



**CATHOLIC
COMMUNITY
SERVICES**

Cultural Orientation Volunteer Program Overview

WHAT EXACTLY DOES CCS DO?

As a refugee resettlement agency, we guide newly arrived refugees through the process of initial resettlement, providing them with support on their journey towards 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, administer a course that teaches them about life in the U.S., and provide them with a case manager to teach them how to be self-sufficient in these tasks, instead of continuing to do them on their behalf. All of these services must be provided within 90 days of arrival.

WHAT IS CULTURAL ORIENTATION?

The Cultural Orientation course is a series of classes provided by CCS that help new refugee arrivals become acquainted with life in the U.S. Ideally, this course is taught within 30 days of arrival but must be completed within the 90-day period. The 15 topics covered are: Role of the Local Resettlement Agency, Refugee Status, English, Public Assistance, U.S. Laws, Your New Community, Employment, Health and Hygiene, Budgeting and Personal Finance, Housing, Safety, Cultural Adjustment, Education, Transportation, and Digital Technology and Literacy. The information that we cover with each topic stems from a list of objectives and indicators provided by the Bureau of Population, Refugees, and Migration (PRM). To complete teaching Cultural Orientation, each adult participant must also pass an assessment at the end of the course.

WHAT IS THE CULTURAL ORIENTATION VOLUNTEER PROGRAM?

The Cultural Orientation Volunteer Program is designed for volunteers who enjoy teaching! Specifically, the program recruits individuals to teach cultural orientation courses. PowerPoints and activities for the classes are already compiled, so presenting the material is all that is required.

WHAT IS IT LIKE TO TEACH CULTURAL ORIENTATION?

It is rewarding to help refugees acquire much of the information necessary to become self-sufficient in the U.S. Many refugees enjoy coming to class and are eager to participate. As they are from another country, the language barrier can be a challenge. We have access to various forms of interpretation services but speaking through an interpreter can make classes a bit longer. So, we encourage speakers of all languages to apply.

WHAT DOES IT TAKE TO QUALIFY AS A CULTURAL ORIENTATION VOLUNTEER?

- Be 18+ years old
- Complete volunteer orientation
- Complete Cultural Orientation training
- 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
- Clean criminal history
- Ability to speak a second language is preferred, but not required

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

No worries! We have a handful of activities that kids can do in the back of the classroom. Or, older kids can bring something to keep themselves occupied. As long as an adult with a completed background check is present, and the children are not so young that they require constant parental supervision, go ahead and bring them!

IS DRIVING REQUIRED?

It is not required but could be helpful if clients need help getting to class. In order to drive for CCS, your driver's license must be a Utah license and the amount of bodily injury coverage you have must be equal or greater than \$50,000/\$100,000.

WHERE DOES CULTURAL ORIENTATION TAKE PLACE?

The classes can be taught in person at our main office (224 North 2200 West, Salt Lake City, UT 84116), at the client's home in person, or online through a WhatsApp video call.

WHAT KIND OF TIME COMMITMENT IS THIS?

So long as you have gone through the training, you can help teach just about as many classes as you would like! Ideally, you would teach one full course of CO to one family each time you sign up (this could take place over several days). If you are teaching a class that requires translation, a full class will take between 3-4 hours. If you speak the client's language, a full class will take between 2-3 hours. An additional hour should be allotted for the CO assessment; this can be a written test if the client can read and write in their native language (10 questions) or can be done orally using translation (11 questions). Volunteers do not need to grade the assessments, so that is not covered in your time commitment!

DO I HAVE TO DO THIS ON MY OWN?

Not at all! If you would like to co-present, that is definitely an option.

WHAT UPFRONT COSTS SHOULD I KNOW ABOUT?

The only upfront costs that you'll need to worry about is the background check fee. This is required for us to run a background check; the check fee is \$52.25 per person, but this fee is waived for students.

WHO WOULD BE MY SUPERVISOR?

Olga Matviyenko, Refugee Adult Education Coordinator, will be your supervisor. If you have any questions about what's been explained, don't hesitate to contact her by email at omatviyenko@ccsutah.org.

THIS OPPORTUNITY SOUNDS AMAZING! HOW DO I APPLY?

If you are a current and background checked volunteer, email Olga at omatviyenko@ccsutah.org to schedule a meeting to discuss if this opportunity is the right fit for you. If you are a new volunteer, please first visit our volunteer site to complete the onboarding process by following the link below:

[Catholic Community Services of Utah](#)

Thank you!