HOW TO DELIVER REMOTE CULTURAL ORIENTATION (CO)

Ideally, Cultural Orientation (CO) is meant to be delivered in-person and in a group setting. However, this may not always be possible. Various factors, such as a location of a refugee prior to their departure or safety and security considerations for both the CO provider and refugee may necessitate remote CO. In order to ensure refugees still receive critical CO messages in these instances, CORE recommends the following remote delivery approaches and tips.
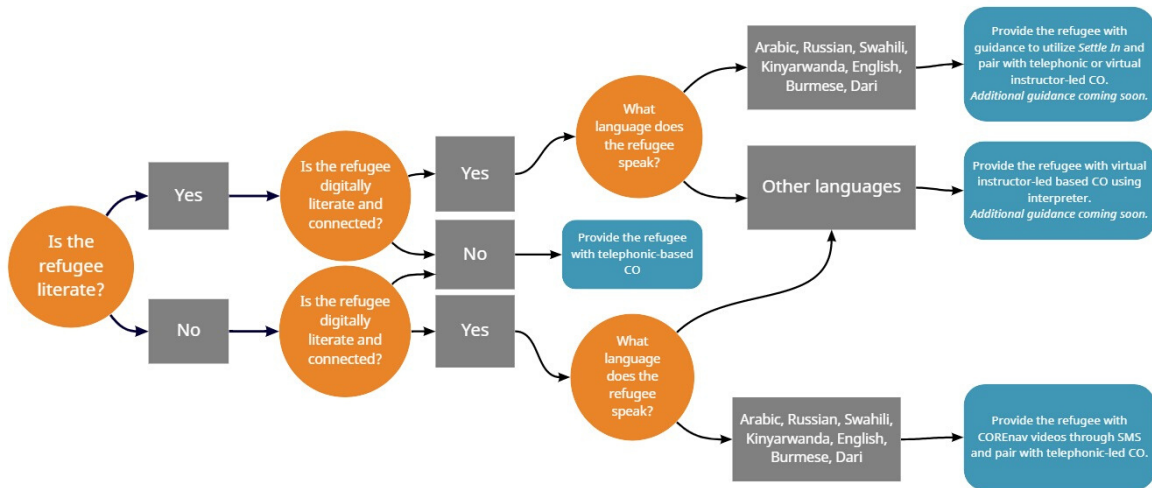
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CONDUCT NEEDS ASSESSMENT

There are multiple approaches for delivering remote CO to refugees. In order to best determine which method might be best, CO providers should start by answering the following questions:

- What is the refugee's literacy level?
- What is the refugee's digital abilities?
- Does the refugee have access to a smartphone, tablet, or computer?
- Is the refugee able to access WiFi or Internet for a period of time?
- What language does the refugee speak?

2

SELECT APPROPRIATE REMOTE CO APPROACH

Based on the above answers, CO providers can select any number or combination of approaches to deliver remote CO, including either self-paced sessions or telephonic, virtual instructor-led online sessions. Use the below flowchart to determine the indicated CO delivery based on refugee needs in terms of language, literacy, and digital awareness and connectivity. For each of these methods, click on the list below for more guidance. When providing remote CO, It is important to ensure interpretation and properly document remote CO in accordance with cooperative agreement guidelines.

Arabic, Russian, Swahili, Kinyarwanda, English, Burmese, Dari → Provide the refugee with guidance to utilize *Settle In* and pair with telephonic or virtual instructor-led CO. *Additional guidance coming soon.*

Other languages → Provide the refugee with virtual instructor-led based CO using interpreter. *Additional guidance coming soon.*

Provide the refugee with telephonic-based CO

Arabic, Russian, Swahili, Kinyarwanda, English, Burmese, Dari → Provide the refugee with COREnav videos through SMS and pair with telephonic-led CO.

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Additional CORE Remote CO Tools:

- **Telephonic Refugee Resettlement CO Guidance and Curricula**
- Virtual Instructor-Led CO Curricula (Coming Soon)
- Using *Settle In* for Remote CO (Coming Soon)

3   CONSIDER THE ROLE OF PARTNERS

In addition to determining the remote CO approach, Resettlement Support Centers and Resettlement Agencies also need to consider the role of partners. Partners include, but are not limited to, interpreters, volunteers, interns, community guest speakers, and other organizations, such as businesses, faith-based groups, UNHCR, or IOM. These partners can play a role in in facilitating remote CO. For example, there may be partners who can assist in securing a location for the refugee to attend CO with a stable internet connection.

4   USE IN-PERSON CO BEST PRACTICES

In delivering remote CO, providers should still employ the same best practices of in-person CO delivery in terms of methodology and resources. Specifically, adult learning principles, student-centered learning, and avoidance of cognitive overload are critical. For more guidance on these concepts, CO providers are encouraged to complete CORE's online courses. In terms of resources, CO providers can adapt and use resources available through the CO Resource Exchange, the CORE Resettlement Navigator website, and *Settle In*. Providers can access more tips on utilizing the CORE Resettlement Navigator website and *Settle In* through CORE's communication tools page.

Cultural Orientation Resource Exchange
www.coresourceexchange.org