



# Every Campus A Refuge

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ECAR Program Coordinator Handbook:  
A Guide for Leading the ECAR Initiative  
on YOUR Campus

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## The Basics: What is an ECAR Program Coordinator and Why Do We Need One?

The ECAR Program Coordinator (PC) is the link between the hosted refugee families, the refugee resettlement agency partner, the case manager, and the volunteers as well as other community organizations and campus stakeholders; the PC finds out what is needed, then reaches out to volunteers and others so that the task may be completed.

The ECAR flagship chapter's Program Coordinator has always been a recent alum, and this position is especially well-suited for current students as a graduate assistantship, a fellowship, or other stipended on-campus or credit-bearing opportunity. The PC can be trained by the partner refugee resettlement agency to provide volunteer training directly on campus. This increases the capacity of the resettlement agency and allows for frequent and nimble training and onboarding of volunteers. You can contact your partner refugee resettlement agency to see what trainings they require, and get your Program Coordinator trained.

The position of Program Coordinator is especially important since it will allow for streamlined operations and centralized line of communications as well as allow your chapter to become a sustainable program—one that will not gradually dissipate as students graduate. The Program Coordinator will become a significant part of making your hosted guests' experience the best it can be.

### Hours and Pay

Because ECAR is a nonprofit, paying your Program Coordinator may be unconventional. The position at Guilford College, for example, is funded by The Center for Principled Problem Solving and Excellence in Teaching. Make sure to consider how you will compensate your Program Coordinator for their work before asking them to commit to the position. Explore stipended positions on campus that might be available and suitable for students to take on this role.

With enough active volunteers, the job can be done in 20 hours initially. The more the program grows at your college, though, the more you may want to consider a full time position. Our current Program Coordinator's starting pay was \$15/hour at 20 hours per week during 2019. That increased to \$20/hour for 20 hours a week for 2020 and 2021 until becoming full-time and salaried during our Program Coordinator's third year (2022) at the program. The pay should be adjusted depending on the cost of living in your region and inflation.

## Logistics

There are a few necessary steps in creating a sustainable position.

- Talk to your IT department about setting up an email address specifically for the program. Guilford College, for example, has [everycampusarefuge@guilford.edu](mailto:everycampusarefuge@guilford.edu). An email address like this – which can be accessed by both the Program Coordinator and Faculty or Staff Director – allows the contact information to be stored in one place, as well as giving access to Google Documents, Slides, Sheets, and Drive. Using a platform where you can easily store and share these necessary files is important.
- Save all information – guest names, addresses, account passwords – in an easy-to-access but secure offline space. An office space is particularly helpful for this.
- Create social media accounts for your specific chapter of ECAR. We find that our Facebook and Instagram accounts are an excellent way to reach new volunteers and donors. We can share these accounts on our website and the national organization's social media. When your campus becomes an ECAR Chapter, we will share a logo specific to your school you can use. You can utilize Canva for designing social media posts easily as well. (Reach out to us at [everycampusarefuge@guilford.edu](mailto:everycampusarefuge@guilford.edu) if you want more information about using Canva)

## Volunteers

### Volunteer Recruitment

There are several ways you can get the word out on your campus about volunteering with your ECAR Chapter. Creating a Google Doc (or other editable document) that you share widely on campus and where students can sign up with their interests can be helpful. Below is an example of a Google Document that we use.

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### ECAR Volunteer Training

Please sign up below if you're interested in hearing about future volunteer trainings for ECAR at Guilford College!

