

## **Sam & Congolese Family**

Sam was visiting Roland and his young sons for the past several months. They arrived from the Congo two years ago and shortly before the family arrived, Roland lost his wife and the children their mother. Sam had watched the family grow in some areas, but they seemed stuck in other areas, such as Roland learning English or understanding about the importance of hygiene in the US. Sam wanted the family to have the best chance for to reach success.

Roland had enough broken English that he and Sam could communicate a little. Through his organization, Sam was able to use both phone interpretation if required for service provision. Sam helped the family whenever he was able to provide 'extra' support. He spoke to people in his community about the needs of refugees in general and would bring some of the donations he collected to the family.

Knowing it was against policy, Sam felt it was a unique case when he provided Roland with his cell phone number one Friday during a visit when his young son was sick and Roland was unsure of what to do if his fever were to spike.

Overtime, Roland would suggest a few resources that the family could use and Sam would bring what he could have access too so the family had extra support. Sam had a true heart for the family and could not imagine how difficult it must have been for the family throughout their process.

One day, Roland called Sam and said he was having a problem at work and was fired. Roland asked Sam to call his boss to get his job back. Sam agreed to contact the employer to try to prevent Roland from losing his job. During the conversation with the employer, Sam discovered that Roland was enrolled in a refugee employment program and the employer wanted to know why Roland hadn't spoken to his employment counselor as he was instructed to do?

### **Discussion Questions**

1. What went wrong?
2. How can you help Kat to become culturally humble?