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**NASHVILLE  
NEIGHBORS**

Team Packet

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## Introduction

Thank you for exploring Siloam Health's Nashville Neighbors initiative! We encourage you and your team to read through the contents of this Team Packet together to gain a better understanding of Siloam, Nashville Neighbors, and the expectations of your team over the next six months. We want to thank you in advance for stepping into the difficult places, loving and helping your new neighbors. We cannot prepare you for every situation you may encounter, but if you come with the attitude of a learner, we believe both your team and your new neighbors will be deeply impacted for the better.

### About Siloam Health

Siloam Health is a faith-based, charitably funded nonprofit organization that provides affordable, high-quality, whole-person health care to the uninsured and underserved in Middle Tennessee as well as health promotion among Nashville's immigrant and refugee populations. Through Siloam's comprehensive medical care and community health programs, we address not only the physical health of those we serve, but their spiritual, emotional, and mental health as well. We also work through student education initiatives to mentor and train the next generation of health professionals and change the face of health care as usual.

Since first opening our doors in 1991, Siloam's mission has been *to share the love of Christ by serving those in need through health care.*

### Why Nashville Neighbors?

Since 2003, Siloam has held the Refugee Medical Screening contract for all newly arrived refugees to the state of Tennessee. Over the years of conducting their initial wellness exams, Siloam has seen firsthand the many barriers to health that new refugees face when they first arrive in America—like knowing when to call 9-1-1 and understanding the difference between prescription and over-the-counter medications. We've also seen a more profound need to engage relationally with the local refugee community. After lots of praying and researching ways to go deeper with our new neighbors, Nashville Neighbors was launched in October 2017.



## What is Nashville Neighbors?

### Program Structure

Siloam Health will pair a team of volunteers with a newly arrived refugee family for six months. Teams will be equipped to teach basic health education topics, with an intentional focus on fostering relationships and creating a broader social network and support system for the refugees. Each team will meet in their refugee family's home and will be joined by a paid interpreter.

### Goals

Nashville Neighbors aims to...

1. *Promote wellness* through a health education curriculum.
2. *Foster relationships* between new refugees and the established Nashville community.
3. *Be the bridge* between the local refugee communities and the local church.

### Team Structure

A team consists of six or more adults who share the commitment and responsibilities of the program. For example, a team could be six individuals, three couples/family units, or any combination. Families with children are encouraged to be a part of your team, as most of the refugee families in Nashville Neighbors will have children. Understand it may not be best for the entire group to go on each visit due to limited space in the apartment or too high of a volunteer-to-refugee ratio. Each team will select one team leader to be the primary point of contact with Siloam.



## Time Commitment

Teams agree to a six-month commitment with one refugee family, with a minimum requirement of two visits per month (12 total visits). We strongly encourage teams to plan 3-4 visits in the first month to help build rapport with your family. Plan on 3 hours per visit, though most of the health lessons will only take about one hour.

Remember that each team member is not required to go on every visit, so feel free to take turns visiting your family. However, each team member should be an active participant and share the responsibilities of their team.

## Health Education Curriculum

Your team will teach eight simple health topics over the course of your six-month commitment. We will equip your team with a curriculum which includes suggested activities to reinforce these very basic lessons.

1. Emergencies
2. Pedestrian and Water Safety
3. Mental Health I: Cultural Adjustment and Stress
4. First Aid and Pharmacy
5. Hygiene
6. Mental Health II: Depression and Anxiety
7. Nutrition and Food Safety
8. Preventative Care

## Interpreters

Your team will be assigned a primary interpreter, as well as a list of alternate interpreters, to join you on all your visits. Interpreters are paid \$15/hour by Siloam, and we will cover your team's interpreter costs up to 36 total hours (12 visits at 3 hours each). Siloam will track your team's interpreter hours and we will notify you when you're nearing the 36-hour cap, at which point your team will be required to compensate your interpreter directly for any additional time at \$15/hour.



## How to Become a Nashville Neighbor

### Onboarding Process

#### Step 1: Identify a team.

The ideal team is one that already exists naturally (i.e., small group, student group, office department, etc.). If your organization does not already have a team structure in place, you can still assemble a team. We strongly encourage you to meet together and read through this team packet prior to contacting Siloam.

#### Step 2: Select a team leader.

The team leader will be the main point of contact with Siloam. All communication from Siloam will be directed to your team leader and vice versa. He/she is not required to go on every single visit with your family but is responsible for coordinating/scheduling those visits (likely through an interpreter). If the team leader is unavailable (i.e., traveling, family matter, etc.) he/she is responsible for delegating another team member to coordinate communication and visits.

#### Step 3: Contact Siloam.

Now that you have a team assembled, the team leader will email us ([wes.harrell@siloamhealth.org](mailto:wes.harrell@siloamhealth.org)) to confirm the team is ready to start. We will then send the volunteer application link, background check instructions, upcoming training dates, and Team Roster Form to the team leader to share with your team members.

#### Step 4: Pick a training date.

Ideally, the entire team will attend one training together. However, we understand this is not always possible, so we offer two trainings each month. Please note that attending training is required for ALL adult team members. Children are not required to attend but are welcome to join.

#### Step 5: Submit the Team Roster Form.

The team leader will ensure each team member completes ALL required paperwork (volunteer application and background check) and selects their training date. Send Siloam your completed Team Roster Form to officially sign up for training.