**Next trainings are:** Thursday, x/x/xx at 1-3pm and Wednesday, x/x/xx at 2:30-4:30 (I typically link each date to the published Google Calendar event - note that not all volunteer trainings need to have a Zoom option)

Name	Email	Zoom or In-Person?	Which Training? (if known)
Example Name	Name@domain.edu	Zoom	Thursday x/x

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Here are some of our recommended methods of getting the word out:

- Advertise training on social media: consider following your school's various social media accounts so that they can re-post (or retweet, or share) your information about upcoming trainings.
- Email any current volunteers/partners to ask them to share the information about the training. Encourage people to invite friends to the training as well.
- If your school has a bulletin board (digital or otherwise) or calendar to share upcoming events, post about your training there. Guilford College has a program called "The Buzz" that sends students upcoming events every day.

Here's an example of a Buzz message we might post:

- Examples: How can you help with the refugee crisis? Volunteer with Every Campus a Refuge and make a difference in the lives of people resettling in Greensboro. Come to our first volunteer training session of the year: Saturday, September 22, 2-4pm in King 126. Sign-up here: [Link] - - Questions or want to volunteer but can't attend the training? Email us at everycampusarefuge@guilford.edu
- Do you have a class that requires community service or volunteer hours? Or do you just want to be an awesome human being? Get trained to be a volunteer with Every Campus a Refuge and make a difference in the lives of people resettling in Greensboro! Saturday January 12, 1-3pm in King 126. Sign-up using the Google form: [link] Questions or want to become a volunteer but cannot attend Saturday's training? Email us at everycampusarefuge@guilford.edu
- There are over 83 million refugees worldwide in need of shelter, food, and other basic necessities. For the past three years Guilford College has been providing free housing to people resettling in Greensboro to help ease their transition. Be part of the ECAR movement- get trained to volunteer with refugees Guilford is hosting and make a difference in our community. Sign-up for

training here:[link] (trainings Feb 27 2:30-4:30pm and March 16 1-3pm).

- Set up a table in a campus hub or during community involvement/club fairs on your campus – the beginning of the year is a particularly good time to recruit new volunteers. Many first year students are looking for ways to get involved, and ECAR is a unique opportunity! If you're working on finding volunteers at other times in the year, setting up an interest table outside the cafeteria can be a great way to get the word out.
- Reach out to professors teaching in related classes or fields. We've partnered with our Community & Justice Studies professors quite a bit. Partnership isn't limited to the humanities, however; we've had math majors help with tutoring, student athletes help with moving, education students aid with English Language Learning, and more. If classes, clubs, or teams need to work with nonprofits or need community service hours, ECAR would be a great option.
  - If you're hosting children, consider reaching out to your Education program. If you have students specifically interested in ESOL (English for Speakers of Other Languages)/ESL (English as a Second Language), they can become tutoring volunteers. We host a training from a partner organization (New Arrivals Institute) to provide context and best practices on teaching ELL (English Language Learners).
  - Syllabi for ECAR Courses - [Google Drive Folder](#)
- If you have a community service option for federal work study, look into making ECAR at your campus a community site. Work study students at Guilford have a maximum of 6 hours per week, but even just that committed amount can be incredibly helpful for a new program.

## New Volunteers

Once you've gathered volunteer interest (and have it saved in one place), send an email out to your interested volunteers with a training date. You can ask faculty members or administrators about times that fewer classes take place, or you can send out a [Doodle poll](#), [When2Meet](#), or a survey to your interested volunteers to find a time to train. You may have to host a couple of training sessions, particularly in the initial stages of the program.

The actual training can be held both on campus and on Zoom. We have a designated space on campus that we use for trainings and gatherings and have access to the calendar for that. If people are participating on Zoom, be sure that they either have cameras on or are regularly engaging and answering questions.

The training should be an adaptation of your partner resettlement agency's volunteer training. You will participate in a training held by the agency and meet with their volunteer coordinator (or whoever leads the trainings) to find out more about their training specifically.

## After Training

Directly after the training, send the volunteers important documents such as culturally specific information, dates of ESL/ESOL trainings, tips for cross-cultural communication, and any other relevant information based on questions or concerns they may have had during the training.

