



Welcome to

THE UNITED STATES WORKBOOK

**A Companion
Workbook for
Refugees**
English Version

CAL

OR Cultural Orientation
Resource Center

WELCOME TO THE UNITED STATES WORKBOOK

This *Welcome to the United States Workbook* was developed as a companion to the *Welcome to the United States* guidebook. The workbook, like the guidebook, will help you prepare for your first few months in the United States. It will help you think about certain topics and reflect on how to manage various issues as you find a place to live, look for work, meet Americans, and adjust to American culture and society.

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The contents of this publication were developed under an agreement financed by the Bureau of Population, Refugees, and Migration, United States Department of State, but do not necessarily represent the policy of that agency and should not assume endorsement by the Federal Government.

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1



Chapter One THE RESETTLEMENT JOURNEY

Like many other refugees, you have made the decision to resettle and start a new life in the United States of America. Resettlement is the first step to becoming a permanent resident and, for many, a citizen of the United States someday. Resettlement is a long process that will change your life, and it will bring many challenges and opportunities. The experience is different for every person. It is normal to feel both excited and nervous as you prepare for your journey.

This chapter will help you consider

- » The role of resettlement staff as your first guide
- » Self-reliance as the key to your success

Resettlement is a long process with many challenges and opportunities along the way. During your first few months in the United States, resettlement staff will be your primary guides.

1

THE RESETTLEMENT JOURNEY



KEY ENGLISH VOCABULARY

The following English words are used when discussing resettlement in the United States. These words will be helpful for you to learn.

Say the word in English. Write the word in your native language. Then draw a picture of the word, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
courage		<i>Courage means being brave and facing fears or dangers.</i>
determination		
goals		
independent		
journey		
resettlement		
self-reliance		

1

THE RESETTLEMENT JOURNEY



WISHES AND CONCERNS

In the boxes below, draw or write about your wishes and concerns for the future.

WISH

CONCERN

WISH

CONCERN



What have you heard about life in America? Draw or write about the things you have heard below. When you are finished with this book, come back to this page. Circle what is still true and cross off what is no longer true.

Life will be difficult at times, but try to stay positive and remember that things will get better!

1

THE RESETTLEMENT JOURNEY

Kumar asked for advice from his case manager and the employment specialist at his resettlement agency, and learned how to look for jobs on his own. Krishna sat at home or in the resettlement agency office and waited for staff to find a job for him. Who do you think probably got a job first? Who do you think was more successful over time?

When Naw Paw first arrived in the United States with her three children, her first job was cleaning offices, even though she had worked as a secretary in her own country. She did not like her job, but she did it because she had to support her family. Although she knew some English, she could not communicate very well in it. Today, 6 years later, she works as a receptionist at the office she cleaned for many years, and she is studying to be a secretary. Someday she hopes to be an office manager. What did Naw Paw do to become a success?



YOUR GOALS

Now is a good time to think about your own goals. Think about where you have been and where you are going. Draw pictures in the strip below to explain your journey.

Who are you?	What did you do as a child in your home country?	What did you do as an adult in your home country?	What did you do in your country of asylum?
What do you want to achieve in your first month of resettlement?	What do you want to achieve in your first year of resettlement?	What do you want to achieve 5 years after resettlement?	What do you want to achieve 10 years after resettlement?

1

THE RESETTLEMENT JOURNEY



WRAP-UP*

*True or false? How much do you think you know about resettlement in the United States? Test your knowledge with the statements below. Read these statements and circle the word **True** if you think the statement is right and circle **False** if you think the statement is wrong.*

- | | | |
|--|-------------|--------------|
| 1. You will play an important role in your successful resettlement. | True | False |
| 2. There are people from all over the world living in the U.S. | True | False |
| 3. All communities in the U.S. are very similar. | True | False |
| 4. You will need to work with your resettlement agency to ease your adjustment to the U.S. | True | False |
| 5. There will be public services and government assistance for you in your community. | True | False |
| 6. You will need to buy a car the day after you arrive in the U.S. so you can get around your new community. | True | False |
| 7. Most adult men and women have to work in the U.S. | True | False |
| 8. You will not need to learn English. | True | False |
| 9. Public school is free and required by law for all children ages 6-16. | True | False |
| 10. Doctors cannot talk about your health to anyone but you without your permission. | True | False |
| 11. All people in the U.S., including refugees, have basic human rights. | True | False |
| 12. You will need to give up some of your own culture and values and adapt to U.S. culture and values. | True | False |

It is okay if you did not know all the correct answers. This book will review the important facts of resettlement and help prepare you for what to expect when living in the United States.

* Correct answers provided in Appendix A on page 135.

2

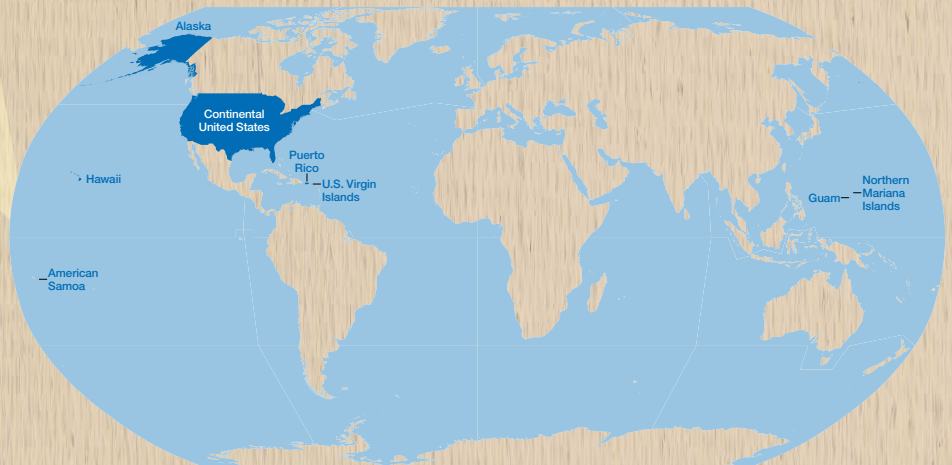


Chapter Two THE UNITED STATES AND AMERICAN CULTURE

The United States is the third largest country in the world in size and population. It is a land of different regions and climates, and it is made up of people with different ethnic, racial, religious, and language backgrounds. Yet it is one nation: a nation of Americans. Even though Americans come from all over the world, there are certain basic beliefs and ways of doing things that most Americans share. These beliefs and behaviors may be different from ones that you are used to.

This chapter will help you consider

- » Differences among communities
- » American culture and values





KEY ENGLISH VOCABULARY

The following English words are used when discussing the United States and American culture. These words will be helpful for you to learn.

Say the word in English. Write the word in your native language. Then draw a picture of the word, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
culture		<i>The Yahya family is proud of their Darfuri culture and eager to learn about American culture.</i>
community		
customs		
diversity		
identification		
language		
newcomers		
population		
tradition		

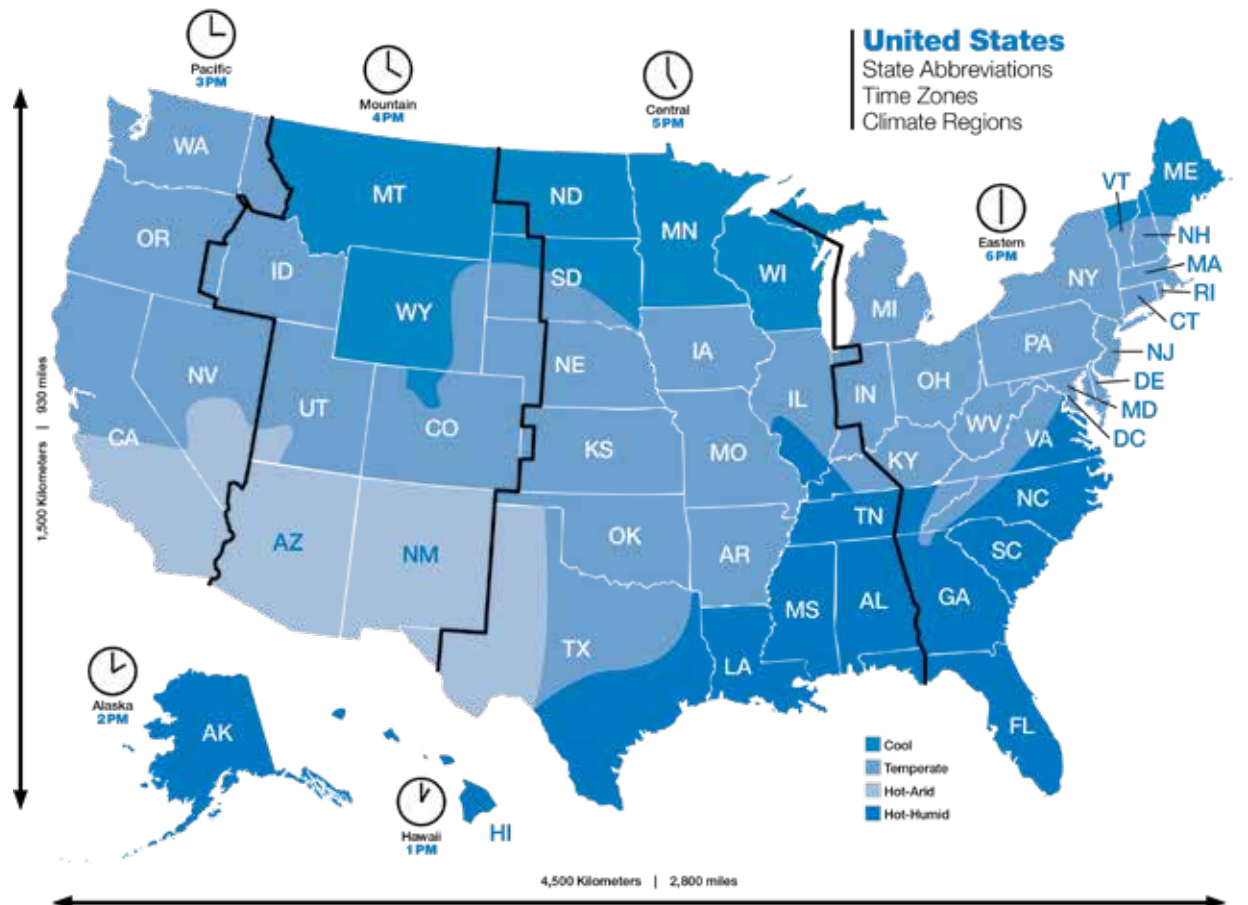
Each community in the United States is different. What you have heard about the United States from others may not be true for you.

DIFFERENCES AMONG COMMUNITIES

When Dina's cousin and his family resettled in the United States 3 years ago, they lived in a large house. Dina was not happy when she was given a room in a 3-bedroom apartment with two other women her age. She thought she should live in a house like her cousin. Why was Dina's housing different from her cousin's housing? What should she have realized?



MAP OF THE UNITED STATES





Think about your own culture or background.

- What language(s) do you speak?
- What foods do you eat?
- What are your homes like?
- What are your most important customs or traditions?



Draw or write about your culture or background below, such as customs, traditions, or foods.



Some people you meet in the United States may be interested in learning more about your culture or background. Practice by telling a partner about what you have drawn or written above.

ABOUT AMERICANS AND AMERICAN CULTURE

Bikash was a volunteer at a community museum. At the museum, he met another volunteer, an older American woman. She was very friendly and wanted to learn all about Bikash and his culture. But some of the questions the woman asked seemed very personal to Bikash. How do you think Bikash felt? If you were Bikash, what would you do?



With a partner, practice asking each other questions about each other.

Here are some questions you might ask:

- Where are you from?
- How long have you been living here?
- Who do you live with?
- Do you have children?

What else would you like to know about your partner? Come up with your own questions to ask!

Anna was happy to have made friends with her neighbors down the street. She rang their door bell one evening on her way home to visit with them, and was surprised and hurt when they told her this was not a good time to visit because they were eating dinner. Do Anna's neighbors not want to be friends with Anna anymore? If you were Anna, what would you do?



Think about which of the values discussed on pages 19 through 21 of the Welcome to the United States guidebook that might be more challenging for you to adjust to. Complete the chart below. There is an example for you.

What values, customs, and behaviors might be harder to adjust to in the United States?	How will you try to help yourself adjust to these changes?
<p><i>I will be expected to shake hands with both men and women when I meet them.</i></p>	<p><i>I will greet people with a smile, and will tell them my name and where I am from.</i></p>

Maryam was trying to adjust to the new customs and values in the United States. She was trying to become independent, arrive places on time or even early, and respect her neighbor's privacy. But every day, she felt sad and missed her home country a lot. Why do you think Maryam is unhappy? If you were Maryam, what would you do?



Talk with a partner about the ways to avoid feeling overwhelmed in the United States.



WRAP-UP*

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Are all communities in the United States the same?
 - a. Yes.
 - b. No.
2. Which of the following are common ways Americans greet strangers?
 - a. With a hug.
 - b. With a smile.
 - c. With a handshake.
 - d. With a kiss on the cheek.
 - e. Choices b and c.
3. Which of the following do Americans value highly?
 - a. Self-reliance.
 - b. Asking questions.
 - c. Speaking loudly.
 - d. Being on time.
 - e. Choices a, b, and d.
4. Which person in the following examples is NOT being self-reliant?
 - a. Someone who starts learning English right away.
 - b. Someone who asks her friends and family if they know of any jobs in the area.
 - c. Someone who is not interested in finding a job and feels that the resettlement agency should provide everything for him.
 - d. Someone who tries to learn about life in America by observing and asking questions.
5. Imagine that your American neighbors invite you to their home and offer you alcohol. This is a problem for you because you do not drink. Is it rude to refuse a drink in the United States?
 - a. Yes.
 - b. No.

* Correct answers provided in Appendix A on page 135.

3



Chapter Three TRAVEL TO THE UNITED STATES

After you have been accepted for admission to the United States, there are a few more steps to take before you travel. These steps include medical exams and security clearances. Use this waiting period to start learning English if possible.

This chapter will help you consider

- » The medical examination and security clearance
- » Your assigned resettlement agency
- » Travel arrangements
- » Details of your travel to the United States

Before you travel to the United States, you will need a medical exam and security clearance






KEY ENGLISH VOCABULARY

The following English words are used when discussing resettlement in the United States. These words will be helpful for you to learn.

Say the word in English. Write the word in your native language. Then draw a picture of the word, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
bags		
departure		
identification		
luggage		
medical		
occupation		
passport		
travel		

There are certain items that you may not take into the country. Be aware of these items before you pack your bags.

ASSIGNED RESETTLEMENT AGENCY



Once you have found out, fill in the information below. You may not find out some of this information until after you have arrived in the United States.

My new town/city: _____

My new state: _____

My resettlement agency: _____

Contact information for my resettlement agency: _____

TRAVEL ARRANGEMENTS

After a few months, Pooja's family received a bill in the mail for their IOM promissory note. Pooja remembered signing something about it, but she could not remember what it was for. How would you explain this bill to Pooja? What would you tell her about the importance of paying back this loan? If Pooja had more questions, whom should she ask?



Below are samples of some documents you may want to take with you. Circle the documents your family will take with you in addition to the documents in your IOM bag.



Medical prescriptions



Educational transcripts



Degrees, diplomas, or certificates



Vaccination records



Birth certificates



Marriage certificates



English translations of any important documents



Medical records

3

TRAVEL TO THE UNITED STATES



Draw or write any other important documents you will need.

