biblical perspective and to live out the calling God has given his church.

## ORIENTATIONS



### INTRODUCTION TO WORLD RELIEF

This course is an introduction to World Relief as an organization, explores the issues of mass displacement and immigration, and includes a brief overview of US programs. This course is required for completion by volunteers engaged in one-time or event-based volunteer opportunities with supervised client interaction or no client interaction. Estimated time to complete: 20 minutes.



### VOLUNTEERING WITH WORLD RELIEF

World Relief's internal, general orientation for short and long-term volunteers serving with US Programs. This course covers our organizational work and philosophy, important context around mass displacement and immigration, and critical policies and procedures for volunteers. This course is required for completion by volunteers engaged in short or long-term volunteer opportunities with unsupervised client interaction. It is for internal use only and must be accessed via direct link. Estimated time to complete: 45 minutes.



### INTRO TO RESETTLEMENT

For anyone looking to understand the resettlement process, what a resettlement agency does and how they can support resettlement, this course is the place to begin! This course takes learners on a journey through resettlement at a global level and within the United States. Learn about World Relief's role in resettlement and along the way hear a firsthand experience from a refugee of what the resettlement journey is like. Estimated time to complete: 45 minutes.

# ROLE & PROGRAM TRAINING



## CAREER MENTORING

Gain the skills and knowledge you need to mentor a career-seeking immigrant with confidence. Topics covered in this course include career strengths and barriers for immigrants, keys to successful mentoring, career exploration and tools, and financial literacy tools. Estimated time to complete: 90 minutes.



## CITIZENSHIP TUTORING

Learn the ins and outs of the U.S. naturalization test and how to help an English language learner feel confident as they prepare for their interview. Topics covered include the role of a citizenship tutor, the pathway to citizenship, preparing for the speaking and civics tests, preparation for reading & writing in the tests, and how to structure your lessons. Estimated time to complete: 5 hours.



## ENGLISH CONVERSATION PARTNERS

Learning a new language, especially as an adult, takes courage, patience, and time. If you want to help an English learner, but don't know where to start, this course has everything you need. Learn tips on how to navigate a language barrier, how to be a culturally sensitive language partner, and what shapes a learner's level as you help them achieve their goals. Hear from a teacher, tutor, and student on their experiences and why it's so important to have a partner to practice with. Estimated time to complete: 1 hour.



## ESL TUTORING

Whether you are a seasoned educator or are new to the experience of teaching, this course will guide you in understanding the basics of helping adults speak, listen, read, and write the English language. From understanding our students' backgrounds, to putting together a lesson plan, engage with this course today and get started on your journey to empower your students to feel the freedom that English language literacy and fluency brings. Estimated time to complete: 6 hours.



## HEALTH ADVOCATE

Designed for those helping newly arrived refugees and other immigrants navigate their health needs in the U.S. Gain insight into the refugee health journey, learning how migration and cultural transitions affect families' health. Discover best practices for working with your new friend to achieve self-sufficiency and support their health needs as they get used to life in the U.S. Hear advice from Health Advocate volunteers, and explore resources to help you get started in this rewarding volunteer role. Estimated time to complete: 1 hour.



## YOUTH TUTORING & MENTORING

This course will equip youth volunteers to engage immigrant youth with confidence as tutors and mentors. Topics covered include the strengths and challenges of immigrant families & youth, best practices for keeping youth safe, how to engage effectively with immigrant youth and a deep-dive into effective tutoring and mentoring. Estimated time to complete: 90 minutes.



## WORLD RELIEF AMBASSADOR

Ambassadors are the voice of the vulnerable in our communities. Through this course, you'll be equipped to represent World Relief through learning the basics of telling effective stories, giving captivating presentations, and advocating at a grassroots level. Estimated time to complete: 90 minutes.



## GNT CO-SPONSORSHIP



### GOOD NEIGHBOR TEAM CO-SPONSOR ORIENTATION & KNOWLEDGE CHECK

In this course, you will learn about your role as a GNT 2.0, how to organize for welcoming, and helpful skills that will support you and the newcomer you are welcoming. All Good Neighbor Team 2.0 team members must complete this course in order to be certified. Estimated time to complete: 1 hour.

## FRIENDSHIP COURSES



### NAVIGATING FRIENDSHIPS

In Navigating Friendships, you'll learn basics to build empowering, long-lasting friendships with those who may differ from you in culture, socio-economic status, and religion, and best practices for supporting a friend who lives with trauma. This course is a synthesis and high-level overview of the four Friendship courses. Estimated time to complete: 1 hour.