Once volunteers are trained and have completed the necessary paperwork, move them to a document specifically for trained volunteers. You can also add them to your contacts on the organization email account, and put labels such as "Active Volunteers," "Driver Volunteers," "ESL Volunteers," and any other labeling that may be helpful. You can also try using Google Groups or other platforms that allow organization of contacts. Having a way to keep track of volunteers (and when they were trained) is crucial to the continued success of your program. (You can also update this list annually – if folks are graduating or moving, you may want to create a label for inactive volunteers who still want to hear updates on the program but can't help with day-to-day tasks). Volunteers who graduate, but still want to remain active are encouraged to participate.

## Background Checks

As part of our commitment to keep our guests safe, we run background checks on all volunteers before they can begin volunteering directly with guests. Check with your college about the process they have for background checks – because faculty/staff on campus are background checked prior to hiring, we don't perform checks for these volunteers. For community members, we have our HR do a full background check, and for students, we run a basic background check at our local city hall (which charges \$2 per clean check).

## Volunteer Information

You should be sure to save the volunteer applications in one space. We use a Google Form for our volunteer applications as a way to keep the information in one easy-to-access space. You can also have volunteers fill out a printed version of your

application, but it's helpful to keep a digital copy as well. Creating a file for this can help.

## Hosting Guests On Campus

### Preparing for Arrival

The [arrival needs list](#) is a document crucial to preparing for your new guests. Your resettlement agency will have a [basic list](#) (provided by the federal government) of items needed for each arrival. This list provides the most urgent needs, but there are other items that may also be helpful to provide – such as umbrellas, rugs, scarves, wallets, etc – that you can add to the list depending on the specific needs of your guests (for example, with Afghan guests we provide rugs because of the cultural practices around eating/gathering on the floor). Some of these needs will come up after guests arrive, and that's okay! You can use the same outreach methods below after arrival.

### Outreach

Social media is by far the most helpful tool for getting items donated on our needs list. In addition to the needs list, we create an Amazon wishlist so that our non-local supporters can donate items if applicable. We link to the Amazon wishlist in our shared needs list document (which we make editable so that folks can sign up for donating specific items) and ask that guests who order on Amazon write down their name on the list and how many of the items they ordered.

You can use Facebook, Instagram, Twitter, email, and any other platforms that you find useful. We also use our campus's announcement feature, the Buzz (described above) to garner campus support. You can also reach out to [everycampusarefuge@gmail.com](mailto:everycampusarefuge@gmail.com), and we can share your requests from the 501(c)3 social media. Email us at [everycampusarefuge@gmail.com](mailto:everycampusarefuge@gmail.com) for more information on this.

### Purchasing & Submitting Reimbursements

While the majority of your needs will ideally be donated directly, the Program Coordinator often needs to make a Walmart and/or Dollar Store run before guests arrive. Make a list of whatever still hasn't arrived that day and pick them up. Anything that can be purchased from a dollar/discount store is ideal, and you can go to Walmart for other items.



The process for submitting reimbursements/using funds will vary from school to school, but this should be considered before accepting guests. If your College has cards for clubs, this can be a good option for purchasing items, or you can do a reimbursement model where the coordinator uses their personal credit card and gets reimbursed. This is not ideal – especially with a part-time employee – and should be used as a last resort. Of course, fundraising and in-kind donations are always encouraged and welcomed.

## Setting Up Home

Getting the house set up is one of the hectic & energizing aspects of being the Program Coordinator. You'll need to both have a plan and be flexible, as you may face challenges. I typically find that having my computer/phone on me and set up at the house during this time is helpful – that way you can test the WiFi, update the needs list, post to social media, accept donations, and coordinate house set-up with volunteers.

You'll need to contact your facilities/public safety department to get keys made for the adults living in the house. You should make sure that two members of your team also have house keys, as well as whoever on campus (security, public safety) is in charge of letting people in campus spaces when locked out.