Remember to pack important documents in your carry-on bag!

Pray Meh carefully packed her bags, but she did not know what to do when her three small children complained about being cold on the plane. What should Pray Meh have packed in the carry-on bags so her children would not be cold on the flight?

Farah packed her small sewing needles in her carry-on bag, and she was very upset when the airport authorities told her she could not take the needles on the plane. What should Farah have done differently?



*This page and the next page show pictures of three groups of items. Write the number 1 in the group of items that should be packed in your checked baggage. Write the number 2 in the group of items that should be packed in your carry-on bag. Write the number 3 in the group of items that you cannot take.**

1. These items should be packed in your checked baggage.
2. These items should be packed in your carry-on bag.
3. You cannot take these items.

a.				
	Food, bottles, and diapers for babies	Welcome guide	Quiet toys for children	
				
	Academic, health- related, and other important documents	Warm clothing	Small amount of tobacco	Books or magazines
				
	Small amount of liquids in clear plastic bag	Money	Prescription medications with prescriptions	Watch
				
	Snacks	Umbrella	Jewelry	

*Correct answers provided in Appendix A on page 135.

b.

		
Weapons or anything that could be used as a weapon	Plants and animals	Pirated software, music, movies, etc.
		
Fruit and vegetables	Illegal drugs	Lighters/matches
		
Water/beverages	Seeds and spices	Unidentified pills

c.

		
Musical instruments	A maximum of 2 sealed and labeled bottles of alcohol	Pictures/memories
		
Books	Clothing	Toiletries
		
Radio	Winter jacket	Sharp objects

3

TRAVEL TO THE UNITED STATES



Think about what you will pack for your move to the U.S. Answer the questions in the chart below by drawing a picture or writing, or both.

What are some things you will take with you?

What are some things you will leave behind?

YOUR JOURNEY

AIR TRAVEL

This may be your first time traveling on an airplane.



Think about any concerns you or other members of your family have about travel. You should raise these concerns during your cultural orientation classes, before you board the plane.

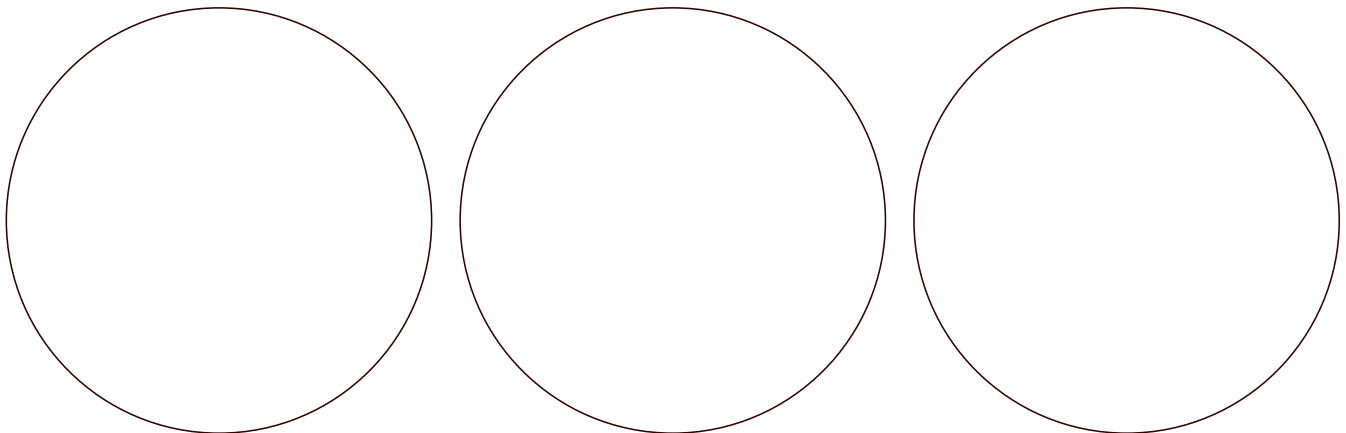
Win Tun didn't eat the free food served on his flight to the United States because it was unfamiliar. He arrived in the U.S. feeling very hungry. How could you avoid this situation? If you are hungry or thirsty on the flight, who should you ask for help?

The Rai family arrived at the airport in their new city feeling tired but excited. But there was no one at the airport to meet them. What should the Rai family do?

If there is no one to meet you at the airport, don't worry! Stay calm and contact airport police for help.



Think about how you might feel when you reach your final destination. Go to Appendix C: Faces of Emotion on page 138 and think about what faces would express those feelings. Draw them in the circles below.



- Will you be tired? Hungry or thirsty?
- Will you feel happy? Anxious?
- Will you be excited? Concerned?
- How long do you think it will take for your body to get used to your new environment?

You may be tired after your long journey, but you'll start to feel better in a day or two!



WRAP-UP*

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Your friend has completed the medical examination and security clearance and he is ready to travel to the United States. Then his wife gives birth. He is worried about what he should do. Should he notify IOM or the Resettlement Support Center staff about this new addition to his family?
 - a. Yes, because if he does not notify them, his departure may be delayed.
 - b. No, because if he notifies them, his departure may be delayed.
2. Should you pack your IOM bag in your checked luggage?
 - a. Yes.
 - b. No.
 - c. It doesn't matter where you pack your IOM bag.
3. When packing your bags, which items should you NOT pack because they are not allowed to be carried into the United States?
 - a. Plants.
 - b. Matches.
 - c. Illegal drugs.
 - d. Prescription medications (with prescriptions).
 - e. Choices a, b, and c.
4. Do you have to pay for the food that is served to you on international flights?
 - a. Yes.
 - b. No.
5. When you arrive at your final destination airport, who will you probably see waiting there to greet you?
 - a. A friend.
 - b. A relative.
 - c. Resettlement agency staff.
 - d. All (or one) of the above.
6. By signing a promissory note, you agree to repay your travel loan within how many years after arrival into the United States?
 - a. 1 year.
 - b. 3 years.
 - c. 5 years.
 - d. 10 years.

* Correct answers provided in Appendix A on page 135.



Chapter Four THE RESETTLEMENT AGENCY

Resettlement agency workers will be your principal guides to your new community. Listen closely to what they tell you, and provide them with as much information about yourself and your family as possible. They have experience guiding refugees through their first few weeks and months in the United States and can provide you with accurate information about life in your new community.

This chapter will help you consider

- » The role of your resettlement agency
- » The services that your resettlement agency will provide or make sure that you get
- » Your rights and responsibilities when working with your resettlement agency

Listen closely to what resettlement agency workers tell you. They can provide you with accurate information about life in the United States.

4

THE RESETTLEMENT AGENCY



KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing the role of the resettlement agency. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
agency		<i>An agency is a company or organization that helps other companies or people.</i>
assistance		
case manager/ caseworker		
help		
responsibilities		
rights		
services		
staff		

4

THE RESETTLEMENT AGENCY

The government works with resettlement agencies to resettle refugees.



What are some important things you should share with your resettlement agency about yourself and your family? For example, your names, your ages, etc.

Your resettlement agency will help you with basic expenses and the things you need during your first 30 days in the United States.

Janet, a young woman, has been in the United States for over 1 month. During this time, the resettlement agency staff have provided her with the services that they give all refugees. One day Janet calls her case manager and asks him to take her to the grocery store. The caseworker tells Janet that he is busy taking a new refugee family to the clinic and cannot come. He reminds Janet that he has gone with her to the grocery store a few times, and that she knows how to use her food stamps to buy food. He also tells her that the store is close enough to her home that she can walk to it. He tells Janet that she must now try to do these things by herself, and that she can ask her brother, who lives nearby, to help. Janet is angry and feels that the caseworker is ignoring her. Why does Janet want the caseworker to take her? Why is the caseworker not able to take Janet to the grocery store? What would you tell Janet if she complained to you about her caseworker?



With a partner, role-play talking to your case manager about what you want to learn more about. Complete the sentences:

- Can you tell me more about ...
- I am confused about ...
- Can you help me to ...
- I want to learn more about ...
- I don't know what _____ means.

Then switch roles!

4

THE RESETTLEMENT AGENCY



Circle pictures of the 5 most important things below that show what you would most like to learn about life in the U.S.



Rights and responsibilities



Transportation



English classes



Housing



Money management



Role of the resettlement agency



Community services



Employment



Education



Health



Cultural adjustment in the U.S.

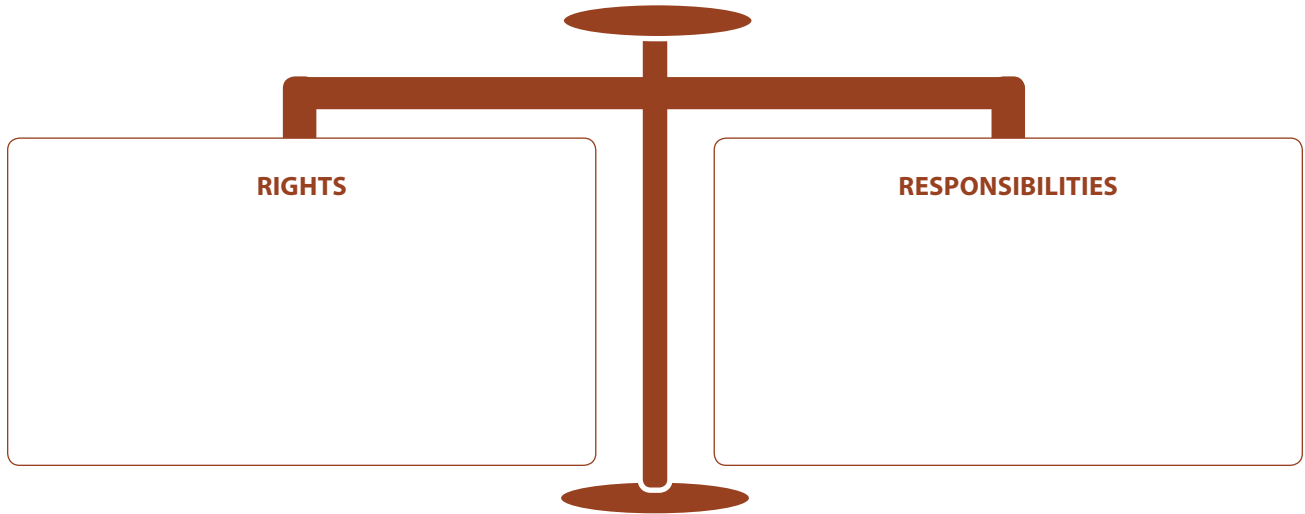
Before they arrived in the United States, Phurba and Sita Maya wrote down the topics that they wanted to know about: housing, education for their children, English classes, and finding jobs. After they had lived in the U.S. for a while, Phurba and Sita Maya realized their list had changed. Now they wanted to know more about moving up in the workforce, money management, community services, and how to deal with culture shock. Why do you think their lists changed? Do you think yours will change over time as well? If the things you wanted to learn changed, would this be a challenge for you?

4

THE RESETTLEMENT AGENCY



Your rights and responsibilities create a balanced, healthy relationship with your resettlement agency. On the scale below, draw or write about the rights and responsibilities you will have with your resettlement agency in the United States.



Below is a picture of a resettlement agency. What do you see? What do you notice?



4

THE RESETTLEMENT AGENCY

There are many good reasons to stay in your resettlement community.

If you consider moving to another community, notify your resettlement agency.

After 1 month in the United States, Aung Chit could not find a job. His friend Tun Kyaw lived in a different state and said that Aung Chit could probably get a job where Tun Kyaw worked. Tun Kyaw also said that Aung Chit and his family could stay in his apartment. Aung Chit and his family packed their bags and moved in with Tun Kyaw. Tun Kyaw's small apartment was crowded, the local resettlement agency could not help Aung Chit, and there was no job available right away for Aung Chit at Tun Kyaw's workplace. Do you think Aung Chit made the right decisions? If you were Aung Chit, what would you have done?



Think about the support your resettlement agency will be providing.

- How will your resettlement agency be helpful?
- Why would it be challenging to move to another community without the support of your resettlement agency?

4

THE RESETTLEMENT AGENCY



WRAP-UP*

*True or false? Test your knowledge with the statements below. Read these statements and circle the word **True** if you think the statement is right and circle **False** if you think the statement is wrong.*

- | | | |
|---|-------------|--------------|
| 1. Resettlement agencies are required to help you with necessary expenses and basic living costs for the first 30 days. | True | False |
| 2. The resettlement agency must provide you with new furniture. | True | False |
| 3. The resettlement agency must find a job for you. | True | False |
| 4. You have a right to know the details of your case. | True | False |
| 5. Resettlement agency workers are your guides to your new community and you should feel comfortable asking them any questions that you have. | True | False |
| 6. If you choose to move to a new community, your resettlement agency is required to help you move and to connect you with services in the new community. | True | False |

* Correct answers provided in Appendix A on page 135.

5



Chapter Five HOUSING

Housing in America is often expensive, and finding a suitable place to live can be difficult. In the beginning, you will have a limited income, so your first home may not be your ideal choice. Your resettlement agency will make sure that you have housing during your first month in the U.S. Your agency will look for housing that is clean, affordable, and in a safe neighborhood.

This chapter will help you consider

- » A lease, or rental agreement
- » Home safety and maintenance

The resettlement agency will make sure that you have housing during your first month in the U.S.






KEY ENGLISH VOCABULARY

The following English words are used when discussing housing in the United States. These words will be helpful for you to learn.

Say the word in English. Write the word in your native language. Then draw a picture of the word, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
apartment		
bathroom		
cost		
furniture		
home		
house		
landlord		
lease		
rent		
room		
safety		
utilities		

Amal is getting ready to go to the United States. She knows two people there. One is her cousin, and the other is a friend. Her cousin tells Amal that she will live in a house when she first arrives in the U.S., but her friend says she will live in a small apartment. Why is Amal getting very different information from two people in the U.S.?



Think about your last home or homes.

- What did your home look like?
- What made your home important to you?
- Why did you call it your home?



Draw a picture of what made your home (or homes) important to you.



Tell a partner about what you have drawn. This will be good practice for when you tell people you meet in the U.S. about your previous home or homes.

TYPES OF HOUSING

Most American communities have several types of housing.



*Match the type of housing with the correct picture.**

1. Apartment

a.



2. Single family house

b.



3. Trailer home

c.



4. Room in a house or apartment

d.



* Correct answers provided in Appendix A on page 135.

Hadeel's family was surprised when they arrived in their new home to find the furniture did not match. They knew the furniture would not be new, but why was it not a set?



Think about housing costs in your home country or country of asylum.

- Have you spent money on housing before?
- How much did you spend on housing?
- Did you pay for utilities such as water, heat, or electricity?
- What other housing costs did you have?

RENTAL AGREEMENT (LEASE)

Durga leaves for the United States in a few days and is nervous about something. He knows he is going to have to sign a lease when he rents an apartment, and he knows from his cultural orientation classes that whenever he signs a piece of paper he should understand all the information in the paper. But there is so much information in a lease. How will he understand everything? What can you tell Durga about a lease? And where can he find help understanding his lease?

After a few months in his apartment, Kyaw Oo finds cockroaches living in and around his sink. His apartment has also become dirty. Who is responsible for keeping the apartment clean? Who is responsible for getting rid of the cockroaches? What should Kyaw Oo ask his landlord for help with?



