



## Bus Orientation Volunteer

### WHAT EXACTLY DOES CCS DO?

As a refugee resettlement agency, we guide newly arrived refugees through the initial resettlement process, providing them with support on their journey toward self-sufficiency. Simply stated, we work with landlords around the valley to find them housing, arrange furniture and household supply donations within the community, get them set up with temporary government benefits, set up health screenings and medical appointments, assist in finding jobs, and provide them with a case manager to teach them how to do these things instead of simply doing it for them.

### WHAT IS THE PURPOSE OF THE BUS ORIENTATION VOLUNTEER?

The purpose of this position is to help our newly arrived clients learn how to use public transportation. Mainly showing the client how to travel from their residence to our office, to school and occasionally to their worksite.

### WHAT IS MY ROLE IN ALL OF THIS?

Your role will start with going to the client's house and showing them how to take the bus/Trax by riding with them. Make sure to show them how to get to the nearest station and what direction they should head to, how to know when will the next bus/Trax will arrive, how to use the bus pass, how to request to stop, and every related piece of information you might think it'll be helpful for the client learning process. I can provide training and training bus passes to help with everything mentioned above. But remember, if you feel lost at any point or need support, please reach out to Ali Abid for support.

### WHAT KINDS OF THINGS WILL WE BE WORKING ON?

Activities may vary depending on the family's needs, but here are some things that are done often:

- Practicing public transportation or showing routes to frequently visited places (ex., grocery store, doctor, etc.).
- How to use the bus pass on both riding the bus and the Trax, and how to purchase a one-day pass if you don't have a bus pass.
- How to use GPS or any sort of map navigation.
- How to find out when the next bus/ Trax is arriving. (That includes learning what side of the road the client must wait at for their next ride to arrive, also to recognize the Trax lines "Blue Line, Red Line, Green Line, and streetcar).

### WHAT DOES IT TAKE TO QUALIFY AS A Bus Orientation Volunteer?

- Must be 18+ years old
- Complete volunteer onboarding and pass a background check
- Complete Bus Orientation Training with Ali Abid
- Access to an automobile or reliable transportation – if you plan on driving
- Current driver's license, auto insurance, and a good driving record – if you plan on driving

### WHAT IF I WANT TO BRING MY KIDS AND THEY ARE UNDER 18?

That's totally fine, as long as you feel comfortable and can manage, then no problem.

**IS DRIVING REQUIRED?**

No, except for driving to a meeting point with the client which is usually the client house. If you want to drive with the client in your vehicle for any reason, you must receive driving clearance.

**WHERE DOES THIS ALL TAKE PLACE?**

Currently, most of our clients live in Salt Lake County.

**WHAT KIND OF TIME COMMITMENT IS THIS?**

On average, a minimum of two hours is how much time it takes to finish a round trip from/to the client's house.

**DO I HAVE TO DO THIS ON MY OWN?**

Ali Abid will train you in how to provide bus orientation for clients. You can shadow him for the first time and he'll provide a training bus pass, so you don't have to pay for the rides. Once you've been trained, Ali will contact you directly via email or text when your help is needed, and you will provide the bus orientation to clients on your own.

**WHAT UPFRONT COSTS SHOULD I KNOW ABOUT?**

None!

**WHO IS MY SUPERVISOR?**

Ali Abid, the Digital Equity Specialist, will be your supervisor for this volunteer position. He can be reached by phone at 801-678-4027 or by email at [aabid@ccsutah.org](mailto:aabid@ccsutah.org) Additionally, you may contact the Volunteer Supervisor, Ermina Mustafic if you have any questions about what has been explained, please do not hesitate to contact her by phone at (801) 428-1312, or by email at [emustafic@ccsutah.org](mailto:emustafic@ccsutah.org).

The last thing to note... **THANK YOU FOR BECOMING A CCS VOLUNTEER!**