You'll need to set up WiFi, whether it's campus WiFi or provided by Spectrum/AT&T/other internet provider (usually the campus or family are responsible for this cost). You should test it out ahead of time, troubleshoot any issues, and create/write down a simple WiFi password for guests to use. (If you're able to provide a desktop computer, we've found that's often helpful.)

Technology like the TV also should be set up ahead of time. We've been able to get Roku devices donated so that guests can watch free channels available there. TVs aren't an urgent need, but can help to make the space feel more homey for guests.

Lastly, you'll need to learn and log the new guests' names, country of origin, birth date, and language – your resettlement agency should provide this information for you. You'll need to contact your facilities/public safety/administration in order to get a lease made for guests (a sample of our lease at Guilford College is in this [folder](#)).

Other documents it's good to have in house:

- List of medications in First Aid kit and their uses written in English, French, Swahili, and Arabic (*not yet made*)
- Copies of local bus routes and schedules (make one copy for each adult/teenager)
- Copy of your state's Driver's Permit/License handbook and study materials
- Copy of WIC application and supermarket handbook (specific brands and items they can use WIC credit to purchase at store)

## Donations for New Arrival

Donations in general should be dropped off at a designated location on campus that isn't the house. *The house's address should only be shared with trained volunteers or with people who absolutely need to know (for example, for furniture delivery).*

Otherwise, having an office space where small donations can be dropped off and then brought to the house is generally a good practice. Perishables should be coordinated directly with the program coordinator.

You'll also need to fully stock the pantry and fridge for guests. The exact list will depend on the origin and size of the families. Your resettlement agency should be able to provide a basic grocery list, and we typically put this on the needslist. Faculty/staff often sign up for these at our campus. You may also find that some local grocery stores can donate either food directly or gift cards.

You can log the donations using an Excel spreadsheet (or Google Sheets) to keep track of support for the program.

## Welcoming New Arrival - Day of Arrival/First Week

### Airport Arrival

The airport arrival is one of the ways we show our guests that they're welcome immediately upon arrival. You can organize a day to make welcome signs before the arrival with volunteers – if you can make some that say "welcome" in their languages, that can work well.

You can also arrange carpooling with volunteers, particularly during non-Covid times. You'll need to ask your resettlement agency whether they'll need help transporting guests as well – there may be driving clearance needed for this.

Once the agency tells you the flight number, you can send it to volunteers interested in attending the airport welcome. You'll need to regularly check this throughout the day, as flights may be delayed or, on occasion, early. You can coordinate with the case manager (from the resettlement agency) about what time you should arrive as the Program Coordinator. (If guests are arriving at a time that doesn't work for the Program Coordinator, you can arrange with the case manager to come meet the family at the house the following day.)

Regardless of what time guests arrive, a hot meal needs to be provided. We often pick up a meal from a local restaurant with cuisine appropriate for the guests based on where they're from – providing halal meat, for example, for Afghan guests. Resettlement agencies are required to provide hot meals for all new arrivals, so you can ask them for suggestions. (We also put this on the needs list).

At the airport, you can take photos of your volunteers with their signs. For privacy reasons, do not take any photos of guests' faces.

If you're expecting kids in the family, consider getting balloons and stuffed animals for them. This can be an exciting way for them to feel welcome.

## House Walk-Through

The day of arrival, the Program Coordinator and the refugee resettlement agency case manager will do a walkthrough of the house with a translator. You will cover the following:

- How to use different utilities, including oven, microwave, dishwasher (if applicable), washer & dryer, and AC/Heat unit. Guests may have follow up questions about these in the coming days.
- Where food, dishes, cleaning supplies, toiletries, etc are located
- How to use technology such as TV, computer (this can be done next day as well)

You'll also provide the ECAR Welcome Letter from your director/program coordinator in English and ideally in the guest's native language as well. (Sample welcome letter is in the folder).

Guests will sign the lease as well. This will need to be scanned and saved digitally, and you will need to make a copy for guests as well. You should email a copy to the guests' case manager as well.