Think about how the rights and responsibilities of landlords and tenants in the U.S. are similar to or different from your previous experiences.

- Have you ever rented housing before?
- What was your landlord responsible for?
- What were you as the tenant responsible for?
- What were your rights as the tenant?

HOUSING SAFETY

It is important to keep your home safe.



*Match the safety tip below with the correct image.**



1. Doors and windows



2. Strangers



3. Smoke alarm



4. Fire extinguisher



5. Oven

- a. Do not remove or turn off smoke alarms in your home. They sound an alarm when there is smoke to let you know that something in your home may be burning.
- b. Keep fabric and other things that can catch on fire away from the oven. Do not leave the stove or oven when cooking.
- c. Do not allow strangers into your home. If strangers come to your door, ask them who they are and what they want before you let them in. If you cannot communicate with them and they make you feel uncomfortable, do not let them in.
- d. Always lock your door, even when you are at home. When you leave your home, lock the doors and windows.
- e. Use a fire extinguisher to put out small fires in your home that may happen (for example, when cooking). Never use water to put out a grease fire. For bigger fires, leave the building immediately and call emergency services by dialing 9-1-1. (See Chapter 6 to learn more about dialing 9-1-1.)



Circle the recommended safety measures above that you have practiced in the past. Tell a partner how you have practiced these measures. Then indicate the ones that are new to you.

* Correct answers provided in Appendix A on page 135.

When Taw Meh returns home from work, there is a bad smell coming from the kitchen. What are some things she should check to see where the smell is coming from? What are some things Taw Meh could do so that she does not have bad smells in her kitchen in the future?



How might your new home in the United States be similar to or different from your previous home? Write about or draw pictures of the similarities and differences in the boxes below—for example, the number and types of rooms, types of bathroom fixtures, running or hot water, and cleaning methods.

SIMILARITIES

DIFFERENCES

Do you think these similarities and/or differences will make adjustment easier or more difficult?



With a partner, role-play a tenant talking with a landlord to find out what you need to know about your new home. You might ask:

- How much is the rent?
- When is the rent due?
- Are utilities included?
- When there are problems, whom do I call?
- How long is the lease?

Come up with your own questions!

**WRAP-UP***

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Which of the following actions could bring insects or mice into your home?
 - a. Leaving food uncovered and out on the counter.
 - b. Putting food in the refrigerator.
 - c. Leaving kitchen trash in the trash can for many days.
 - d. Choices a and c.
2. If you rent a house or apartment in the United States, do you have to sign a lease or rental agreement?
 - a. Yes.
 - b. No.
3. What should you do if strangers come to your door?
 - a. Open the door and let them in.
 - b. Ask them who they are and what they want, if you speak some English.
 - c. Do not let them in if they make you feel uncomfortable.
 - d. Choices b and c.
4. When you sign a lease, what are you agreeing to?
 - a. The amount of monthly rent.
 - b. The number of months you will stay.
 - c. The number of people who will live in the house or apartment.
 - d. All of the above.
5. Is your resettlement agency required to provide you with new furniture?
 - a. Yes.
 - b. No.

* Correct answers provided in Appendix A on page 135.

6



Chapter Six COMMUNITY SERVICES

In addition to your resettlement agency, there are other service agencies in your community. The services and their availability vary from place to place.

This chapter will help you consider

- » Government services
- » Private assistance services
- » Public services





KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing community services available in the United States. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
child care		<i>Fatimah looks for child care so that she can go to ESL class.</i>
community		
emergency		
library		
parks		
public		
recreation		
translation		

There are three types of emergency services in the United States: fire department, police, and ambulance.



Think about the types of assistance you could get in your home country or country of asylum.

GOVERNMENT ASSISTANCE

Abbas believes he will receive government assistance when he resettles in the United States. When he meets his case manager at the airport, he expects the case manager will give him cash or a check, but he does not receive either. Why does this not happen? In what forms might you receive government assistance?

PRIVATE ASSISTANCE

A Christian church offers to give Zaw Min and his family a free box of food every week. Zaw Min and his family need the food, but they are not Christian and do not want to be. Should Zaw Min accept the food? Why or why not?

PUBLIC COMMUNITY SERVICES

Gori Maya's lit candle falls on the floor, lighting the carpet on fire. She does not speak English yet, but remembers to call 9-1-1. When the operator answers, Gori Maya says, "No English. Fire." Why is it important for her to say "fire"? What else should Gori Maya remember to do?

There are three main types of emergency services in the United States.



*Draw a line from the name of the department to a picture of the vehicle that it uses.**

1.



2.



3.



a. Fire department







b. Police

c. Ambulance

* Correct answers provided in Appendix A on page 135.



Decide if the situations below are emergencies. If they are, decide what emergency service should be requested.*

Is this situation an emergency?*	Yes, call 911			No, do not call 911
	Fire	Police	Ambulance	
<p>1. You wake up in the middle of the night and see a fire in the house across the street.</p> 				
<p>2. The 8-year-old who lives down the street takes your son's ball home with her.</p> 				
<p>3. Your daughter fell out of a tree and is in a lot of pain.</p> 				
<p>4. Your fire alarm is beeping, but after checking your apartment, you see there is not a fire.</p> 				
<p>5. You see a stranger breaking into your neighbor's apartment one night when they are out of town.</p> 				
<p>6. You accidentally cut your finger while cutting vegetables and stop the bleeding by putting on a small bandage.</p> 				

* Correct answers provided in Appendix A on page 135.

** The idea for this activity came from the *United States Cultural Orientation Student Handbook* developed by the Resettlement Support Center in East Asia (International Rescue Committee).

Tee Reh is walking to the store and crosses the street. Then he sees a crosswalk that he realizes he should have used. A police officer starts to walk toward Tee Reh, and he runs away. The officer chases after Tee Reh and catches him. She gives Tee Reh a ticket for jaywalking and a fine for running away. What are two things Tee Reh could have done to avoid these fines? What would you tell Tee Reh about police in the United States?



Compare the services available in the United States with those in your home country or country of asylum.

- What services are similar?
- What services are different?



Draw or write about these similarities and differences below.



WRAP-UP*

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Which group below do government social services not help?
 - a. Low-income individuals/families.
 - b. People with disabilities.
 - c. The homeless.
 - d. Wealthy individuals.
2. You arrived in the United States at the same time as your neighbor. You live in the same apartment building, but you notice that his family of 5 is getting more cash assistance from the government than your family of 3. Did the government make a mistake?
 - a. Yes.
 - b. No, because government social services vary according to family size and other factors.
3. If you attend English classes in a religious institution, you must join that religion to continue attending classes.
 - a. True.
 - b. False.
4. How do most Americans feel or respond when they see a police officer?
 - a. They feel safe and protected.
 - b. They become afraid.
 - c. They insult the police officer.
 - d. They run away.
5. Are public libraries places where you can borrow books, music CDs, and DVDs free of charge?
 - a. Yes.
 - b. No.

* Correct answers provided in Appendix A on page 135.



Chapter Seven TRANSPORTATION

When you first arrive in the United States, you will probably spend a lot of time walking to the places you need to go. Soon you will start taking public transportation. Public transportation varies a lot from place to place. In some places, it can take you almost everywhere you need to go. In other places, public transportation is not very available or may not exist. Your resettlement agency will give you information about public transportation in your new community soon after you arrive.

This chapter will help you consider

- » Types of public transportation
- » Traffic signs and road safety
- » Owning and driving a car

Public transportation varies from community to community. It can be extensive in some places, and not very available in others.



KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing transportation in the United States. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
bicycle		
bus		
car		
driver's license		
road		
street		
traffic light		
transportation		

TYPES OF PUBLIC TRANSPORTATION

Public transportation allows people in a city to travel throughout a city without a car. In the United States, there are three major types of public transportation: buses, subways, and commuter trains. They run on a schedule and usually stop at certain locations to allow riders to get off or on. Most of the time you will need to buy a ticket to use public transportation. Taxis may also be available, but they are usually expensive.



Think about how you got around in your home country or country of asylum.

- Did you walk, bike, or use other transportation?
- If you used other transportation, was it public or private?
- How did you find your way?



Draw or write about the ways you got around in your home country or country of asylum in the circles below.

**How
did you get to
the market?**

**How
did you visit a
friend?**

**How
did you visit
family?**

**How
did you get to
work?**

**How
did you travel
longer distances?**

Be aware of traffic signs and signals so that you are safe when walking in your community.

TRAFFIC SIGNS AND ROAD SAFETY



*Match the sign with the rule it describes.**

1.



a. This marks a safe place to cross the street. Always cross the street at a crosswalk.

2.



b. This means "Stop." It is not safe to cross.

3.



c. This means "Walk." It is safe to cross.

4.



d. Many states require children to wear a bicycle helmet when riding a bike.

5.



e. When driving in a car, it is important to wear a seatbelt. All states require child safety seats for children.

* Correct answers provided in Appendix A on page 136.

Learning how to get around in a new area takes time, so don't feel bad. One day you will know your way around!



Think about the road safety you practiced in the past, and what adjustments you may have to make to be safe in the United States.

- How did you practice road safety in the past?
- How did you stay safe in traffic?
- What do you think will be different about American road safety? Why?



If you don't know where you are going, stop and ask for directions. Practice asking for directions with a partner. Here are some questions you might ask:

- How do I get to the market from here?
- Where is the closest bus stop?
- Does this bus go to the market?
- Is there a post office nearby?

Come up with your own questions!

OWNING AND DRIVING A CAR

Henri drove a car for many years before he arrived in the United States. A couple of months after he arrived, he bought a used car. One day another car hit his car from behind. The accident wasn't Henri's fault, but he had many problems since he was driving without a license or insurance. What should Henri have remembered about driving in the U.S.?



Think about the differences between using public transportation and owning a car in the U.S.

- What are the benefits to using public transportation rather than owning a car?
- How are the rights and responsibilities of owning and driving a car in the United States different from the rights and responsibilities in your home country or country of asylum?

Yin Nyo is tired of spending so much time taking the bus to and from work every day. She wants to buy a car. Is that a good idea? What would you tell Yin Nyo about the differences between using public transportation and owning a car in the United States?

**WRAP-UP***

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Which of the following are forms of public transportation?
 - a. City buses.
 - b. Subways.
 - c. Your friend's car.
 - d. Commuter trains.
 - e. Choices a, b, and d.
2. In the United States, you need a driver's license to drive a car.
 - a. True.
 - b. False.
3. If you are caught driving under the influence of alcohol, which of the following could happen?
 - a. You lose your driver's license for some time.
 - b. You pay a large fine.
 - c. You spend time in jail.
 - d. Any or all of the above.
4. Most states require that a car be insured.
 - a. True.
 - b. False.
5. The cost of owning a car includes which of the following?
 - a. Car insurance.
 - b. Vehicle registration.
 - c. Gasoline.
 - d. Vehicle maintenance and repair.
 - e. All of the above.

* Correct answers provided in Appendix A on page 136.

8



Chapter Eight HEALTH CARE

The health care system in the United States is complex and often expensive. It may be hard at first to understand the U.S. health care system, but with patience and time you will begin to learn about it. Remember that resettlement staff can help answer your questions and provide you with more information as you need it.

This chapter will help you consider

- » Your initial health screening
- » Health care providers
- » Paying for health care
- » American concepts of health

The health care system in the United States is complex and often expensive.



KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing health care in the United States. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
dentist		<i>A dentist is a doctor who treats problems of the teeth and mouth.</i>
doctor		
doctor's office		
health		
hospital		
immunization		
insurance		
interpreter		
medicine		
nurse		
sick		



Think about any health issues that you might need to tell your doctor about.



Think about how you have dealt with health concerns in the past.

- When you were feeling sick, what would you do?
- When you hurt yourself, what would you do?
- When would you see a doctor?

Lubna cut her finger badly while chopping vegetables. Her husband Emaad called a taxi and they went to the closest hospital emergency room. Lubna and Emaad didn't speak or read English, and they couldn't fill out the paperwork. How would you feel if you were Lubna or Emaad? What should Lubna and Emaad do?



Think about your past experiences with health care.

- How did you decide what to do?
- Did you have health care options?
- Were your experiences with health care providers positive or negative?



*Match the health concern on the left with what you should do on the right.**

1. You have a fever for 3 days.

2. You have a cold and a runny nose.

3. You have been feeling anxious and sad for 2 months.

4. You are feeling tired.

5. You think you have a broken bone.

6. You are having severe abdominal pain.



a. Care for it yourself.



b. Go to a doctor.



c. Go to a hospital emergency room.

* Correct answers provided in Appendix A on page 136.



Think about whether the health situations on page 54 are minor (and will get better on their own or with basic home care), might require medical treatment, or are life-threatening. Match each of these situations with the correct picture below.*

If you have something that:

You should:

1. Is minor



a. Visit a hospital emergency room.

2. Might require medical attention



b. Treat it at home.

3. Is sudden and serious



c. See a doctor.

When in doubt, call a friend or your case manager for advice.

* Correct answers provided in Appendix A on page 136.



Below are some common signs in the United States that relate to health. Match the sign in the top row with the correct meaning on the bottom.*

1.



a. Hospital

2.



b. Pharmacy

3.



c. Poison

4.



d. Emergency Room

5.



e. First Aid

6.



f. Danger

PAYING FOR HEALTH CARE



Consider the following questions about health care in your home country or country of asylum.

- How was health care paid for?
- Was it expensive?

Maria works part time, at \$9 an hour, and receives health care benefits for the family. Her husband Luis works full-time, but does not receive benefits. Maria is offered a full time job that pays \$13 an hour, but she would not receive health care benefits. What would you do if you were Maria? Why are health care benefits important?

* Correct answers provided in Appendix A on page 136.



Match the type of insurance with the people it is meant to help below. Hint: One of the answers applies to two types of insurance.*

1. Medicare

2. Refugee Medical Assistance (RMA)

3. Medicaid



a. This type of insurance is for working-age people with low incomes who are unable to get insurance through their employer. Refugees are eligible for this.



b. This type of health insurance assists people over the age of 65 with their medical expenses. Refugees are eligible for this.

YOUR HEALTH CARE RIGHTS

INTERPRETER SERVICES

Paw Mu has a doctor's appointment next week. She speaks some English, but the last time she saw her doctor she didn't understand many things he said. How would you feel if you were Paw Mu? What should Paw Mu do?



Practice requesting an interpreter with a partner. Here are two ways you might make the request:

- I don't understand English. Can I please have an interpreter?
- I speak _____ [language]. I would like to talk to someone in that language.

* Correct answers provided in Appendix A on page 136.

CONFIDENTIALITY

Umma is having trouble getting pregnant. Her husband does not want Umma to talk with a doctor about it. What if the doctor tells someone else? How would you feel if you were in this situation? What is important for Umma and her husband to know about doctors in the United States?



Talk with a partner about why confidentiality with your doctor is important.

AMERICAN CONCEPTS OF HEALTH



Draw pictures in the circles below to show what you think of as healthy behavior.

Soe Naing has a stomach ache, so he uses some herbs from his country. After a while, Soe Naing is still not feeling well and sees a doctor. The doctor is surprised when Soe Naing tells her about the herbs he has been using. She tells him he should stop taking the herbs. Why does the doctor tell him to stop using the herbs? If you were Soe Naing, would you take the doctor's advice and stop using the herbs? What should Soe Naing remember about traditional health care medicine in the United States?

