



## Using WhatsApp & Communicating with RAA

### **What's up with WhatsApp?**

We use WhatsApp because this is what most of our refugee clients use to communicate. If you're on a CS Team, you'll need to download WhatsApp if you don't already have it. It's free. You will be added to two WhatsApp chats with RAA and then you may have an additional chat to coordinate with your matched family.

### **Chat #1: CS Team + RAA Chat**

- *Each team will need to have a team chat before you get started. All team members must be added to this chat, including those who join along the way.*
- Team members must check this chat in order to stay up to date with teamwork and the family's needs.
- Weekly check-ins will take place via this chat.
- RAA Staff will be added to the chat to support and help troubleshoot. Volunteer Coordinator and/or Client Coordinators may remain. Please use the @symbol when addressing a corresponding staff member so we know to respond.
  - Adriana (Volunteer Coordinator) 305-204-8629
  - Rajaa (Client Coordinator) 305-792-8494
  - Kamar (Client Coordinator) 305-204-3597
  - Romona (Employment) 305-918-2675
  - Salma (English Classes, ESL) 786-716-2990

### **Chat #2: RAA Volunteers**

- Every volunteer with RAA is added to our admin-only RAA Volunteers Chat. ● The posting feature has been disabled; only RAA Staff can post and this is for *agency-wide* announcements (average post is 1-2x per week)
- This chat is also the bulletin board/main hub for all CSTs. If we have an announcement that pertains to all CSTs, we will post it here. This can include special events, free offers/donations, important safety reminders, etc.

### **Chat #3: CS Team + Matched Family**

- Since most refugee clients use WhatsApp, this is the best way to reach your matched family.
- Use this chat to coordinate visits between your team and the family. Remember that if literacy levels are low, voice memos can help.
- Use emojis! Emojis are a great way to express tone and are helpful to English-language learners. 😊
- RAA Staff does not need to be on this chat as we will be on another chat with your team.

### **RAA Staff Directory for CSTs**

**Kristen Bloom**, (Founder/Executive Director, she/her)- oversees teams' finances  
[kristen@refugeeassistancealliance.org](mailto:kristen@refugeeassistancealliance.org)

**Jamie Scotti Everett** (Director of Operations, she/her)- oversees agency-wide programs, troubleshooting for \*true emergencies\*  
[jamie@refugeeassistancealliance.org](mailto:jamie@refugeeassistancealliance.org)/ WhatsApp: 786-496-4362

**Adriana Jaramillo** (Volunteer Coordinator, she/her)- oversees CS Teams, onboarding new volunteers, troubleshooting for day-to-day  
[adriana@refugeeassistancealliance.org](mailto:adriana@refugeeassistancealliance.org)/ WhatsApp: 305-204-8629

**Salma Spahi** (ESL Coordinator, she/her)- oversees online English Classes, onboarding new teachers  
[salma@refugeeassistancealliance.org](mailto:salma@refugeeassistancealliance.org)/ WhatsApp: 786-716-2990

**Rajaa Zewanah** (Client Coordinator, she/her)- oversees corresponding families and children's tutoring  
Best contacted via Whatsapp: 305-792-8494 [rajaa@refugeeassistancealliance.org](mailto:rajaa@refugeeassistancealliance.org)

**Kamar Aboulreesh** (Client Coordinator, she/her) oversees corresponding families  
Best contacted via Whatsapp: 305-204-3597 [kamar@refugeeassistancealliance.org](mailto:kamar@refugeeassistancealliance.org)

**Romona Allen** (Client Coordinator) oversees special projects and employment Best contacted via Whatsapp: 305-918-2675 [romona@refugeeassistancealliance.org](mailto:romona@refugeeassistancealliance.org)

**Kristen Guskovict** (Licensed Clinical Social Worker)- oversees matters pertaining to refugee clients' mental health.

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