## Setting Up Phone

The case manager should provide a phone either the day of arrival or the following day. The case manager may help guest set up their phone, but you can check that the following has been done:

- Showing guest how to sign into the WiFi on their phone
- Adding your own phone number (ideally through WhatsApp or other app that you can silence when you're not working).
- Help with adding contacts. They may have a list of family and friends contact information they want to add to their phone. Walk them through it and then watch to make sure they can do it themselves. You may need to look up country phone code to add before number (i.e. Rwanda is +250, Congo +242, DRC +243, Tanzania +255, etc.). Explain that when they give their number to people outside of the US, their friends will need to dial +1 before the number (+1 is USA country code).

## First Week

There are several things that you'll need to provide in the first weeks. The first week tasks – which need to be coordinated with the case manager – are:

- Social Security Card Application - you may be able to make an appointment with the Social Security office so that the wait time is shorter (the resettlement agency will be able to help with this)
- Obtaining bus pass and doing bus orientation - showing guests how to use their bus pass and which routes to take for important places (the resettlement agency office, local urgent care, etc)
- Fill out "New Resident" Postal Form - you can request one online to be dropped off at the mailbox or pick one up from the local post office. You can leave it in the mailbox after it is filled out.
- Create an email address for guest if they don't have one & show them how to use it on their phone
- Provide accordion folder or binder to organize important documents
- Help guests apply for food stamps (and show them how to use them once they arrive)
- Grocery store orientation – showing guests how to use the local grocery store. If you can get a gift card for a store nearby, you can use that while guests wait for their food stamps.

There are other campus-specific tasks that can be done during the first or second week, depending on availability of the guests and their schedules with the resettlement agency. These include:

- Campus tour, including where cafeteria is and how to use meal passes if applicable (we typically request meal passes for single-person cases). Other spaces our guests have used on Guilford College's campus include the gym, art studio, library, and on-campus food pantry.
- Apply for affiliate campus ID card if applicable - this can provide guests with access to on-campus spaces.

(NOTE: with Covid, some guests are asked to quarantine for 10 days upon arrival to the US. During this time, visits are extremely limited and the above tasks will start as soon as the 10 days is complete.)

## Ongoing Support on Campus

There are several ways to continue to support guests after they arrive. You'll work with their case managers closely.

Doing at least weekly check-ins (with a translator if necessary) is important as guests settle in. If you're on campus, make it a practice to check in a few times a week initially. Building trust and relationships with guests is crucial and takes time – often we find that guests don't want to ask for "too much" or feel uncomfortable asking for help. Specific questions like "Do you need more clothes?" and demonstrating that you can provide requested donations will, over time, make guests more likely to feel comfortable asking for what they need.

A few common ongoing support tasks are:

- Providing bikes, helmets, bike locks, and bike safety information to guests (your College may have bikes to donate from the lost & found). If a chapter is in an area with limited access to public transportation, a resettlement agency may ask for support in securing driver license(s) and other transportation support.
- ESL/ESOL Tutoring and English practice – for children and adults alike, having a tutor to help with homework/English learning can be a great way to orient guests to the US - you can create a separate schedule for tutoring (this is a great option for students who need volunteer credit hours).
- Helping guests fill out forms for medical appointments, dental appointments, etc - our goal in helping with these forms is to show guests how to do it on their own later

## Moving off-campus

Helping guests secure safe, affordable housing can be a challenge. If your resettlement agency partner has a housing specialist, be sure to connect with them. ECAR's standards of housing may be higher than the average resettlement agency, as they're working to settle large numbers of people.

Gathering information about what apartments/rental options are available nearby is a step you can take before the three month mark. Developing relationships with leasing offices and explaining the nature of the ECAR program can help in this process.