CLEANLINESS AND PERSONAL HYGIENE

Mathieu's new supervisor tells Mathieu that he needs to shower every day and wear deodorant. How would you feel if you were Mathieu? How could Mathieu have avoided this situation?

PROPER NUTRITION



*Circle the pictures below that show healthy foods. Cross off the pictures that show unhealthy foods.**



a. Candy



b. Chicken



c. Fruit



d. Fries



e. Milk



f. Oil



g. Rice



h. Salty foods



i. Soda



j. Vegetables



k. Water

* Correct answers provided in Appendix A on page 136.



Can you think of other foods that are healthy or unhealthy? Draw some below.

Healthy foods

Unhealthy foods

The following food plate gives an idea of what foods to eat to stay healthy.



Remember that in addition to eating a healthy, balanced diet, regular exercise such as walking for 20 minutes every day is important for a healthy body and mind.

Americans believe that mental health is as important as physical health.

MENTAL HEALTH CARE

Mental health refers to how you feel, think, and behave as you cope with life. It also refers to how you handle stress.



Think about how mental health was addressed in your home country or country of asylum.

- Did people talk about mental health?
- With whom did people talk about mental health?
- How did people cope with stress?
- What were common ways to cope with stress?

After 6 months in the United States, Namina starts missing home. She knows this is normal, but over time she starts feeling sad a lot, and only leaves her house to go to work. What should Namina do? Why is it important for Namina to pay attention to how she is feeling?



Think about what you do when you are feeling anxious or stressed.

- How do you cope?
- What are some other things you could do?
- Who would you talk to?



Role-play with a partner one way to ask someone for help.

- Person 1: Hi! How are you today?
- Person 2: I haven't been feeling well lately.
- Person 1: What's wrong?
- Person 2: I haven't been feeling like myself.
- Person 1: What do you mean?
- Person 2: I haven't been very happy. And I don't know what to do about it. Can you help me?

Think of some other ways to ask for help with your partner.

If you are having trouble expressing your feelings, look at Appendix C: Faces of Emotion on page 138 for some guidance.

**WRAP-UP***

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Will you have a health screening after you arrive in the United States?
 - a. Yes.
 - b. No.
2. What are some ways people in the United States pay for medical care?
 - a. Health insurance (often offered through their employer).
 - b. Government programs that pay for some medical care for people with low incomes, for a limited time only.
 - c. With their own earnings.
 - d. Government programs that pay all medical costs for all people.
 - e. Choices a, b, and c.
3. A person should go to the emergency room (ER) only when experiencing serious health problems.
 - a. True.
 - b. False.
4. Which of the following things do Americans believe can help prevent illnesses?
 - a. Exercising regularly.
 - b. Eating foods high in sugar and salt.
 - c. Getting enough sleep at night.
 - d. Staying clean.
 - e. Choices a, c, and d.
5. If you tell your doctor something, your doctor is required to tell your family, friends, and employer.
 - a. This is true.
 - b. This is false.

* Correct answers provided in Appendix A on page 136.

9



Chapter Nine MONEY MANAGEMENT

The cost of living in the United States is very high. This is why finding a job as soon as possible is very important for all adults who can work. You will need to be careful with your money, so that you do not spend more than you can afford. The staff at your resettlement agency will help you make a budget. A budget will help you know how much money you have, how much you can spend, and how much you can save.

This chapter will help you consider

- » Planning for expenses
- » Where to shop
- » Taxes, banking, and credit history

Keeping a budget will help you know how much money you have, how much you can spend, and how much you can save.



KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing money management in the United States. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
afford		<i>Lilith and Abdul look at their bank account to see if they can afford to buy a car.</i>
budget		
change		
cheap		
coins		
dollar		
expensive		
money		
sales tax		
wallet		
How much does it cost?		

Every month you will need to pay for your basic living costs and other expenses.

PLANNING FOR EXPENSES

Every month you will need to pay for your basic living costs and other expenses.



What were your regular expenses in your home country or country of asylum?

Hani knew that rent would be expensive in the United States, but he was surprised to receive his first utility bill for electricity. What other living costs might Hani have?



Here are examples of the costs you would probably consider when creating a budget in the U.S.

Type of expense	Description and notes	Cost in the U.S.	
		1 person	family of 5
Rent			
Utilities (gas, electric, etc.)	Average monthly costs		
Food	Meals prepared at home versus going out to eat		
Child care	Costs per child		
Transportation	Public transportation versus owning a car		
Telephone	Domestic, long distance, overseas		

Travel loan	Must be paid back within a 36-month period		
Health insurance	From job versus buying own policy versus not having health insurance		
Other expenses	Savings and support for family overseas, clothing, household supplies, toiletries, school supplies		

Other expenses to think about:

Type of expense	Description and notes	Cost in the U.S.	
		1 person	family of 5
Going out			
Hobbies			
Television/ internet/ cell phone			
Additional activities			

Saw Tun worked two jobs to support his three children and send money to his family overseas. He always felt very tired during the little time he had to spend with his children. If you were Saw Tun, what are some things you might consider doing? Who would you talk to about these challenges?



*There may be things you or other members of your family want to buy in the United States. For budgeting purposes, it will be important to identify what your family wants versus what your family needs. Some of the wanted items may be expensive and unnecessary, and could take away from the needs of your family. Circle the items below that your family might need. Cross off the things your family does not need, but might want.**



a. A job



b. Appropriate clothing



c. Car



d. Grains



e. Hygiene items



f. Large house



g. Modest apartment or house



h. Regular exercise



i. Television



j. University degree



k. Vegetables



l. Water

*Correct answers provided in Appendix A on page 136.

WHERE TO SHOP

Stores and markets in the United States offer many different kinds of goods and services.



Think about where you did your shopping in your home country or country of asylum.

- Where did you buy food?
- Where did you get medicine?
- Where could you buy other household needs?
- Where did you find clothing or shoes?

Sumitra learned about the many different places to shop in her new community. She knew she had a budget, so she spent a lot of time going to different stores to find the best prices. But it took a lot of time, and after Sumitra started working, she didn't always have the time to visit so many different stores. What are some things Sumitra could do?

Fariba was having trouble finding some foods that she enjoyed cooking with in her home country at the U.S. supermarkets. Where might she go to find some of these things? Who should Fariba ask for help?

Before Basma lived in the United States, she had never owned any used furniture. She wants to replace the used furniture her resettlement agency gave her, but she does not have the money to buy anything new. If you were Basma, how would you feel? What can Basma do?

PAYING TAXES

Peter Htoo had never paid taxes before, and he did not understand what they were for. He was feeling upset at how much money was taken out of his paycheck every week. What can you tell Peter Htoo about taxes?



*Circle the things below that U.S. taxes may pay for. Cross off the things taxes do not pay for in the U.S.**



a. Public education



b. Roads and highways



c. Home repairs



d. A person's own car



e. Emergency services



f. Alcohol or cigarettes



g. Laundry products



h. Social service programs



Where did you keep your money in your home country or country of asylum?

BANKING



Consider the following questions:

- What are the benefits of saving your money in a bank?
- Why is keeping money in a bank account in the U.S. a common practice?
- Why is keeping money in a bank considered safe?

* Correct answers provided in Appendix A on page 136.

When you use a credit plan or credit card, you are borrowing money and will be charged interest on the amount you owe.

To have a good credit history, make your payments on time every month.

In her own country, Malyun always kept her money in a hiding place at home. Now that she is in the United States, she is not comfortable putting her money in a bank, even though she knows that most people in the U.S. use banks to save money. What can you tell Malyun? Why is a bank a safe place to put your money?

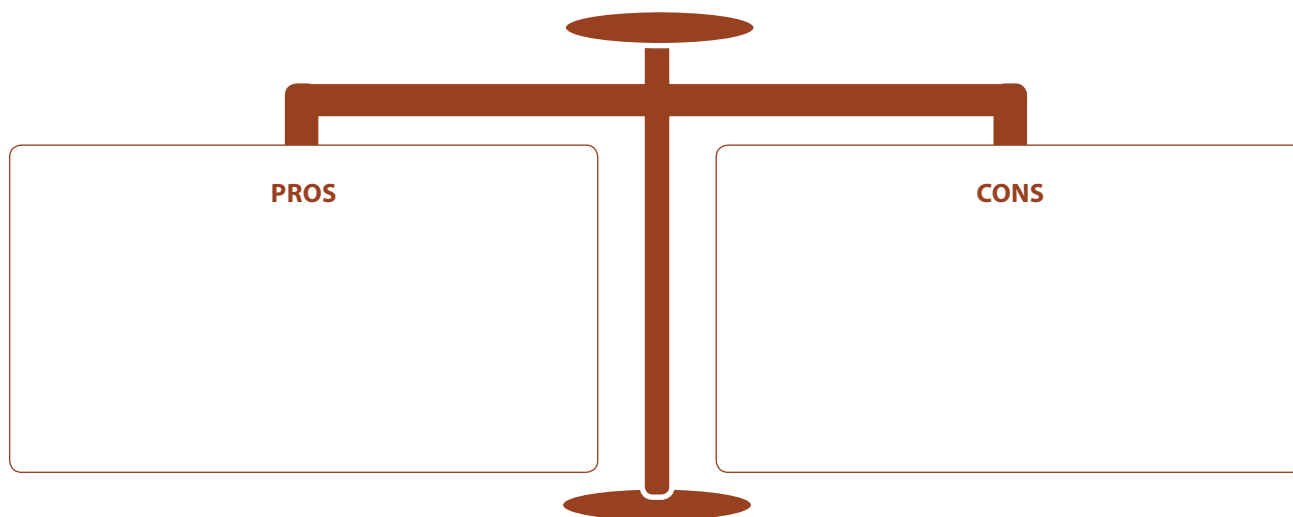
CREDIT CARD AND CREDIT HISTORY



A credit card company offered free flights to U Myint if he signed up, so he did. He used his new credit card to buy some things he could not afford. A month later, he received his bill. U Myint did not know he was expected to pay off his charges so quickly or pay a lot of interest. How could U Myint have avoided these charges? What can you tell U Myint about the use of credit cards?



On the scale below, draw pictures to demonstrate or write about the pros and cons of having a credit card.



Making monthly payments on your travel loan is your first chance to build a good credit history in the United States.



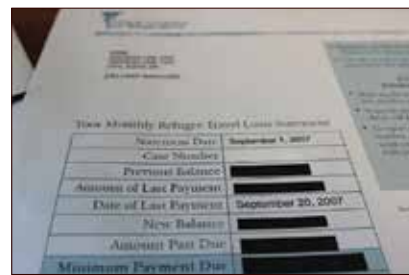
Discuss the pros and cons with a partner.



If you did not pay your bills on time in your home country or country of asylum, what would happen?

TRAVEL LOAN

Jasmin received her first bill for her travel loan. She only had a part-time job, and she felt she did not have enough money to make a payment. Why is it important that Jasmin make a payment, even if it is a small amount?



PAYING BILLS

Naw Gay and her husband can't read English. One day they receive an envelope in the mail. Inside is a piece of paper with words on it. The following month, they receive another envelope. A few weeks later, their electricity doesn't work. Naw Gay calls her case manager, who comes to the house and finds the mail. Naw Gay did not pay the electricity bill, so the electricity was turned off. What should Naw Gay and her husband have done? What advice would you give them?



Complete the following sentences about paying bills and other expenses in the U.S.:

- The expenses that I know about are...
- The bills that are new for me are...
- I feel most confident about...
- The things that make me nervous are...



Talk with a partner about expenses in the U.S.



WRAP-UP*

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Which of the following are considered utilities?
 - a. Electricity.
 - b. Gas.
 - c. Trash collection.
 - d. All of the above.
2. It is cheaper to buy food items at a drug store instead of at a supermarket.
 - a. True.
 - b. False.
3. Which of the following are taxes that people living in the United States pay?
 - a. Income taxes.
 - b. Personal property taxes.
 - c. Sales taxes.
 - d. People do not have to pay any taxes in the United States.
 - e. Choices a, b, and c.
4. Where do most Americans keep their money?
 - a. At home under the bed.
 - b. In a bank or credit union.
 - c. In a safe in their home.
 - d. With a trusted friend or relative.
5. Your friend just started his first job and a month later he got a credit card. He has started buying new furniture, clothes, and many other things with the credit card. He earns enough to pay his rent and food expenses, but he doesn't earn enough to pay for all the things he has charged on his credit card. Soon he cannot make the monthly payments to the credit card company. What type of credit history will he have?
 - a. Bad credit history.
 - b. Good credit history.

* Correct answers provided in Appendix A on page 136.



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Chapter Ten

CULTURAL ADJUSTMENT AND CHANGING ROLES

Like others who have left their homes and resettled in a foreign land, you will probably feel worried and frustrated as you try to adjust to your new country. These feelings are normal, and they usually go away over time. You may need from 2 to 5 years to adjust fully to life in your new community. Your adjustment will be easier if you cooperate with those who are helping you and if you are patient and open and honest with them. Also, learning English as quickly as possible will help you adjust. Learning to live in a new culture is not easy, but it can also be a good experience as you learn new things and gain new skills.

This chapter will help you consider

- » Cultural adjustment
- » Coping with culture shock and stress
- » Changing roles within the family

Learning to live in a new country takes time. Your adjustment will be easier if you cooperate with those who are helping you and try to learn English as quickly as possible.



KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing the cultural adjustments and changing roles that take place when resettling in the United States. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
child care		<i>Child care is the care of other people's children by a daycare service, a nanny, or a babysitter.</i>
culture		
culture shock		
diversity		
retirement		
traditions		
values		

CULTURAL ADJUSTMENT

Sabah feels she is two different people. At work, she often gives her opinion and works alongside men. At home, she is a traditional mother and housewife. She cooks and cleans, cares for the children, and agrees with her husband. If you were Sabah, how would you feel? Would you keep the two parts of yourself separate or would you try to find a balance between the two?



Think about some values that may be important to you. This might include your children getting an education, living in a safe community, being able to speak freely, or practicing your religion.

Write or draw some values that are very important to you in the circles below. For example, this may include your family, health, or financial stability.

