

VOLUNTEER RESOURCES

The following document contains basic information about serving as a volunteer for RefugeeOne and resources you may consider examining before your volunteer placement begins. This is meant to serve as a starting point. Please, contact [volunteer\(at\)refugeeone\(dot\)org](mailto:volunteer(at)refugeeone(dot)org) with any other questions or if you need other resources.

VOLUNTEER EXPECTATIONS and KEY QUALITIES

1. Be consistent and reliable. Establish a regular schedule and be there when you say you will be.
2. Suspend judgement and expectations.
3. Confront your comfort zone. Be willing to step outside your norms and learn about differences.
4. Approach your experience with mutual respect. You have a lot of knowledge to offer your student or mentee and they also have a lot to teach you.
5. Be patient, persistent, and flexible. Building trust and learning about cultural norms takes time.
6. Establish clear boundaries. Do not provide financial support. Be clear about your limits and stick to them. Whenever possible, show your student or mentee *how* to do something rather than do it for them.
7. Report any concerns or unsafe conditions to RefugeeOne staff.
8. Be trauma-informed. Help your student or mentee feel safe. Restore choice, build trust slowly, and report any serious concerns to RefugeeOne.
9. Be resourceful and proactive. If you need help, contact RefugeeOne for resources or support. Draw on your own knowledge, experiences, and community for support and resources.
10. Be positive. Maintain enthusiasm, offer praise, keep a sense of humor, and be a supportive friend.

TRAINING

If you are new to tutoring or mentoring, you are highly encouraged to pursue additional training. You can sign up for the following trainings in person or online, free of charge.

Literacy Works (in-person training) - litworks.org/training

Tutor Training for Adult Learners → Email volunteer@refugeeone.org to sign-up

IL Secretary of State (online training) - cyberdriveillinois.com/departments/library/literacy/home.html

Adult Literacy Volunteer Tutor Training → Lessons 1-13

LINCS: Community, Courses, and Resources for Adult Education (online training) – lincs.ed.gov/

Online Courses → Register for a free account → English Language Acquisition

ADDITIONAL READINGS ON REFUGEES

Books

- Applegate, Katherine. *Home of the Brave*, 2007. (Sudanese refugee, children's book)
- Thorpe, Helen. *The Newcomers*, 2017. (Account of a US school classroom with resettled refugees)
- St. John, Warren. *Outcasts United*, 2009. (Refugee youth soccer team in Georgia)
- Pearlman, Wendy. *We Crossed a Bridge and it Trembled*, 2017. (Stories of Syrian refugees)
- Wamariya, Clemantine. *The Girl Who Smiled Beads*. 2018. (Rwandan refugee living in Chicago)
- Eggers, Dave, *What is the What*, 2006. (Sudanese refugee, before and after US resettlement)

Films

- *God Grew Tired of Us*, Christopher Quinn, 2007. (Sudanese refugees resettling in the US)
- *Turtles Can Fly*, Bahman Ghodabi, 2005. (experience of Afghan refugee children in a camp)
- *Human Flow*, Ai Weiwei, 2017. (Global perspective on refugees and migration)
- *The Good Lie*, Philippe Falardeau, 2014. (Sudanese refugees interactions with US resettlement agency)

Facts and statistics

- United Nations High Commission on Refugees, <https://www.unhcr.org/en-us/>
- US Office of Refugee Resettlement, <https://www.acf.hhs.gov/orr>
- International Organization for Migration (IOM), <https://www.iom.int/>

OTHER RESOURCES

Tutoring worksheets and activities (online)

- [Khan Academy](#): Video lessons on a variety of elementary and high school subjects.
- [Brainfuse](#) (free access through Chicago Public Library): Lesson plans, online activities, flashcards, and test preparation.
- [International Children's Digital Library](#): Resource for digital picture books and books in other languages.
- [Learn English Kids](#): Games and activities for elementary school English learners.

English Language Training lesson plans and materials (online)

- [Literacy Works Resource Hub](#): Lesson plans, activities, and worksheets for English teachers.
- [ESL for Equality](#): Lesson plans, activities, and blog posts about how to teach English.
- [Dave's ESL Cafe](#): Online activities, lesson plans, games and FAQs for English teachers.
- [New York Public Library](#) (ESOL Resources page): Resources and lessons for teachers of English.

Working with survivors of trauma

**You are not expected to provide mental health care; please refer clients to RefugeeOne's Wellness Program by contacting the Volunteer Coordinator if you observe any concerns.*

- Illinois Refugee Mental Health Task Force, www.ilrmh.org/
- The Immigrant Learning Center: Immigrant Anxiety and Trauma, <http://www.ilctr.org/>
- PTSD Alliance, www.ptsdalliance.org
- UBUNTU, "Supporting a Survivor of Sexual Assault," (advice relevant to supporting survivors of all types of trauma) <https://iambecauseweare.files.wordpress.com/2007/02/survivor-support-booklet1.pdf>

City of Chicago

- *Chicago Public Library*: Visit a location for assistance finding tutoring or English activities and books; use Online Resources for language practice, homework help, and research; attend an event for children or adults; checkout reading materials and free museum passes.
- *Chicago Park District*: Show your mentee or student where to spend time outdoors; attend a park event or help your mentee/tutee sign up for a recreation class.

RefugeeOne

- RefugeeOne periodically offers trainings and workshops for tutors and mentors on special topics such as teaching English, navigating public benefits, mental health, or employment.
- Find a comprehensive list of children's books about refugees on our [website](#).
- If you have any questions or need additional resources, don't hesitate to contact the Volunteer Coordinator at [volunteer\(at\)refugeeone\(dot\)org](mailto:volunteer(at)refugeeone(dot)org)