Around the three-month mark (or earlier if guests express interest in moving off campus sooner), discuss with guests what they're looking for in off-campus housing. You'll explain what rental requirements are in your city/state (for example, occupancy restrictions that may mean a family of seven needs a four-bedroom home) and what to expect. From guests, you'll need to know where they work and how much they're making monthly (so that you show apartments/houses that they could qualify for.) We often use [Social Serve](#), though it's not available for every state and varies in terms of quality.

Once you've had a conversation with guests, work on finding housing that fits with their needs and wants as closely as possible. You'll need to show guests *at least* three options. If guests don't like any of the ones shown, they'll be given a move-out date and shown how to find housing. The Program Coordinator and ECAR team can continue to work with the guests on housing.

After guests have chosen a place to live – whether they find it themselves or it's an option presented to them – our flagship ECAR chapter chooses to pay for the application fees, deposit, and first month's rent, typically up to \$1,500 total.

You'll need to do the following once guests have chosen a place to live:

- Reviewing lease & inspecting home/apartment to ensure it is safe and inhabitable
- Go through resettlement agency checklist for new arrival (heating/AC works, fire alarm/smoke detectors work, etc)
- Ensure gas, electricity, and water are all turned on before move-in date (water may need to be set up in person and have a deposit)

- Help facilitate move (getting student athletes involved is an incredibly helpful way to make these moves easier)
- Help enroll kids in new school (if applicable)
- Help family change address on bills and important accounts (bank, food stamps, Medicaid, resettlement agency, etc)
- Fill out address-forwarding & change of address forms from USPS (\$1 to submit online or free to submit paper form in person)
- Set up utilities account(s)
- Tell family about WiFi options & help set up if wanted (Spectrum offers low-income internet deals)
- Find renter's insurance (if applicable) and show them how to access their account online (often we pay for a year of renter's insurance).

You'll continue to check in with guests after they move off-campus. I typically check in at least once a month after folks move off-campus for the first year, then as needed after that.

## One Year After Arrival

After one year in the United States, refugees must apply for [Lawful Permanent Resident \(LPR\) Status](#) (Green Card). This is an important piece to discuss with the resettlement office to find out whose responsibility it is to follow up on applying for LPR at the one-year mark. After five years of LPR status, refugees may apply for naturalization.

## Fundraising

The arrival of a new family is a great time to promote your chapter on campus and social media – there's often a lot of energy around welcoming new guests. While we ask that you don't share identifying information – respecting the privacy of your guests should be top priority – you can use this time for emphasizing the value of donations to the program. (For example, \$50 can provide enough groceries for one guest for one week.)

The bulk of fundraising, however, is best suited for when you have some downtime as Program Coordinator. The weeks leading up to a family's arrival and the month or so following can be incredibly busy depending on the size and activity of the team.

Financial contributions can be made in person to the Program Coordinator or Director (cash, gift cards, etc. - these must be documented for your records) or online through

your College. Discuss with your Advancement office (or whichever appropriate group) making a specific designation option for ECAR for campus gifts.

## Thank You Notes

As the Program Coordinator, you will write thank you notes as well. You can create a Google Sheets/Excel spreadsheet to keep track of who is donating. If you have recurring donors, you don't need to write a thank you note every month, but every 6 months or so. On the spreadsheet you can keep track of when you sent thank you notes to each person.

You can use whatever stationary you have available, or have ECAR stationary printed specifically for this purpose.

You can personalize the thank you notes. I always start with a thank you, give a line about a recent transition (e.g. arrival or move off campus, how many families/cases or total guests we've hosted so far, maybe how many children within a total number, etc.), talk about what donor support makes possible, and thank them again before signing it "Sincerely, Kathleen Herbst , ECAR Program Coordinator". I would also add my class year (Kathleen Herbst '19) if they are from Guilford College. If I know the person, I try to add a personal note.

Mailed thank you notes are dropped off at the mail center or in an outgoing mailbox on campus. You'll have to discuss postage options (and whether the College or a specific department can cover the cost with their budget) with your team.