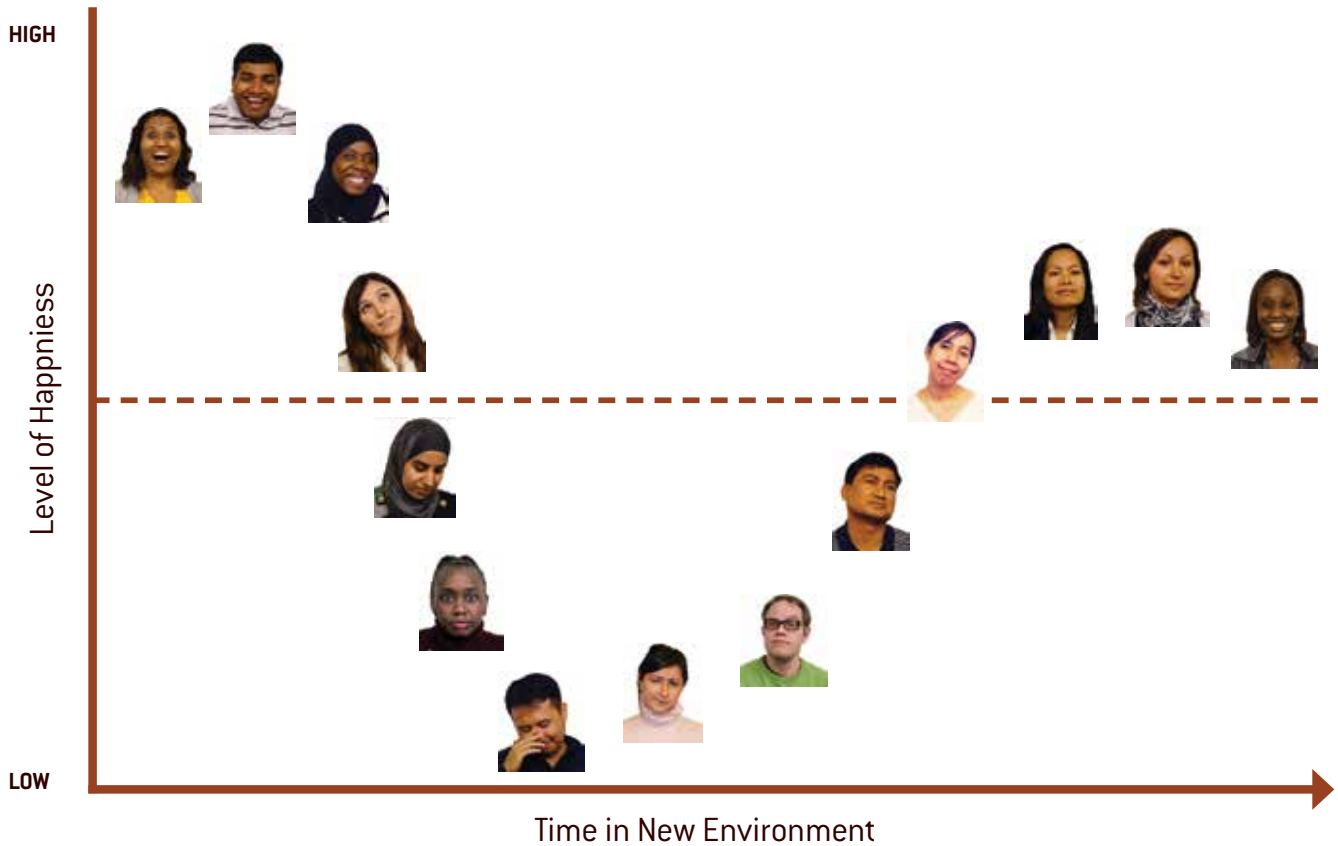
Some values in the United States may be different from the values you think are very important. It will be important for you to find a balance between the two sets of values.

Myo Myint and Yin Nwe are husband and wife. When they first came to the United States, they tried very hard to create a life for their family similar to the one they had in their home country. But Yin Nwe was able to get a job first, so Myo Myint ended up staying home and taking care of the children and the house. After a while, Myo Myint got a part-time job, but Yin Nwe's job paid a lot more. How would you feel if you were in this situation?

Culture shock and stress are normal. Anyone living in a new place can experience them.

THE U-CURVE OF CULTURAL ADJUSTMENT

The graph below shows the common stages of cultural adjustment that most people experience when moving to or visiting a new place.



HONEYMOON PHASE	CULTURE SHOCK PHASE	ADJUSTMENT PHASE	MASTERY PHASE
Feelings of excitement and happiness, when everything is new and exciting and good. This often occurs soon after arrival in a new place.	Feelings of worry and confusion as the newcomer tries to function in a place that is different and unfamiliar.	Feelings settle down as the newcomer comes out of culture shock and starts to feel more comfortable and confident in the new place.	A feeling of comfort with the new life and culture, although there are still difficult periods sometime.

Ways to cope with culture shock may include getting together with friends, playing sports, or contacting religious or spiritual resources.

Everything started out great for Tara. She found a job quickly, her children were happy in school, and her English improved as she spoke it with her new friends. But about 6 months after she arrived in the United States, Tara started missing her home country. Her son started having trouble in school, and she did not know how to help him. According to the U-curve of cultural adjustment, what will probably happen next? How long do you think it will be before Tara starts to feel better? What would you do if you were Tara? Who would you talk to?

COPING WITH CULTURE SHOCK AND STRESS



Think about these feelings.

- Which of these have you felt in the past?
- When you have felt this way, what has helped you to feel better?

Share some of these ideas with a partner. Ask your partner for other ideas.

Recognize your stress so you can develop healthy coping skills. And remember two things. First of all, culture shock is normal. Many others feel just the way you do. Second, things will get better!



What are some things you have done in your home country or country of asylum when you have felt sad?

The change in family roles is one of the most stressful parts of resettlement.

Ahmed was surprised at how quickly he felt culture shock after arriving in the United States. He missed his family and friends, and everything seemed new and unfamiliar. He was not sleeping well, and he felt tired and unhappy all the time. After a few weeks, Ahmed talked to his caseworker, and the caseworker helped Ahmed find a counselor to talk to. Ahmed was nervous about talking about his feelings with someone he did not know, but after a while he felt more comfortable with the counselor and things started to get better. What was important about how Ahmed handled the situation? What are some other things Ahmed could have done to help himself?



Draw or write about some healthy ways you might deal with culture shock.



Discuss these with a partner.

CHANGING ROLES WITHIN THE FAMILY

Pradeep came to the United States with his adult daughter, her husband, and their three young children. Pradeep had trouble learning the language, so he did not leave the house much. Pradeep felt sad that his grandchildren did not want to speak their own language or spend time with him and listen to his stories about life back home. Sometimes they were even rude to their parents. What is Pradeep going through? How are the roles in their family changing? If you were Pradeep, what might you do?

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CULTURAL ADJUSTMENT AND CHANGING ROLES



In the chart below, draw pictures or write down the people who will be living together in your family (yourself included) in the United States. Then think about their past and current roles in the family. Consider how family roles might change again when you are living in the U.S.

Family member:	What was the person's role in your home country?	What was the role in your country of asylum?	How might the role change in the U.S.?
<i>e.g., parent, child, sibling</i>	<i>e.g., student, breadwinner, big sister or brother</i>	<i>e.g., cook, interpreter, big brother or sister</i>	<i>e.g., child has job, spouse attends ESL classes</i>
Me			

Americans believe in equality of the sexes, and they value independence in both men and women.

Resettlement can be very difficult for teenagers as they adjust to life in a new culture and at the same time they are expected to act in the traditional way at home and in their communities.

Elderly refugees may feel isolated or lonely as they experience the difficulties of learning a new language and culture.

MEN AND WOMEN

Both Adam and his wife Fatima work. But Fatima's job pays more and provides the family with health insurance. When summer comes, Adam has to spend less time at work to take care of the children at home. If you were Adam, how would you feel? How would you handle this situation? If you were feeling frustrated, what would you do?

YOUNG PEOPLE

Try to understand what your children are going through so you can help them!

Balaram's son Bhim was in high school. Bhim had friends and he was doing well in school. He seemed happy. But then one day, Balaram's American neighbor, Colleen, told Balaram that she had seen Bhim hanging out with kids who often caused trouble. Colleen advised Balaram to talk with Bhim before he started getting in trouble, too. If you were Balaram, what would you do?

Encourage your children to talk to you. You will understand them better!

ELDERLY

Alaso was 61 and had been retired for many years when she joined her adult children in the United States. Alaso knew her son's family did not have much money. They barely had enough money to pay for their expenses. Alaso was surprised that she could not receive government assistance. Didn't the government know that she was retired? How would you feel if you were Alaso? What would you do?

If you or a member of your family ever feel unable to cope with the stress of your new life in the United States, seek help right away.

Many elderly refugees lead very happy lives in the United States by making friends and staying involved in family and community activities.



Revisit the chart about family members on page 79. Based on the information discussed in the Welcome to the United States guidebook, can you identify any other or different role changes you or some of your family members might face in the U.S.? Revise the chart as needed.



How can your family support each other through the process of resettlement?

SEEKING HELP



Think about how you would ask for help when you are feeling confused or frustrated. In a role play, express your feelings and ask for assistance with a partner.

- Person 1: Hi! How are you doing today?
- Person 2: I'm not doing well today.
- Person 1: What is wrong?
- Person 2: I feel sad.
- Person 1: I am sorry to hear that. What is making you sad?
- Person 2: I miss my family.

If you are have trouble expressing your feelings, look at Appendix C: Faces of Emotion on page 138 for some guidance.

**WRAP-UP***

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Adjusting fully to your new community can take 2 to 5 years.
 - a. True.
 - b. False.
2. Which of the following are ways you may cope with stress and culture shock?
 - a. Sharing a meal with friends.
 - b. Attending a religious service.
 - c. Listening to music that you enjoy.
 - d. Shutting yourself in your bedroom for three days.
 - e. Choices a, b, and/or c could be healthy ways to cope with stress and culture shock.
3. Open and honest communication among family members will help make the adjustment process easier.
 - a. True.
 - b. False.
4. If you are experiencing culture shock, how might you feel?
 - a. Angry or irritable.
 - b. Sad.
 - c. Happy.
 - d. Uninterested in eating.
 - e. Choices a, b, and/or d.
5. Who may experience a change in family roles in the United States?
 - a. Men and women.
 - b. Teenagers.
 - c. Elderly individuals.
 - d. All of the above.

* Correct answers provided in Appendix A on page 136.



Chapter Eleven

RIGHTS AND RESPONSIBILITIES UNDER U.S. LAW

Laws in the United States are intended to protect the rights of all people, and you should have a basic knowledge of your legal rights and responsibilities.

This chapter will help you consider

- » Your rights and responsibilities
- » U.S. laws that you should be aware of
- » Your legal status and citizenship

U.S. laws are intended to protect the rights of people in the United States.






KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing rights and responsibilities under U.S. law. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
court		
judge		
jury		
law		
law office		
lawyer or attorney		
legal clinic		
responsibilities		
rights		
U.S. Constitution		

As a refugee, you have the same basic rights as everyone else living in the United States.

In the United States, you can be punished if you break the law, even if you did not know about the law you broke.



What rights did you have in your home country or country of asylum? What were your responsibilities? Talk with a partner about some of these rights and responsibilities.

YOUR RIGHTS

Patricia is ready to move to a larger apartment and talks to a landlord at a nearby building about renting an apartment there. The landlord tells Patricia that she cannot live in the apartment because he does not rent to refugees. Patricia asks why, and the landlord tells her that he had trouble with a refugee family a few years ago. Why is this discrimination? What can Patricia do?



Think about rights and responsibilities in the U.S. versus in your home country or country of asylum.

- How are rights in the U.S. and your country similar?
- How are they different?
- How are responsibilities similar?
- How are they different?

Discuss these similarities and differences with a partner.

YOUR RESPONSIBILITIES










You need to understand U.S. laws because many of them differ from the laws in your home country. On the next pages there are some important things you should know about some U.S. laws.

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RIGHTS AND RESPONSIBILITIES UNDER U.S. LAW

This law relates to:	Description of the law	Was there a similar law in your home country or country of asylum?
 <p>Illegal drugs</p>	<p>It is illegal to purchase, sell, or use certain drugs, such as heroin and cocaine. If you break this law, you may be sentenced to deportation.</p>	
 <p>Smoking</p>	<p>In some places, it is illegal to smoke in public areas such as theaters or offices, and also in many restaurants. If you smoke, ask your resettlement agency about the laws in your area.</p>	
 <p>Alcohol</p>	<p>People in the United States may not drink or buy alcohol until they reach the age of 21. In most places, it is also illegal to drink alcoholic beverages on the street or outdoors, except in certain areas, such as bars or restaurants. Also, driving while under the influence of alcohol (DUI) can lead to the loss of your driver's license, and/or imprisonment.</p>	
 <p>Driving</p>	<p>It is illegal to drive a car if you do not have a U.S. driver's license or if you are under the influence of alcohol. Also, many states have laws regarding the use of seatbelts in vehicles. Parents are required to use seatbelts for children and special safety seats for infants. There are similar seatbelt laws for adults.</p>	
 <p>Polygamy</p>	<p>Marriage to more than one spouse (polygamy) is illegal.</p>	

This law relates to:	Description of the law	Was there a similar law in your home country or country of asylum?
 <p>Physical abuse</p>	<p>It is illegal to physically abuse (hit or beat) your spouse or child. A child protection agency may remove from home a child who is being beaten.</p>	
 <p>Child care</p>	<p>It is illegal to leave children without adult supervision. Though very few states have set a legal age that a child can be left home alone, children around the age of 12 and under should not be left alone. In some countries, older children take care of younger children, but in the United States, young children must be supervised by an adult. Leaving a child unattended is considered neglect and can lead to the removal of the child by a child protection agency.</p>	
<p>Sex with minors & sexual abuse</p>  <p>Sexual harassment</p>	<p>Sex with minors (anyone under 18 years of age) in most states is illegal. Sexual abuse of a minor can lead to a sentence of imprisonment and deportation.</p> <p>Offensive comments or behaviors of a sexual nature in the workplace (sexual harassment) are illegal.</p>	
 <p>Firearms</p>	<p>There are laws that regulate the buying, selling, and use of firearms. These laws often vary by state.</p>	

This law relates to:	Description of the law	Was there a similar law in your home country or country of asylum?
 <p>Hunting and fishing</p>	<p>In most places, it is illegal to hunt game or fish without a license.</p>	
 <p>Environment and natural parks</p>	<p>There are laws that protect the environment and natural parks. For example, in some parks, it is illegal to build a fire or even smoke a cigarette. In all parks, campers must take all trash with them when they leave.</p>	
 <p>Cruelty to animals</p>	<p>Some states have laws protecting animals from harsh treatment. Ask your resettlement agency about the laws in your area.</p>	



Talk about the U.S. laws discussed on the previous pages with a partner.

- Which might be easier for you to follow?
- Which might be more difficult?

Consider the following incidents:

Ebaid buys a goat from a farmer, and brings it to his apartment building. He slaughters it in the yard and invites his neighbors for a picnic to share the goat meat. But the police arrive and tell Ebaid to remove the goat from the yard. What is the problem? What did Ebaid do wrong?

Naw Baw was fishing at a lake near her home. A police officer told her it was illegal to fish here. He threw the fish she had caught back in the water, and gave her a fine. Naw Baw said she wouldn't do it again, and she asked the officer to please not give her a fine because she didn't know that she couldn't fish at the lake. What do you think that the police officer said next?

YOUR LEGAL STATUS AND CITIZENSHIP

When Thom's son Leonce turns 18, he is excited to finally be an adult. Leonce tells Thom about his rights as an adult in the United States. If you were Thom, what would you tell Leonce about his responsibilities?

