AIRS’s mission is to provide social and educational services to ensure a successful transition from arrival to economic self-sufficiency for refugees and immigrants coming to Arizona.

Welcome to the AIRS’s Volunteer family! We are eagerly looking forward to getting to know you and utilizing your talents to help us accomplish our mission. Many of AIRS’s staff were volunteers, interns, refugees or immigrants before being employed here. We value you, we rely on you and we ask you to take your volunteer commitment seriously.

If you haven’t already, please submit your volunteer paperwork, direct service form, copy of your Driver’s License & Level One Fingerprint Clearance Card (if you have one). After that, you’ll be able to get started!
AIRS Loves:
• Questions!
• Sign-in, sign-out & hours updates
• Landyard use
• Ideas about how to improve AIRS services
• Partnerships
• Good judgment
• Appropriate dress
• Family-friendly and respectful conduct

AIRS Goals
• Employ every employable refugee and immigrant
• Teach every refugee English
• Teach every refugee American culture
• Conduct outreach and community events on behalf of immigrants and refugees

AIRS reserves the right to terminate any volunteer relationship we deem harmful either to our community in general or to particular individuals.

Mileage Form
You can request reimbursement at a rate of $0.42/mi if you record and submit your mileage driven on AIRS’s behalf at the end of every month. Driving from your house to AIRS’s office to volunteer does not count. However, transporting clients, donations, or anything else specifically on AIRS’s behalf does. You will only be reimbursed if you turn in your mileage sheet at the end of the month with your name on it! Please email whitney.love@airsaz.org to request a soft copy of the mileage form.

Confidentiality Policy
As a volunteer of AIRS, it is possible that information of a highly confidential nature may be shared with you. It is imperative that personal information is not shared with anyone outside of this agency. No information, photos, videos etc. obtained as a result of activities with a refugee community member or agency records and communication should be disclosed without verbal or written permission (in their first language) from that refugee community member and agency. You may not divulge the name, address, or personal business of a community member to anyone without the consent of that community member. Protecting the privacy of our clients and the integrity of the U.S. Refugee Resettlement Program are of utmost importance and must be respected. Failure to maintain this confidentiality will result in the end of a volunteer relationship with this agency and possible criminal charges filed.

Please Note: This is the same information that is on the Confidentiality Form you signed in your volunteer paperwork.

Volunteer Driving Guidelines
• If you are driving as part of your volunteer responsibilities, you must have a valid driver’s license and car insurance.
• Please model safe driving behaviors for our clients who are looking to you as an example.
• Any tickets (parking, speeding, etc.) you incur are your own personal responsibility.
• You must follow state law regarding car seats when transporting children. AIRS has car seats available if transporting clients to appointments. All children younger than 10 years of age should be secured in a federally approved child safety seat according to the safety seat and vehicle manufacturers’ instructions, unless the child is 4 feet, 9 inches or taller, or weighs more than 65 pounds. The child restraint must be right for the child’s size, age and weight. Children ages 0-4 should ride in a size/weight appropriate car seat; ages 4 to 10 should ride in a child’s booster seat. Staff should refer to car seat instructions for proper use.

Emergency Procedures

Car Accidents
If you are involved in an accident while transporting clients, call 911 right away and wait for emergency services to arrive. Remember that any tickets incurred are your personal responsibility. Please call AIRS (602) 944-1821 and speak with the Program Manager, Safaa Mohammed, as soon as possible to report the details and current situation of the accident.

Domestic Violence/Child Abuse
If you are concerned or suspect that abuse has occurred, please report it to your task supervisor immediately. He or she will ensure that the situation is handled properly and legally. Resist the temptation to personally get involved in the situation unless in a situation where you are legally required to do so.

Client Medical Emergency in the Office or Outside of the Office
If possible, let an AIRS staff member take the lead in contacting emergency services. If no staff member is available, call 911.

Emergency Evacuation
In the event of a fire or emergency evacuation, all AIRS staff, interns, volunteers, visitors and clients must vacate the building. Please abide by the following procedures:
• Use the nearest safe exit to your location.
• Check in with agency staff in the parking lot on the South side of the building.

AIRS Staff & Contact Information:
Main Phone Number: 602-944-1821
Safaa the current Director of AIRS: safamohammed@airsaz.org

Sylvia is the bookkeeper: sylvia.limon@airsaz.org

Rayan Oghana is the Housing coordinator and Intensive Case Manager (PC): rayan.oghana@airsaz.org

Nora Espino is our PC National AmeriCorps member: Nora.Espino@airsaz.org

Aseel, Sherwan, and Suha work in the employment department: Aseel.Rassam@airsaz.org, Sherwan.Ganzhorn@airsaz.org, suha.ayada@airsaz.org

Sally Al Khazraji is the R&P (caseworkers) Coordinator: sally.alkhazraji@airsaz.org

Halan, David, and Mmasa are the R&P caseworkers: halan.ali@airsaz.org, hla.david@airsaz.org, mmasa.tusinge@airsaz.org

TonTon and Marisela are the Immigration Specialists: tonton.zowa@airsaz.org, marisela.zepeda@airsaz.org

Please feel free to contact any of our staff if you have questions or concerns that may affect AIRS. All of the AIRS staff have an open door policy and will be happy to talk with you! 😊
Refugee Resettlement Overview

Here are some helpful websites to improve your understanding of the Refugee Resettlement Program:

WWW.AIRSAZ.ORG

http://refugees.org/

http://www.culturalorientation.net/

Cool videos!^


http://www.state.gov/j/prm/

http://www.acf.hhs.gov/orr/resource/the-us-refugee-resettlement-program-an-overview
Volunteer Instructions

Level One Fingerprint Clearance Card

***A Level One Fingerprint Clearance Card is required for all employees and volunteers who will be unsupervised/ working directly with vulnerable populations such as those serviced by Arizona Immigrant and Refugee Services***

1. Go to AZDPS.GOV

2. Click on

3. Click “Schedule an Appointment”

4. Click “New User – Sign up”, follow prompts

5. Select “Regular Volunteer”, follow prompts

6. Select “DES – DAAS”, follow prompts

7. Enter personal info, follow prompts

8. For the employer please type “Arizona Immigrant and Refugee Services”, rather than AIRS

9. Follow prompts to set an appointment for your fingerprinting

10. Pay online, print the receipt, and give receipt to Whitney Love (or just email it!)

   (this secures your reimbursement after 100 volunteered hours!)

