



What to expect at your first meeting:

1. Before the meeting, read over the mentor manual and culture guide to learn more about where your mentee comes from.
2. Meet with a RefugeeOne staff member (intern, or experienced volunteer) outside the building where your mentee lives.
2. You will be shown how to enter your mentee's home and introduced to your mentee and their family. Exchange phone numbers with them. You will also be provided with a "profile" sheet listing the names of all family members, contact and other relevant information.
3. The staff member will help you arrange a time that works best for you to meet your mentee every week. For new arrivals, a calendar will be provided. Write down your name and the times you will visit on the calendar for your mentee to reference. Update it weekly.
4. The staff member will help you discuss your mentee's interests, needs, and goals with them. You should ask questions every week as you get to know your mentee and their family.
5. The staff member will provide you with some materials to get you started based on the goals of the mentorship. This might include an English worksheet to assess your mentee's level, basic flashcards, a book, or a game. Some mentees have specific goals, while others do not. Keep an open mind!
6. The staff member will stay for about 30-45 minutes or until you and the family are comfortable on your own. Some mentors like to bring a book or game to use during the first meeting. Other mentors stay and chat with the mentee and family to get to know them.
7. If you have any questions before your meeting, feel free to contact Volunteer Coordinator Jamie at [volunteer\(at\)refugeeone\(dot\)org](mailto:volunteer(at)refugeeone(dot)org).

***Other possible things to expect:**

You will probably be asked to remove your shoes when entering the apartment.

You may be offered something to eat or drink (it is generally polite to accept).

You may sit on the floor for your mentor meetings.

You may encounter friends or family members visiting the home.



After your first meeting:

1. The volunteer coordinator will email you after your first or second meeting to see how things are going. They may also provide recommended resources, suggestions for activities, and will invite you to join RefugeeOne's volunteer Slack workspace for further resources.
2. Before your second meeting, call or text your mentee to remind them what time you will come. Notify them when you are running late or if you ever need to cancel a mentoring session.
3. Submit the monthly report that the volunteer coordinator will email at the end of each month. Reach out to the volunteer coordinator if you have any questions or concerns.