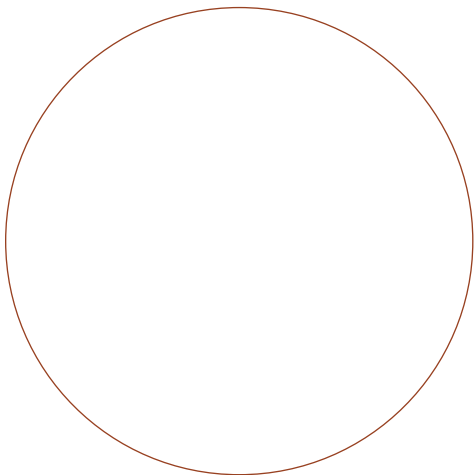
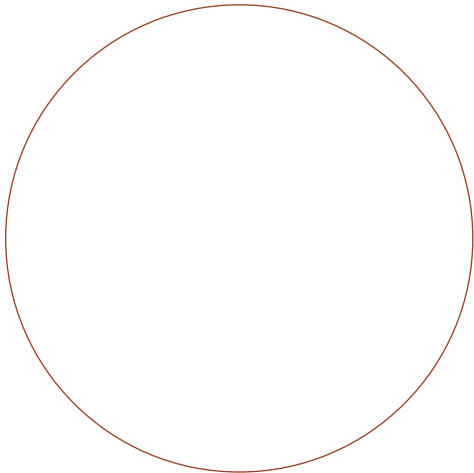
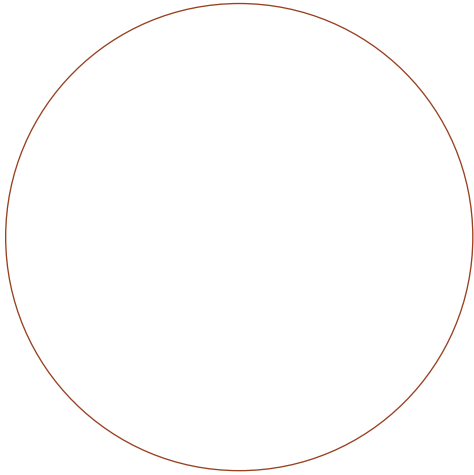
Leyla has been in the United States for about 9 months, and knows she will have to apply for permanent residency soon. But she does not know how to do this. Who should Leyla talk to for more information on how to apply?



Write or draw in the circles on the next page to demonstrate some of the rights you will have in the United States as a refugee. Write or draw in the squares next to the circles to demonstrate some of the responsibilities you will have.

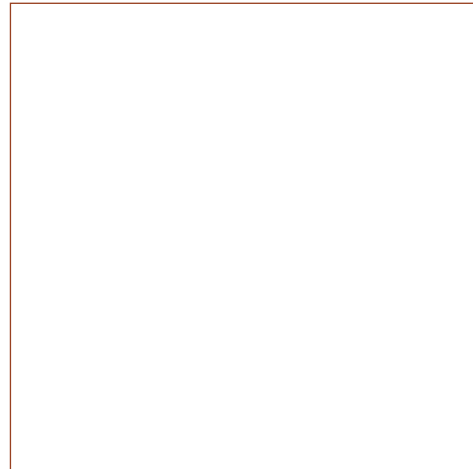
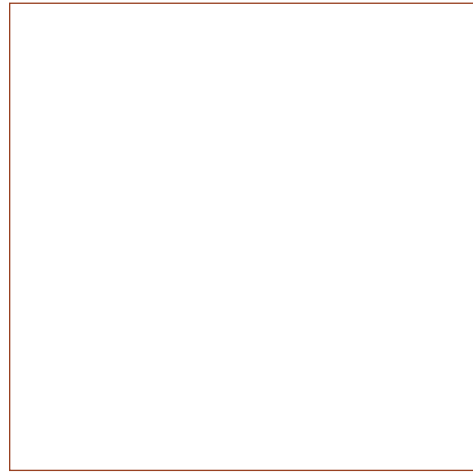
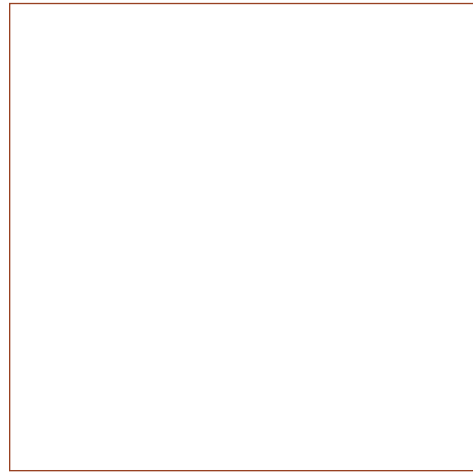
RIGHTS:

Such as protection from discrimination or traveling anywhere in the U.S.



RESPONSIBILITIES:

Such as learning and following the law or ensuring young children have supervision





RIGHTS AND RESPONSIBILITIES BASED ON IMMIGRATION STATUS*

In the chart below and on the next page, indicate the rights and responsibilities individuals with different immigration statuses in the United States have.

	Refugee	Lawful Permanent Resident (LPR)	Citizen
Eligibility	Upon arrival in the U.S.	Upon application, after 1 year	Upon application, after 4 years and 9 months
Documentation	I-94	I-551 or Green Card	U.S. passport
RIGHTS			
To apply for family reunification			
To apply for public assistance			
To attend school and to work			
To travel freely within the U.S.			
To travel outside the U.S. without permission			

* Correct answers provided in Appendix A on page 137.

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RIGHTS AND RESPONSIBILITIES UNDER U.S. LAW

	Refugee	Lawful Permanent Resident (LPR)	Citizen
To vote			
RESPONSIBILITIES			
To know and obey the law			
To pay taxes			
To register for the draft if a male citizen between 18 and 25 years of age			
To respect the rights of others			
To serve on a jury in a court			
To support and provide for your children			



WRAP-UP*

*True or false? How much do you think you know about resettlement in the United States? Test your knowledge with the statements below. Read these statements and circle the word **True** if you think the statement is right and circle **False** if you think the statement is wrong.*

- | | | |
|--|-------------|--------------|
| 1. As a refugee, you have the same basic rights as everyone else living in the United States. | True | False |
| 2. In the United States you can be punished for a law that you did not know about. | True | False |
| 3. Smoking is permitted in all public buildings. | True | False |
| 4. In most places, you need a license to hunt game or fish. | True | False |
| 5. Having more than one spouse at one time is allowed in the United States. | True | False |
| 6. After one year in the United States, refugees who choose to remain in the country must apply to become legal permanent residents. | True | False |
| 7. Men between the ages of 18 and 25 who do not register with the Selective Service might find it difficult to get permanent residency and/or citizenship. | True | False |
| 8. You can apply for citizenship after 2 years in the United States. | True | False |

* Correct answers provided in Appendix A on page 137.



Chapter Twelve

EMPLOYMENT

Finding a job will be one of the most important things you do after you arrive in the United States. Americans believe that adults should work to support themselves and their families, and should not rely on cash assistance from the government. Because government assistance is limited in time and amount, finding a job as quickly as possible is very important.

This chapter will help you consider

- » Finding a job
- » Pay
- » Success on the job

It is important to find a job as quickly as you can because government assistance is limited.



KEY ENGLISH VOCABULARY

The following English words and phrases are used when discussing employment in the United States. These words and phrases will be helpful for you to learn.

Say the word or phrase in English. Write the word or phrase in your native language. Then draw a picture of the word or phrase, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
application		<i>Yi Yi completes an application to get a job at the bank.</i>
career		
employee		
employer		
employment		
full-time job		
job		
part-time job		
résumé		
salary		
volunteer		

Getting your first job may take weeks or months, so it is important to accept the first job that is offered to you.

Learning English can help you find a job.

Many refugees start work in entry-level jobs.

TYPES OF JOBS



Think about the job or jobs you have held in the past.

- What kind of jobs were they?
- What skills did you need to be qualified for that position?

In the United States, there are three general types of employment: unskilled jobs, skilled jobs, and professional jobs.



*Match the sample picture of the type of employment on the left with the most accurate description on the right.**



1. Unskilled labor or entry-level jobs



2. Skilled labor jobs



3. Professional jobs

a. These usually require at least a college degree, advanced English, and a high level of skills in the field. These jobs often require a license or certification. Most of these jobs pay an annual or monthly amount, rather than an hourly wage.

b. These require little training or experience. These positions usually pay an hourly wage and do not require much English. Many refugees work in these jobs while studying English or learning other skills.

c. These require training, more English, and a certain level of skills in the field. These jobs usually pay an hourly or weekly wage that is higher than the wage for most entry-level jobs, and even higher than some professional jobs.

* Correct answers provided in Appendix A on page 137.

Men and women work together in the U.S. workplace and women often supervise men.



Consider the following questions:

- How would you feel about working at the different types of jobs?
- Which type of job would be easier for you to find? Which would be more difficult?
- How do you feel about the fact that the first job for most refugees is an entry-level position?
- Who would you talk to if your job felt difficult? What would you do?

Soon after Mohammed arrives in the United States, he meets with Claire, an employment counselor. Claire suggests that Mohammed apply for a position as a janitor. Mohammed is not willing to do this kind of work and refuses to apply for the job. Three months later, Mohammed visits Claire because he still can't find a job. The position as janitor has been filled, but Claire says she will let Mohammed know if she hears of other openings. Why is taking the first position available important? Why is it a good idea to be open to any job?

WOMEN AND MEN AT WORK

Khin Myint feels that his job interview went well, and is happy when he receives a call offering him the job. But he did not realize that his supervisor would be a woman. In the past, he only worked with men. If you were Khin Myint, how would you feel? What should Khin Myint do?



Think about the idea of men and women working side-by-side.

- In your home country or country of asylum, was it common for men and women to work together?
- How do you think you will feel about working in a place where men and women work side-by-side? Will it be a difficult adjustment for you?
- If it is a difficult adjustment, who will you talk to about it?

Aisha has never worked outside the home before. She takes a job bagging groceries at a market, and finds that she has to work with many different men every day. This makes Aisha feel very uncomfortable. If you were Aisha, what would you do? How would you feel about working with someone of the opposite sex?



CHILDREN AT WORK



Think about what it would be like if the following people in your family were working in the United States.

Family member:	How might family roles change if this person were working?
You	
Your spouse	
Your children	
Your parents or in-laws	
Your siblings	

Dinesh’s teacher thinks he should take summer classes to catch up in school, but Dinesh wants to get a summer job to help the family. How would you handle this situation? If you were Dinesh’s parent, what would you say to him? Which is better for Dinesh to do—work or catch up in school? Why?

Child care facilities take care of small children when both parents, or a single parent, is working.



Think about what adjustments you might have to make.

- Who in your family might have difficulty with these changes?
- How might family duties need to change?
- Who might need to work on communicating more? How would your family accomplish this?

CHILD CARE

Ubah and her husband Abdullah have an infant and a 2-year-old. Ubah works nights at a full-time job that gives her health benefits for the family. Abdullah has a part-time job during the day. Abdullah could get a second part-time job in the evenings. If he takes the job, the family would have more money, but they would have to pay for child care. What do Ubah and Abdullah need to think about as they make their decision? What would you recommend?



Draw or write about who cares for children in your home country or country of asylum.



Think about how you would feel if your children or grandchildren were cared for by someone outside the family you live with, such as:

	What are the benefits of this option?	What might be the disadvantages?
A relative living nearby		
A daycare center		
A home daycare		
One-on-one care in your home		
A pre-school for children ages 3 and up		

- What would be your ideal child care option?
- Which child care option do you think would be least expensive?
- Which child care options do you think will be most realistic for you when you first start working in the United States?

It is normal to go to several interviews before you are hired for a job.

HOW TO LOOK FOR A JOB



Think about how people find jobs in your home country or country of asylum.

- Where would you look?
- What steps would you take?



Consider the strategies listed on page 168 of the Welcome to the United States guidebook that you have used in the past when looking for a job.

Consider the following questions:

- If you have trouble finding a job in the U.S., who would you feel comfortable asking for help?
- Why would you feel comfortable asking this person?
- Who would you next ask for further help?

Alberto found an ad for a job in the newspaper that interested him. He brought the ad to his case manager, and the case manager helped Alberto fill out the application. During dinner a few nights later, Alberto mentioned the position to a friend. Alberto's friend said that he knew someone who worked there, and that person was able to put in a good word for Alberto. What are some things Alberto did to help himself find a job? What are the things you plan to do to help yourself find a job? Who would you feel comfortable asking for help in finding a job?

TIPS FOR SUCCESS IN JOB INTERVIEWS

- ARRIVE ON TIME.** Time is very important to Americans. If you are late for the interview, the supervisor will think that you may also be late for work every day.
- BE CLEAN AND WEAR THE RIGHT TYPE OF CLOTHING FOR THE JOB.** Your employment counselor can help you learn about what kind of clothing to wear.



- LOOK THE INTERVIEWER IN THE EYE, SMILE, AND SHAKE HANDS.** Americans believe that eye contact shows honesty, and a smile and handshake show confidence and a good attitude about work.
- ASK QUESTIONS ABOUT WHAT YOU WILL DO ON THE JOB.** This shows the supervisor that you are interested.
- SPEAK SOME ENGLISH, IF YOU KNOW IT.** Even if you know only a little English, using it shows the supervisor that you are confident. It also shows that you are interested in learning English, which can increase your chances for a better job.
- TRY TO RELAX.** Everyone is nervous in job interviews. Know that you are not the only one.



With a partner, practice:

- Looking each other in the eye.
- Smiling.
- Shaking hands.
- Speaking some English (even if it is just saying, "Hello").
- Relaxing.



With your partner, role-play answering questions from an employer, such as:

- Can you tell me about yourself?
- Why are you interested in this position?
- What previous experiences will help you with this job?
- When would you be available to start working?



Now practice asking each other questions, such as:

- Is this a part-time or full-time position?
- What time does the work day begin?
- What type of work would I be doing?
- Who would my supervisor be?
- When will the person you hire begin?

Stay positive! Seek encouragement from your family and employment counselor.



YOUR POSITIVE QUALITIES

Many employers ask about positive qualities in interviews. Here is a list of employment-related words that could be used to describe positive qualities about a person. Check off the top three qualities that you have.



Quality	In your language	Draw a picture or write about what this means to you:
Honest		
Dependable		
Flexible		
Hard worker		

Quality	In your language	Draw a picture or write about what this means to you:
Good work ethic		
Cooperative		
Motivated		
Fast learner		
Reliable		
Positive attitude		
Good listener		
Punctual		



Practice for your future job interviews by telling a partner what your positive qualities are in English.



If you are unable to find a job for a while, think about what you could do to stay positive as you keep looking for a job. Circle some of the things below that might help you feel better about yourself.



Attend community or cultural events



Exercise



Get involved at your children's school



Listen to familiar music



Practice your English



Take a skills training course



Talk to a religious or spiritual leader in your community



Talk to friends and family about how you are feeling



Volunteer in your community



What other things might you do to remain positive in your job search?

EMPLOYMENT HISTORY



Think about your current job or the jobs you have had in the past.

- Have you worked in the home, or outside?
- What jobs have you held?
- What skills did you need for the jobs you held? What skills did you need for your work at home?



Draw or write about some tasks you completed in your past work experience below.



Poe Hser was called for an interview after applying for a housekeeping job. She had never worked outside the home before, but she was able to talk about her experience cleaning and doing laundry for her family. A week later, Poe Hser was offered the job. How did Poe Hser's experience in the past help her get a job? How might some of your skills help you?

Masood and Ali are applying for the same job. In the past year, Masood has had one job while Ali has had four different jobs. Who do you think the employer will hire? Why? What does staying in a job say about someone?

EMPLOYMENT GOALS



You should also set employment goals for yourself and identify what you will need to do to achieve them.

Think about your employment goals. Draw or write about your employment goals in the circles below. Try to be realistic!

**Your
employment
goal in 1 month:**

**Your
employment
goal in 6 months:**

**Your
employment
goal in 1 year:**

**Your
employment
goal in 5 years:**

After 8 months in the United States, Arzu thought about her employment goals. She was disappointed that things were not going the way she had planned. If you were Arzu, how would you feel? What would you do? How can Arzu stay positive about her experiences in the U.S.?

You have the right to work in a safe and healthy environment.