11. Bring 2 forms of ID to your appointment

12. Wait 4-8 weeks for your Clearance Card to arrive in the mail

13. Once you receive it, bring it to the office so we can make a copy
### AIRS MONTHLY CLASS SCHEDULE

**FIRST TUESDAY**

<table>
<thead>
<tr>
<th>12:00am Financial Literacy Class – Wells Fargo</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pick-up refugees from their home and take them to AIRS office for class</td>
</tr>
<tr>
<td>2. Assist in Financial Literacy Class - help Wells Fargo banking specialist teach refugees about US banking: translate, role play, read</td>
</tr>
<tr>
<td>3. Drop-off refugees at their homes after classes</td>
</tr>
</tbody>
</table>

**SECOND TUESDAY**

<table>
<thead>
<tr>
<th>12:00pm Police Workshop – Phoenix PD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pick-up refugees from their home and take them to AIRS office for class</td>
</tr>
<tr>
<td>2. Assist in Police Workshop - help officers conduct their police class: translate, pass out papers, role play</td>
</tr>
<tr>
<td>3. Drop-off refugees at their homes after classes</td>
</tr>
</tbody>
</table>

**THIRD TUESDAY**

<table>
<thead>
<tr>
<th>12:00pm Health Class – AIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pick-up refugees from their home and take them to AIRS office for class</td>
</tr>
<tr>
<td>2. Assist in health class – help with sign-in sheet, and translation</td>
</tr>
<tr>
<td>3. Drop-off refugees at their homes after classes</td>
</tr>
</tbody>
</table>

**FOURTH TUESDAY**

<table>
<thead>
<tr>
<th>1:00pm Bus Training – Valley Metro</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pick-up refugees from their home and take them to AIRS office for class</td>
</tr>
<tr>
<td>2. Assist in Bus Training - get on the bus with refugees and help show them how to locate bus stops and get on/off the bus.</td>
</tr>
<tr>
<td>3. Drop-off refugees at their homes after classes</td>
</tr>
</tbody>
</table>
ENGLISH CLASS

Sign up to help teach English classes at Deseret Industries (DI)

Wednesdays 1:30-3:30pm with Nora @ nora.espino@airsaz.org

Volunteer of the month

At the end of every month AIRS staff collectively decides on a Volunteer of the Month!

Volunteers of the Month receive photo recognition in the reception area and volunteer entrance as well as a Certificate of Appreciation. AIRS provides job references, validation of volunteer contributions, and encourages volunteers of the month to add their accomplishment to their resume!
Welcome Refugees!
We do a housing setup for newly arriving refugee families. Refugees are very pleased to see their new home and excited to begin their new lives in the USA. AIRS provides them with affordable or donated furniture and prepares the home with a tidy set up.

Your help is much appreciated and puts SMILES on Refugees’ faces!
**Living Room**

Couch
Couch Pillows
Coffee Table
Side Table
Clock
Pen & Paper
Standing Lamp
Light bulbs
  * 1 per lamp
Air Freshener
Floor Rug (Optional)

**Dining Room**

Dining Table
Chairs
  * 1 per person
Tablecloth
Dish sets
  * 1 Plate/bowl/cup per person
Silverware sets
  * 1 per person

**Bed Room**  ***Omit bed frame/mattress

(AIRS provides)***

Appropriate size sheet sets
Pillows w/ Pillow Cases
Comforters *for each bed
Night stand
Lamp *for each room
Dresser (Optional)
Hangers (10 per person)
Crib if needed
Bathroom

Toothbrush, Bath Towels, Hand Towels, Wash Cloth
*1ea per person
Shower Curtain & Rings
Body Wash, Soap, Deodorant,
Toilet Tissue, Toothpaste,
Mouthwash, Small Trash Bin, Razor/shave cream
*1ea per bathroom
Toilet Cleanser
Feminine Hygiene items

Kitchen

Set of cooking pots
Set of knives
Cutting Board
Kitchen Towels
Can Opener
Mixing Bowls
Coffee maker (Optional)
Rice Cooker
*For Malaysian cases
Large Wok
*For African cases
Baking pan
Kitchen Cleaner, Sponges,
Dish washing soap, Mop/Broom
Waste Basket & Trash Bags
Food in Fridge *Depends on the country of origin – Ask caseworker

Misc

Laundry Detergent
Appropriate seasonal clothing and proper footwear as needed
Diapers & baby items if needed

Additional Household Needs (Optional)

Electric Fans
Grocery Gift Cards
Rubbermaid totes
Laundry Baskets
Kitchen Gadget Examples

- Vegetable Peeler
- Microplane Grater
- Box Grater
- Garlic Press
- Juicer
- Timer
- Potato Masher
- Pastry Scraper
- Instant Read Thermometer
- Mixing Bowls
- Prep Bowls
- Fine Strainer
- Colander
- Plastic Cutting Boards
- Wooden Cutting Board
- Balloon Whisk
- Silicon Spatulas
- Tongs
- Ladle
- Slotted Spoon
- Metal Spoon
- Wooden Spoon
- Turning Spatula