### EMBRACING CULTURAL DIFFERENCES

Explore the basics of cross-cultural friendship & gain a framework for how to recognize & navigate cultural differences. Though our differences can lead to misunderstandings, they can ultimately be as enriching as our similarities. Topics include recognizing & engaging with culture, developing an intercultural mindset, and acting effectively cross-culturally. Estimated time to complete: 1 hour.



### EMBRACING SOCIO-ECONOMIC DIFFERENCES

How do we engage in friendship with those of a different economic status than us without causing harm? This course draws from the book *When Helping Hurts* by Steve Corbett & Brian Fikkert. It widens our definition of poverty and helps us strive for mutuality and authenticity in our friendships. Topics include defining poverty, paternalism & dependency, and mutuality & empowerment in friendship. Estimated time to complete: 1 hour.



### NAVIGATING RELIGIOUS DIFFERENCES

How do you effectively welcome and befriend neighbors of different faith backgrounds? This course helps us examine motivations in interfaith friendships and to foster relationships with trust & mutuality. Material draws from *No Longer Strangers* by Eugene Cho & Samira Izadi Page. Topics include empathizing with those experiencing discrimination, understanding underlying dynamics in proselytism, the Great Commandments in friendship, and healthy spiritual conversations in friendship. Estimated time to complete: 1 hour.



### NAVIGATING THE EFFECTS OF TRAUMA

This course helps build awareness and sensitivity to how the effects of trauma may be at play in friendships, and how we can support those who experience the effects of trauma in their everyday lives. Topics include defining trauma, a philosophy to do no harm, becoming a good listener, and how to identify and manage secondary trauma. Estimated time to complete: 1 hour.



# CULTURAL TRAINING



## AFGHAN CULTURE GUIDE

This course was created to provide an introduction to common elements of Afghan culture and help volunteers develop a foundation from which to build healthy and effective relationships with Afghans. Course content includes cultural context, cultural systems & values, practical tips for relationships and supporting cultural adjustment. Estimated time to complete: 90 minutes.



## SYRIAN CULTURE GUIDE

This course offers a foundational glimpse into Syrian culture and will help volunteers (or anyone!) build effective and mutually enriching relationships with their new Ukrainian friends. Course content includes Syrian history, people, cultural systems and cultural values as well as practical essentials for relationships with Syrians, and what to keep in mind when helping Syrian achieve stability & integration in the U.S. Estimated time to complete: 90 minutes.



## UKRAINIAN CULTURE GUIDE

This course offers a foundational glimpse into Ukrainian culture and will help volunteers (or anyone!) build effective and mutually enriching relationships with their new Ukrainian friends. Course content includes Ukraine's history, people, cultural systems and cultural values as well as practical essentials for relationships with Ukrainians, and what to keep in mind when helping Ukrainians achieve stability & integration in the U.S. Estimated time to complete: 90 minutes.

# LOCAL OFFICE INFORMATION

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# WORLD RELIEF WESTERN NY

SINCE 2002, WESTERN NY HAS  
WELCOMED OVER 16,000  
REFUGEES

“Dear Friends, Thank you for joining the work that God has prepared for us here at World Relief Western New York. We love what we get to do, and the wonderful people that we have the privilege of welcoming to our community. We also have a special appreciation for those who give of their time, energy and resources as volunteers. So, just taking this first step already makes you one of our favorite people! Building a Community of Love and Welcome is hard work. In light of that, we've prepared this Volunteer Handbook to give you a little bit more knowledge of who we are, who we get to offer love and welcome to, and what resources we have to support you in this wonderful opportunity. Our office team is here to support you as you learn and grow through this process, and our hope is that this will be a resource that you can come back to again and again. Welcome to the team,

*Ken Pitcher, World Relief Western New York, Director*

## HISTORY OF REFUGEES IN WESTERN NEW YORK

At World Relief Western NY (WNY), we come alongside refugees and other immigrants in vulnerable situations as they rebuild their lives in the United States. Rochester, NY has a long history of involvement in the resettlement of refugees under the United States Refugee Admissions Program, with over 16,000 refugees coming to WNY since 2002. This accounts for 1% of all refugees resettled in the US. In 2018, three Rochester churches co-hosted the event "Loving the Stranger Among Us" and over 250 Christians from over 35 different local churches came together to consider how God could be asking us to respond to the ongoing global refugee crisis. Refuge Rochester was born as a direct result of that gathering, created as a way to respond to that question. Since then, we've focused on connecting Christians and churches with refugee families, and education and discipleship through events.

## VOLUNTEER OPPORTUNITIES

For the most up to date list of volunteer opportunities, please visit [our website](#), a few opportunities we offer Include:

1. Conversation Partner Team
2. Good Neighbor Team
3. Home Team
4. Transportation Team
5. One Time Service Projects

# CONTACT INFORMATION

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<https://worldrelief.org/western-ny/>