PAY, HOURS, AND BENEFITS



With a partner, practice asking each other about the specifications and requirements of a job, such as:

- How many hours of the week would the position be?
- What time does the work day begin?
- How often would I be paid?
- What benefits are available?

Come up with your own questions!

JOBS THAT PAY IN CASH

Claudia found a job cleaning houses. She was paid in cash for her work, and often received cash tips. What can you tell Claudia about paying taxes? What do Claudia's taxes pay for? Why should she be paying taxes?



Consider the following questions about taxes:

- Why is it important to pay your taxes in the United States?
- What could happen if you do not pay your taxes?

SUCCESS ON THE JOB

Sanaa worked hard at her new job, but sometimes did not understand what she was supposed to do. Sanaa did not know a lot of English, so she did not tell her supervisor that she didn't understand some of the things she was supposed to do. How could Sanaa understand her job better? If you were Sanaa, how would you handle this situation?

Boris started a job a few months after arriving in the United States. He didn't speak much English, but he was a good worker and friendly, and his supervisor and the other workers liked him. After 16 months, Boris applied for a new job somewhere else and quit his first job without telling anyone. He was surprised when he didn't get the new job. Later he found out that his first employer didn't give him a good reference for the new job. What did Boris do wrong? What should Boris have done instead?

WORKPLACE RIGHTS

Sangita has a male boss who is very kind, helpful, and friendly. But sometimes he touches her shoulder when he is talking to her. This makes Sangita very uncomfortable. What is the issue here? What should Sangita do?



Think about the U.S. rights in the workplace.

- How might these rights be similar to your experiences in the past?
- How might they be different?
- How will you get used to these differences?



WRAP-UP*

*True or false? How much do you think you know about resettlement in the United States? Test your knowledge with the statements below. Read these statements and circle the word **True** if you think the statement is right and circle **False** if you think the statement is wrong.*

- | | | |
|---|-------------|--------------|
| 1. Getting your first job can take as little as a few days to many months. | True | False |
| 2. The government or your resettlement agency must find a job for you. | True | False |
| 3. Learning English can help you find a job and increase your job opportunities. | True | False |
| 4. Many refugees start working at entry-level positions. | True | False |
| 5. Women often supervise men in the U.S. workplace. | True | False |
| 6. If you are late for an interview, the employer may not hire you because s/he may think that you may be late to work as well. | True | False |
| 7. The best person to help you find a job is yourself. | True | False |
| 8. Refugees do not have to pay income tax to the U.S. government. | True | False |

* Correct answers provided in Appendix A on page 137.

13



Chapter Thirteen LEARNING ENGLISH

Learning a new language takes time and work.

Americans believe that a person is never too old or too young to learn new things. Learning English will help you get a job, be successful on the job, communicate with other Americans, and adjust more quickly to your new life in the United States.

This chapter will help you consider

- » The importance of learning English
- » Ways to learn English
- » How learning a new language takes time and hard work

Learning English will help you get a job and adjust more quickly to your new life in the United States.



KEY ENGLISH VOCABULARY

The following English expressions are used when discussing learning English in the United States. These phrases will be helpful for you to learn.

Say the expression in English. Write the expression in your native language. Then draw a picture of the expression, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
Please say that again.		<i>Please say that again. I did not understand it the first time.</i>
Can you repeat that?		
What does _____ mean?		
Can you speak more slowly?		
I don't speak English.		
I don't understand...		
Can you understand me?		

THE IMPORTANCE OF LEARNING ENGLISH

When Nadia first arrived in the United States, she always needed an interpreter when she went to see her doctor. This was difficult because the only day of the week the female interpreter was available was on Tuesdays. Now, 3 years later, Nadia makes her appointments by herself and no longer needs an interpreter. This means she can go to the doctor any day. How has learning English helped Nadia? What are some ways you might practice your English?

Naw Ku learned English through her job, but her husband, Soe Thu, only knew a little English. When they attended their children's parent-teacher conferences together, Naw Ku had to interpret the conversations for Soe Thu. This was frustrating for Naw Ku and Soe Thu. Now, 2 years later, Soe Thu's English is much better, and he and Naw Ku are both able to speak at the parent-teacher conferences. How has learning English helped Soe Thu? What are some ways Soe Thu might have learned English?



Why will learning English be useful to you in the United States? Draw or write about some reasons below.

Bhampa is an elderly man who has been having trouble learning English. His son and daughter-in-law both work, and his grandchildren go to school, so he spends a lot of time alone. What can Bhampa do to improve his English?

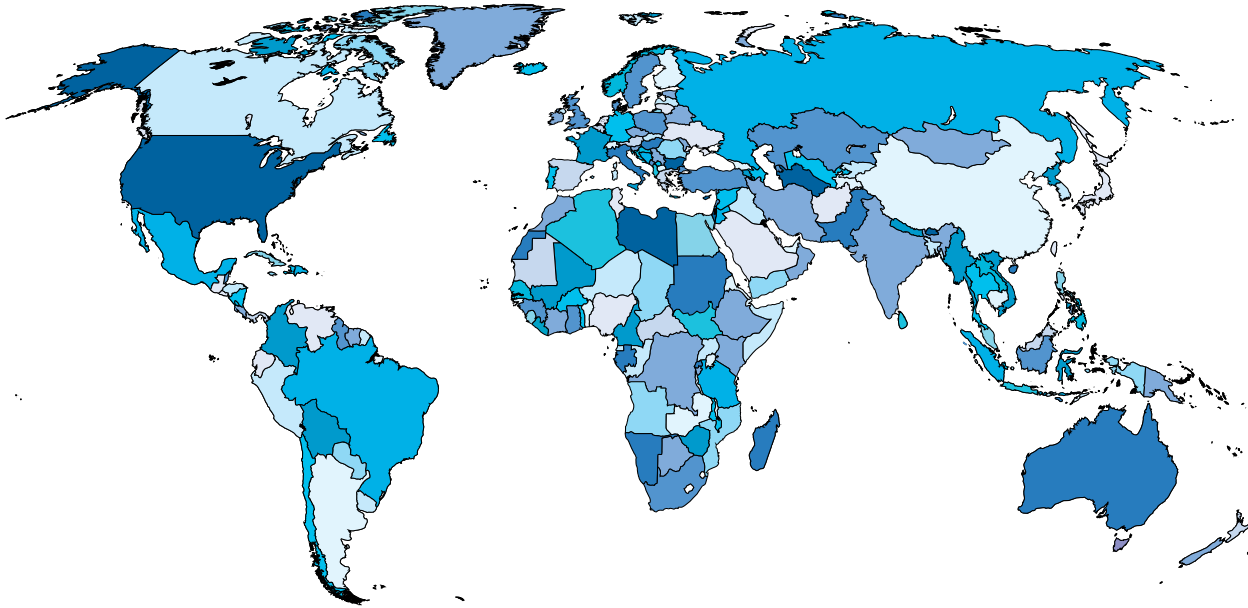
WAYS TO LEARN ENGLISH

Faadumo has started learning English, but still has trouble communicating with people at work. What are some ways Faadumo can communicate with others while she continues to learn English?

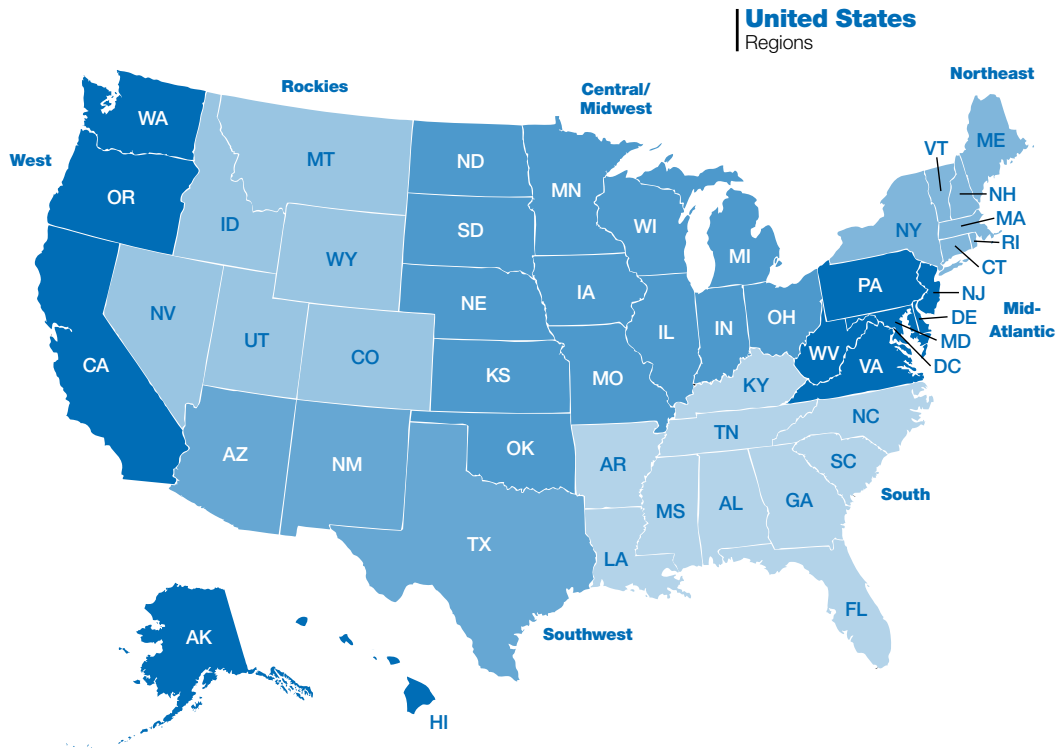
DIVERSITY IN THE ESL CLASSROOM



Look at the world map below. Circle your country of origin.



Now circle where you will be resettled in the U.S.



People from all over the world take English classes together in the United States.



Consider the following questions:

- Where do you think the immigrants in your new community will be from?
- What are some things you might want to learn about others in your English language class?

When Priscilla arrived for the first day of her English class, she was surprised to see people from so many different backgrounds. She had never been around so many different kinds of people. If you were Priscilla, how would you feel? What other differences in her classmates do you think Priscilla might find as the class goes on? If you were in Priscilla's class, what would you do to make yourself comfortable?



Think about your first day of English classes. How will you introduce yourself to such a diverse group? You might say:

I come from _____.

SUDAN

I speak _____.

ARABIC

My family has _____ members.

8

I have been in the United States since _____.

JUNE

I would like to learn about

BUYING FOOD IN THE UNITED STATES AND TAKING THE BUS

_____.

USING ENGLISH



Keep a chart of when you use English, where you use English, what you said, and how it worked. Was it successful? Did you have difficulties? The first two are filled in as examples.

Date; time	Place/situation	What I said	Results
<i>Monday, March 19, 2012, 4:30 p.m.</i>	<i>Spoke with my son's math teacher</i>	<i>Yes, I can be at the school for the meeting on Tuesday, March 20th, at 4:15 p.m.</i>	<i>Teacher thought I said 4:50 p.m. I had to wait. It was not a problem.</i>
<i>Tuesday, March 20, 3:30 p.m.</i>	<i>Read the bus schedule</i>	<i>Saw there was a bus to school leaving at 3:05 p.m., arriving at 3:59 p.m.</i>	<i>Took the bus and got to school on time.</i>

Learning a new language takes time, and each person learns at a different pace.

LEARNING A NEW LANGUAGE TAKES TIME

Learning English will be a challenge and take time, but keep practicing!



Think about some ways you will try to learn English. Share these with a partner.

Soon after he arrived in the United States, Reza enrolled in English class. The class met on Tuesday and Thursday evenings. The class was going well and he was learning a lot. Then Reza was offered a job. He would work Mondays through Saturdays from 4 p.m. until midnight. What is the problem here? What do you think Reza should do?



If you are feeling frustrated about learning English, what are some positive things you can do to learn the language? Circle some things you might do below.

- Practice speaking English with other English language speakers.
- Watch television or listen to the radio in English.
- Attend English classes.
- Practice with people in your community.
- Practice with an English speaker who wants to learn your language.
- Set realistic goals for yourself each week.
- Keep a list of new words you learn.
- Try to read the English that you see around you, on street signs, on buses, and in the windows of stores.



What other things might help you gain confidence in learning English?

**WRAP-UP***

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Learning English is a quick and easy process.
 - a. True.
 - b. False.
2. Why is learning English so important?
 - a. To get a good job.
 - b. To pass the U.S. citizenship test.
 - c. To be independent and self-reliant.
 - d. To know what your children and grandchildren are saying when they speak English.
 - e. All of the above.
3. The key to learning English is to practice it two or three times a week.
 - a. True.
 - b. False.
4. Which of the following are some ways to learn English?
 - a. Attend English language class.
 - b. Watch English movies and television shows.
 - c. Practice speaking English with other refugees who are learning English as well.
 - d. All of the above.
5. With time and practice you will become more comfortable communicating in English.
 - a. Yes, I will.
 - b. No, I won't.

* Correct answers provided in Appendix A on page 137.



Chapter Fourteen

EDUCATION

In the United States, education is available to everyone, regardless of ability, sex, age, race, religion, sexual orientation, or social class. Most Americans view education as a way to get better jobs and improve their standard of living.

This chapter will help you consider

- » Education for children
- » Education for adults





KEY ENGLISH VOCABULARY

The following English words are used when discussing education in the United States. These words will be helpful for you to learn.

Say the word in English. Write the word in your native language. Then draw a picture of the word, write what it means, or use it in a sentence. The first one has been done for you.

In English	In your language	Draw a picture of the word, write its meaning, or use it in a sentence.
attendance		<i>Attendance means to be present at a place for some reason, like at school or a meeting.</i>
book		
certificate		
class		
degree		
diploma		
education		
math		
reading		
school		
science		
teacher		



Think about what public education was like in your home country or country of asylum.

- Were there fees?
- How far was the school from where you lived? How did your children get there?
- What did students bring with them to school?
- What subjects were taught?
- How long was the school day?
- Did adults go to school?



Draw or write about school in your home country or country of asylum.



Talk to a partner about what you have written or drawn. This is good practice, and you might want to tell someone in the U.S. about school in your home country or country of asylum!

EDUCATION FOR CHILDREN



Consider the following questions:

- When did the school year start and end in your home country or country of asylum?
- Did children have to go to school?
- Was there free education for all children?

Arale had two daughters and a son. The son was in a wheelchair and was mentally handicapped. In Arale's home country, handicapped children did not go school, and most girls didn't go to school either. Arale was surprised to learn that in the United States all children had to go to school. If you were Arale, how would you feel? Who would you talk to about your feelings?

ATTENDANCE

School attendance is very important. When students miss school, parents must write a note that explains why, and students have to make up the school work they missed.

Isabel's daughter was having trouble at school. One day Isabel kept her home from school to let her rest. Later that morning, the school called to tell Isabel that her daughter had not come to school that day. Isabel was confused. She told the school that she had kept her daughter home for the day. Why did the school call? Why was it a problem for Isabel to keep her daughter at home? What should Isabel have done to avoid this situation?



What expenses did families have for public school in your home country or country of asylum?

AMERICAN STYLE OF TEACHING

When Hanan listened to her daughter and son talk about their new school, she was confused. What kind of an education were her children getting? The teacher didn't talk very much, and the children were expected to ask a lot of questions and give their own ideas. They could even disagree with the teacher and the textbook! And instead of listening to the teacher, they spent a lot of time working with their friends. How does this teaching style differ from the way teachers teach in your home country or country of asylum? How is it similar? Why do you think American teachers use this style? What could Hanan do to better understand what is happening in her children's classrooms?

