

CULTURAL ORIENTATION (ARCADE COMMUNITY CENTER)

World Relief provides a 5 to 6-hour cultural orientation for new refugees that covers a wide variety of issues for successful community integration. This orientation is typically divided into 2 consecutive morning sessions and is housed in the Arcade Community Center. This center provides free childcare.

Before Leaving Your Home

- Locate the apartment unit and Arcade Community Center on your GPS device (Optional)**
 - **Arcade Community Center:** 2427 Marconi Ave. Ste #101, Sacramento, CA 95821

At the Family's Apartment

- Greet family and be sure family brings the following:**
 - Car seats (if applicable)

At Arcade Community Center: 2427 Marconi Ave. Ste #101, Sacramento 95821

- Drive all family members to Arcade Community Center**
 - It is a white building and its driveway is between Arcade Library and Palm Apartments
- Check in children at front Receptionist desk (if applicable)**
 - All adults will proceed down the hall to the back meeting room for orientation
- Go home, run errands, work, etc. (note: orientation will NOT be in English)**
 - Classes follow current schedule below (check email from Coordinator for exact pickup/drop off times):
 - 1st class on 1st and 3rd Wednesday mornings: 9:30 a.m. – 1:00 p.m.
 - 2nd class on 1st and 3rd Thursday mornings: 9:30 a.m. – 12:30 p.m.
- Drive family home**
 - Remember to give car seats back to family when you drop them off

After Taking Family Home

- Log volunteer hours on Track It Forward and include family's LAST NAME in the "Notes" section.**
Example: "Sadat. Orientation" or "Sadat. CO"

Frequently Asked Questions (FAQ's)

What do I do if the family does not have their car seats?

Please do not take children under age 8 without using car seats. It is against the law and we want to make sure you are not putting yourself (or the children) at risk. Check with the family to see if they can ask a friend or neighbor to borrow their car seats. Otherwise, check with the Transportation Volunteer Coordinator for assistance. We may be able to bring an extra set of car seats to you or we will discuss with the family that they will miss this class and we will try to schedule them for a make-up session.

What do I do if the family is not ready when I arrive?

Remember that part of your role as a Roadrunner is a cultural guide to the refugee. Please gently share that, in America, it is expected to arrive on time (or early) to appointments or the appointment may need to be rescheduled (in this case, the family may miss out on important information). Then see if you can assist with helping the family get ready (i.e. getting the car seats and installing them in your vehicle).

What if we need a gate code to get into the apartment complex?

All the information regarding the family's apartment will be provided in the email from the Transportation Volunteer Coordinator. If no gate code is found, you may call the refugee to meet you outside the complex – be sure they bring their car seats (if applicable). You may dial *67 before the refugee's phone number to block your number (it will appear as "Private" or "Anonymous"). If you cannot reach the refugee, please call the Transportation Volunteer Coordinator for further assistance.

I am taking the family to both classes (Wednesday and Thursday). May I keep the car seats in my car?

No. Please be sure the car seats are always dropped off with the family after each class. Sometimes the family has other appointments scheduled the same day and our World Relief staff need access to the family's car seats to take the family to these appointments.

What topics are covered in Cultural Orientation?

Cultural orientation classes discuss many important issues including paying bills, health & safety, education, employment, CA laws, public transportation, World Relief's role, accessing community resources, etc.

What do I do if the family invites me in for tea or a meal after taking the family home?

This depends on several factors. If you do not have the extra time, simply decline politely. Typically, this invitation is given as a courtesy, as expected by their culture, so it is likewise customary for a guest to politely decline the first invitation. If you assist the family in the future or help with both days, it would be appropriate to accept a second invitation (if your schedule allows). However, if you believe the family genuinely wants to connect with you, you are welcome to stay for tea/meal if you are invited and have the extra time. For many of our families, this is their way to express thanks for your service.

What counts as volunteer hours in Track It Forward? Why do we have to log volunteer hours?

Please only record the hours and mileage from the refugee family's apartment to RHC and back (World Relief cannot accept travel time to/from your own home). **Remember to include the refugee family's last name in the "Notes" section.** World Relief is required to match all hours to specific families served. Logging hours is vital to the success of our programs, including grants that rely heavily on documentation of volunteer participation. World Relief reaches out to donors with the total number of volunteer hours served and receives further funding to help refugees both locally and abroad. For further questions about Track It Forward, please email Jessica Alvarado at JAlvarado@wr.org.