## **Step 6: Attend training.**

The NN training is vital in preparing your team to serve your refugee family well. It is crucial you arrive on time since the training takes three hours. Training will include a quick tour and overview of Siloam Health. We'll then explain the structure of NN, walk you through the health curriculum, and cover helpful topics like cultural sensitivity, how to use an interpreter, and what to expect when you enter the home of a newly arrived refugee.

## **Step 7: Meet your family!**

Siloam will schedule your first visit with your family and interpreter. From there, your team will be given contact information for your family and primary interpreter (and a list of alternate interpreters). It will be up to your team leader to schedule all subsequent visits, although Siloam staff is available to assist when needed.

## **Team Expectations**

We encourage teams to better understand some of the nuances of working with people from different cultures. We will cover these five expectations in much more depth during training but want your team to be aware of these from the start.

- 1. Respect the boundaries set by Siloam.**

Your role is to be a friend and a teacher. We are NOT asking you to be your family's doctor, counselor, or case worker. Be mindful of the services resettlement agencies provide – housing, employment, school enrollment, and assistance with applications (SNAP benefits, TennCare, etc.). If you feel your family has gaps in services, notify Siloam, but PLEASE DO NOT PROVIDE THESE SERVICES.

- 2. Be flexible.**

Expect the unexpected. Every team's experience is different, and there's no way we can prepare you for every situation.

- 3. Do not proselytize.**

At Siloam, no one is required to adopt our faith views to receive our services or participate in our programs.

- 4. Practice cultural sensitivity.**

Come with the attitude of a learner. Remember, you are a guest in their home, so be respectful at all times.

- 5. Encourage self-sufficiency.**

Help through empowerment. Our model is to teach so they can help themselves. We strongly encourage you to give your family the gift of your time as opposed to offering them money or material things.

## Data Collection and Feedback

We ask all volunteers to participate in data collection and feedback for our program to be effective. A brief feedback survey (5 minutes or less) is required after each visit with your refugee family, including visits where the curriculum isn't used (i.e., sharing a meal, fun activities, teaching ESL, etc.). Only one team member needs to complete the survey on behalf of the team. (<https://bit.ly/2nhqOZY>) Outside of this brief feedback survey, Siloam staff will be collecting additional data. This will include a few short surveys and a focus group at the end of your 6-month commitment. Thank you in advance for your honest feedback.



Use the camera app on your phone to scan this QR-code





# Team Leaders

## Scheduling Tips

Coordinating meeting times between your interpreter, refugee family and the team can be challenging and frustrating! Here are a few tips to help make the process as stress-free as possible.

### Before the first visit

- A Siloam staff member will coordinate your first visit and communicate with you the general availability of your interpreter and refugee family (i.e., evenings, Saturday afternoons, etc.).
- Create a free Doodle poll (<https://doodle.com>), or something similar, based on the availability of the interpreter and refugee family and share this with your team. This will give you a general idea which times work best for your team.

### At the first visit

- Confirm the availability of your refugee family (i.e., evenings, Saturday afternoons, etc.). Even though Siloam already communicated this, things can change quickly! Emphasize your team wants to come at a time when most, if not all, family members will be home.
- Confirm the availability of the interpreter.
- If possible, set-up your next visit with the family at the first visit and we encourage this at your subsequent visits, if possible.
- Ask the family for any and all cell phone numbers (i.e., head of household, adult children, a neighbor who speaks their language and English, etc.).
- Ask the interpreter to call the family a couple of days prior to AND the same day as the visit to remind them and to confirm their availability.

### Additional Suggestions

- Remember to be flexible.
- If the family is consistently not home at scheduled meeting times, ask the interpreter for his/her advice in addressing this with the family. In our experience, it is fine to communicate frustration in a direct, but gentle and kind manner. Remember, one of your roles is to help the family learn to live in the United States, and not keeping appointments can be interpreted as disrespectful and irresponsible behavior in our culture.

- We are here to serve you as you serve your family, so please don't hesitate to communicate any ongoing scheduling issues you encounter! We will help support you in any way we can.
- Use a blank calendar to help your family remember scheduled appointments to show them what date and time to be at home for your visits. This will help them get in the habit of planning and committing, which will also help them become more accustomed to the time-oriented American way of life.

## Team Leader Expectations

- Be the bridge of communication between Siloam staff, your team, your family, and your interpreter.
- Make sure all team members have completed the background check, team application, and volunteer training. Remember, your team must complete the team application and background check prior to training.
- Ensure all team members are adhering to the Volunteer Commitment policies and Cultural Sensitivity guidelines discussed during training.
- Be sure that your team meets with your refugee family twice per month. If for any reason your team is unable to meet with your family for a month, please notify Siloam staff.
- Make sure that the feedback survey is completed after each visit (even if you don't teach a health lesson). If you are unable to attend, please designate another team member to complete the survey for that visit.
- Remember the survey is the best method for communicating non-urgent needs or concerns you may have for your family. This is also where you can request follow-up from Siloam staff. For urgent needs or emergencies, you will be provided with staff cell phone numbers during training.
- Ensure that the interpreter has been compensated for their work. Siloam will pay your interpreter for the first 36 hours that you visit your family. If your team exceeds this amount, which is encouraged, your team is expected to compensate your interpreter directly at \$15/hour.