One day the school called Victoria to tell her that her son Joseph was in trouble for being late to class too many times. When Joseph got home from school, Victoria asked Joseph how the school had punished him. Joseph said he had to go talk to the principal and explain why he had been late. Victoria was confused. She felt that her son had not been punished at all. How would a student be punished in your home country or country of asylum? If you were Victoria, how would you feel about this situation? How would you handle it?

ADJUSTMENT



Consider the following questions with regard to your children:

- What challenges do you think your children might have in adjusting to the school environment in the U.S.?
- How could you help your children meet these challenges?

INFORMAL BEHAVIOR OF AMERICAN STUDENTS



Think about the behavior of children at school in your home country or country of asylum.

- Did they wear uniforms?
- Did they ask questions, work in groups, or listen to the teacher for most of the day?
- Would students move around often, or remain seated at their desks most of the day?

SCHOOL CHALLENGES

If you think your children may need help for a problem at school, talk to someone at the school about it!

Teachers in the United States believe that parents should be involved in their children's education.



Discuss the picture above of a common U.S. elementary school classroom with a partner.

- What similarities do you see between this U.S. classroom and a classroom in your home country or country of asylum?
- What differences do you see?
- What do you think these similarities and differences say about how your children will adjust in the U.S.?

PARENT INVOLVEMENT IN CHILDREN'S EDUCATION



Think about the role of parents in your home country or country of asylum.

- In what ways were parents involved?
- Did parents visit the school? Help with homework?
- Was it common to talk to teachers or administrators? Attend meetings with the teacher?



Circle the pictures below that show ways you might get involved with your children's education.



Walk children to bus or school



Work with your children on their homework



Chaperone a field trip for your child



Attend parent-teacher conferences or parent night at school



Listen to your children talk about school and ask questions



Volunteer to help in your children's classrooms or at lunch or recess



Talk to a teacher or school administration



Help with an extracurricular activity or school sports team



Give a talk on your home country to your children's class



Join the Parent-Teacher Association (PTA) or attend school board meetings



Participate in special events, activities, or fundraisers

All of the above are good ways to get involved in your children's education.

Higher education can be very expensive

Talk with your children's teachers about how you can be a part of your children's schooling!



Consider what you have learned about school in the United States. Draw or write about the differences between school in your home country or country of asylum and the United States.

EDUCATION FOR ADULTS

Farah has saved money to take classes at the local community college. But the classes she wants to take are in the evenings, when she is at work. What should Farah do?

Moe Win was a mechanic in his home country. In the United States, he took the first job he could find, stocking shelves at a store. Moe Win found out about a training program for mechanics, but he would have to work part time while studying. If you were Moe Win, what are some things you would have to think about to make a decision?



How might some educational opportunities in the United States be beneficial for you or another family member?



WRAP-UP*

Choose the best answers to the questions below by marking the right choice. Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. Is public school education for children free in the United States?
 - a. Yes.
 - b. No.
2. The American style of teaching generally includes which of the following?
 - a. Asking questions.
 - b. Discussions.
 - c. Long lectures.
 - d. Choices a and b.
3. All public schools in America require students to wear a uniform.
 - a. True.
 - b. False.
4. Your friend feels shy about going to her child's school for parent-teacher meetings because she doesn't speak English. Should she go to the meeting anyway?
 - a. No, she should learn English before meeting her child's teachers.
 - b. Yes, she does not have to know how to speak much English for the meeting because many schools offer information for parents who do not speak English.
5. Americans believe that you can only learn when you are young.
 - a. True.
 - b. False. Americans believe that you are never too old to learn new things.

* Correct answers provided in Appendix A on page 137.

15



Chapter Fifteen THE ONGOING JOURNEY

For many refugees, resettlement is often a long and challenging process, but with patience and a positive attitude, you can have a good and comfortable life in your new community. There are many refugees who left everything behind to start again in the United States. They now speak English, own their own homes, and operate businesses. Remember that though there will be many challenges ahead, there will be many opportunities for you as well.



15 THE ONGOING JOURNEY



In Chapter 1, you identified some things you had heard about life in America. What was true? What was untrue? What can you say now about life in America?



Go back to page 5 and complete the activity.

As you now see, there are a lot of things to think about and consider: working with your resettlement agency and using other community services, learning English, finding a job that can support you and your family, coping with a new culture, continuing your education, understanding and using the health care system, getting around on your own, living in a safe and comfortable home and community, learning about the United States and practicing your rights and responsibilities ... the list goes on.

There will be many new and exciting opportunities for you!

15 THE ONGOING JOURNEY



In the chart below, fill in the middle column by drawing or writing your thoughts and answers to the questions.

	What is today's date? _____	6-12 months after you first wrote in this chart, what is today's date? _____
1. What are your goals and priorities for your first month in the U.S.?		
2. What are your goals and priorities for your first 6 months in the U.S.?		
3. What are your goals and priorities for your first year in the U.S.?		
4. What are your goals and priorities for your first 2 years in the U.S.?		
5. What are your longer term goals?		

15 THE ONGOING JOURNEY



In 6 months or a year from now, revisit this chart. See where you are, and fill in the right-hand column. Then think about the following:

- How have your goals changed?
- How were you feeling about resettlement when you first filled out this chart?
- How are you feeling now?
- What feelings about resettlement have changed?

Keeping the following messages in mind will help you have a better resettlement experience:

- BE SELF-RELIANT.** Taking an active role in your own resettlement will help you adjust better.
- LEARN ENGLISH.** Speaking English will help you talk directly with people around you and will allow you to ask for the services you need.
- ACCEPT THE FIRST JOB THAT IS OFFERED TO YOU.** Having a job, even if it is not in your field, will help you earn and save money so that you can support yourself and your family as soon as possible.
- COOPERATE WITH YOUR RESETTLEMENT AGENCY.** Resettlement agency workers have helped many refugees before you to succeed in their new communities. They have the knowledge and experience of working with refugees, so listen closely to what they tell you and share your concerns and hopes with them.



There are many people around you who want to see you succeed. These people include your family, your community, and your resettlement agency.

You have lots of support from many people. They want you to succeed!



Draw pictures of your resettlement journey in the strip below.

<p>As a child in my home country...</p>	<p>As an adult in my home country...</p>
<p>In my country of asylum...</p>	<p>My first month in the U.S. ...</p>
<p>My first year in the U.S. ...</p>	<p>My first five years in the U.S. ...</p>



WRAP-UP*

Choose the best answers to the questions below by marking the right choice.

Here is an example:

Which language is spoken by most people in the United States?

- a. Chinese.
- b. English.
- c. German.

Most people in the United States speak English, so the answer is b. English.

1. How can you become self-reliant?
 - a. Find a job.
 - b. Ask questions when you do not understand something.
 - c. Explore your surroundings, like the local supermarket or library.
 - d. Any or all of the above.
2. Below are some ways you can practice your English. Which do you feel would be the easiest to do?
 - a. Attend English language classes.
 - b. Study with a volunteer.
 - c. Watch English television shows or films.
 - d. Practice speaking, reading, or listening to English for 10 minutes each day.
3. Why is it important to accept the first job offered to you?
 - a. Another job offer may not be made to you for some time.
 - b. To support your family.
 - c. To help you pay for your expenses.
 - d. Any or all of the above.
4. Below are some ways you can work well with your resettlement agency. Which do you feel is the most important?
 - a. Show up on time for appointments.
 - b. Ask questions.
 - c. Listen closely to what resettlement agency workers tell you.
 - d. Share your concerns, fears, and hopes with resettlement agency workers.

* Correct answers provided in Appendix A on page 137.

APPENDIX A

ANSWER KEY

CHAPTER 1

- » WRAP-UP on page 7: 1. True 2. True 3. False 4. True 5. True
6. False 7. True 8. False 9. True 10. True 11. True 12. True

CHAPTER 2

- » WRAP-UP on page 13: 1. b 2. e 3. e 4. c 5. b

CHAPTER 3

- » MATCHING ACTIVITY on pages 18 and 19: 1. c 2. a 3. b
- » WRAP-UP on page 22: 1. a 2. b 3. e 4. b 5. d 6. b

CHAPTER 4

- » WRAP-UP on page 29: 1. True 2. False 3. False 4. True 5. True 6. False

CHAPTER 5

- » TYPES OF HOUSING ACTIVITY on page 33: 1. b 2. d 3. a 4. c
- » HOUSING SAFETY ACTIVITY on page 35: 1. d 2. c 3. a 4. e 5. b
- » WRAP-UP on page 37: 1. d 2. a 3. d 4. d 5. b

CHAPTER 6

- » EMERGENCY SERVICES MATCHING ACTIVITY on page 40: 1. c 2. a 3. b
- » EMERGENCY SITUATION ACTIVITY on page 41: 1. Yes, request fire. 2. No. It would be most appropriate to call the girl's parents or walk to their house to discuss the matter with them. 3. Yes, request ambulance. 4. No. If you do not see a fire after checking thoroughly, you may need a new battery for your fire alarm. 5. Yes, request police. 6. No. If you can care for yourself safely at home such as in this example, there is no need to call 911.
- » WRAP-UP on page 43: 1. d 2. b 3. b 4. a 5. a

APPENDIX A

CHAPTER 7

- » TRAFFIC SIGNS MATCHING ACTIVITY on page 48: 1.c 2.e 3.b 4.a 5.d
- » WRAP-UP on page 50: 1.e 2.a 3.d 4.a 5.e

CHAPTER 8

- » MATCHING HEALTH CONCERNS ACTIVITY on page 54: 1.b 2.a 3.b 4.a 5.c 6.c
- » MATCHING HEALTH CONCERNS ACTIVITY on page 55: 1.b 2.c 3.a
- » MATCHING HEALTH SIGNS ACTIVITY on page 56: 1.f 2.a 3.d 4.b 5.c 6.e
- » INSURANCE MATCHING ACTIVITY on page 57: 1.b 2.a 3.a
- » HEALTHY FOODS ACTIVITY on page 59:
 - Healthy foods (circle):** b c e g j k
 - Unhealthy foods (cross out):** a d f h i
- » WRAP-UP on page 62: 1.a 2.e 3.a 4.e 5.b

CHAPTER 9

- » NEEDS AND WANTS ACTIVITY on page 67:
 - Items your family might need (circle):** a b d e g h k l
 - Items your family does not need, but may want (cross off):** c f i j
- » TAXES ACTIVITY on page 69:
 - Taxes may pay for (circle):** a b e h
 - Taxes do not pay for:** c d f g
- » WRAP-UP on page 72: 1.d 2.b 3.e 4.b 5.a

CHAPTER 10

- » WRAP-UP on page 82: 1.a 2.e 3.a 4.e 5.d

APPENDIX A

CHAPTER 11

- » RIGHTS AND RESPONSIBILITIES IMMIGRATION STATUS ACTIVITY on pages 91 and 92:
 - **RIGHTS:**
 - Apply for family reunification:** All (refugee, LPR, citizen)
 - Apply for public assistance:** All
 - Attend school and work:** All
 - Travel freely within the U.S.:** All
 - Travel outside the U.S. without permission:** LPR & citizen
 - Vote:** Citizen
 - **RESPONSIBILITIES:**
 - Know and obey the law:** All
 - Pay taxes:** All
 - Register for the draft if a male citizen between 18 and 25 years of age:** All
 - Respect the rights of others:** All
 - Serve on a jury in court:** Citizen
 - Support and provide for your children:** All
- » WRAP-UP on page 93: 1. True 2. True 3. False 4. True 5. False 6. True 7. True 8. False

CHAPTER 12

- » TYPES OF JOBS MATCHING ACTIVITY on page 96: 1. b 2. c 3. a
- » WRAP-UP on page 110: 1. True 2. False 3. True 4. True 5. True 6. True 7. True 8. False

CHAPTER 13

- » WRAP-UP on page 119: 1. b 2. e 3. a 4. d 5. a

CHAPTER 14

- » WRAP-UP on page 128: 1. a 2. d 3. b 4. b 5. b

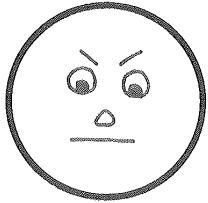
CHAPTER 15

- » WRAP-UP on page 134: 1. d 2. Any or all choices 3. d 4. Any or all choices

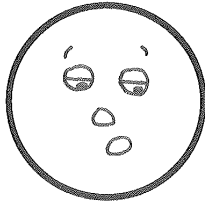
APPENDIX B

FACES OF EMOTION

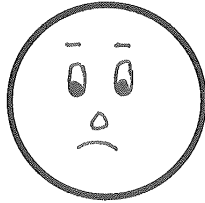
You may have trouble expressing yourself sometimes. The faces below may help you identify some of the feelings you are experiencing during the process of resettlement.



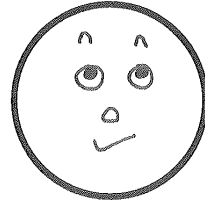
Angry



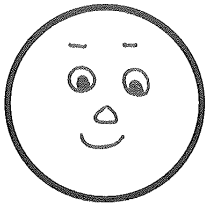
Bored



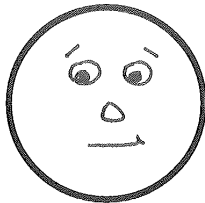
Confused



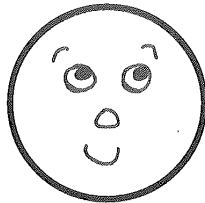
Curious



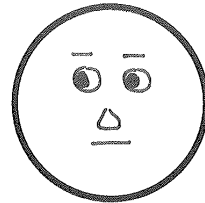
Excited



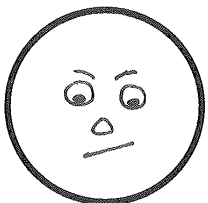
Fine



Happy



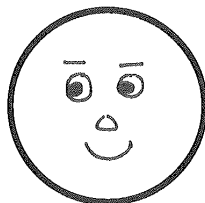
Impatient



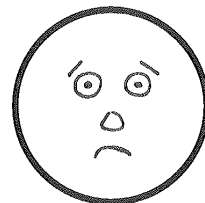
Insulted



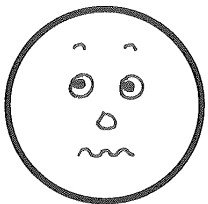
Nervous



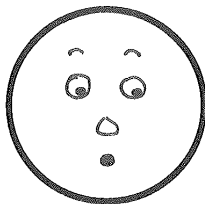
Proud



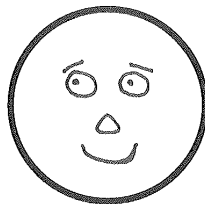
Sad



Scared



Surprised



Thankful



Worried



Welcome to THE UNITED STATES WORKBOOK

Welcome to the United States: A Companion Workbook for Refugees contains activities, self-guided assessments, commonly used English words and phrases, and other reflective information from the *Welcome to the United States* guidebook to help refugees prepare themselves for their first few months in the United States. Topics addressed include:

The Resettlement Journey

The United States and American Culture

Travel to the United States

The Resettlement Agency

Housing

Community Services

Transportation

Health Care

Money Management

Cultural Adjustment and Changing Roles

Rights and Responsibilities Under U.S. Law

Employment

Learning English

Education

The Ongoing Journey