## Mobilizing Community Resources

One of the most important practices to establish as a newly-formed ECAR chapter is reaching out to local organizations, stores, and programs. As a 501c3, many companies will donate gift cards or items for tax benefits. In the folder is an example of the donation request letter. Walmart, CVS, Harris Teeter, and Sam's Club have all been known to donate gift cards. Go to the customer service desk with the donation letter (with the Tax ID) and ask if they'd be able to donate a gift card or items for the initiative. You can do this at multiple locations around the town you're in.

You also can use our [ECAR map](#) to see what refugee support organizations are in your area. The map is still new and has not been fully updated, so it may not be an



exhaustive source for organizations in your area. Your resettlement agency should be able to share some with you.

Consider reaching out to local businesses, restaurants, nonprofits organizations, student clubs, athletic teams, and any other community resources who may be able to help as volunteers, donors, or supporters more broadly.

## Self-Care for Program Coordinators

### Boundaries

As the program coordinator, your days will vary depending on what support guests need, how many volunteers are available, and what other responsibilities you hold. Giving guests a set of hours that you're available can help in building boundaries to allow yourself to recharge during your time off the job. For example, Guilford College's Program Coordinator has a specific Business WhatsApp account for guests to reach out, and can turn off notifications after hours. You can also enable an auto-reply function that includes who to contact in case of emergency. Ensuring that guests know who to contact for a variety of situations (case managers for general casework questions, ECAR coordinators for questions about housing or needs they may have, campus facilities if they get locked out after hours, and 911 for emergencies) allows the Program Coordinator to have time truly off the clock.

Setting boundaries with donors is also important. Giving donors a timeframe for donation pickup/dropoff can help the ease of accepting donations, and know that you don't need to accept every offer of donation – you can refer folks to other organizations in the area if you are not in need of what they're offering.

Setting boundaries with volunteers – such as asking that they use email if they'd like to reach you after hours – can help as well in managing stress. You may need some flexibility – for example, if a first-time volunteer is tutoring on the weekend and has a question/concern – but be sure to be mindful of your own time and how much after-hour work (including being on-call for volunteers) you are using. Talking to your director (or supervisor) about options for necessary weekend/after hours communication can help you to develop a plan – whether that's a rotating schedule of who is on call for particular hours or adjusting your own work schedule.

## Communication

Open communication with your team – whether that’s a director, other club members, case managers, or volunteers – can help to alleviate the potential stressors for service providers. Managing your schedule and setting aside time at the beginning and end of the week to gather and assign tasks will allow you to disperse tasks among your team members (including volunteers). A shared calendar, Google Doc, Trello, or other collaborative workspace can aid in prioritization of tasks.

Weekly meetings with your director (or other leaders in your organization) can also help prioritize what is most important and what can wait until the following week. Having these regular check-ins allows you to share what has been accomplished, what’s in progress, and what your goals are. It allows you to celebrate the wins and make a plan for the challenges. Being honest in these meetings about what your needs are, what your experience has been, and what support you could use will help make this a sustainable position.

## Your Mental Health

Taking care of yourself as a service provider working with vulnerable populations is crucial. It can be a challenge to set time aside for yourself when you’re passionate about your work and there are always more connections to be made, support to provide, etc. Taking time for your own self-care – whether that’s therapy, daily walks, meditation, spending time with friends – is an important part of not only your life, but your job as well. Burnout is incredibly common in service-oriented fields, and taking steps to prevent it requires active collaboration between you and your supervisors.

## Resources for Mental Health

- 1- [Reducing Burnout and Vicarious Trauma Among Refugee Service Providers](#)
- 2- [Mental Health First Aid \(variety of resources\)](#)
- 3- [Mental Health Toolkit for Refugees and Refugee Claimants](#)
- 4- [Self-care and a Healthy Workplace in the Settlement and Integration Sector](#)