



SESSION 1: Introduction

OBJECTIVES

1. To introduce clients to community orientation (CO) facilitator.
2. To establish expectations of clients and CO facilitator.

WHAT YOU WILL NEED:

Welcome Packages:

- Map of community
- “Map of United States” (attachment 1)
- Directory/contact list of local service providers
- List of emergency numbers
- Bus schedule
- Specific list of agency services
- Specific list of other community services
- Community orientation schedule

Flipchart

Markers

Clock

Calendar

“Issues related to Somalis and Somali Bantu” (attachment 2) (Optional)

HOW TO DO IT

INTRODUCTION

- Introduce yourself to clients, and distribute welcome packages. Ask clients to introduce themselves.

DISCUSSION

- Discuss using the following questions:

What do you know about the United States?

What are some of the differences between Somalia and the United States?

How did you obtain food/housing/employment in Somalia? In Dadaab and Kakuma?

Are you familiar with banks and bank accounts?

What can you buy with a ten dollar bill in the United States?

What items in U.S. homes may pose a danger to children?

In the United States, if there is an emergency, how do you make phone contact with emergency services?

This discussion will help you to gauge the level of knowledge that clients have about life in the United States, and to know what topics to focus on during orientation classes.

WELCOME PACKAGE

- Go through and identify the handouts in the welcome package. Explain that the local map and bus schedule are important tools in learning how to get around, and that you will explain how to use them during another orientation session. Assist your clients in locating their new community on the map of the United States.

REVIEW OF DATES AND TIME

- Ask the clients:
 - Do you know how to use a clock and a calendar?
 - Do you own a watch?
 - How did you track time in Somalia and Kenya?
- If clients are familiar with how to use a clock and calendar, then pass over this section. If clients have limited knowledge of numeracy, it may be necessary to review this section several times, both during this Introduction session and during other CO sessions.
- Explain that a calendar is used to track days. Identify the current day on the calendar, and identify on what days the clients will have community orientation sessions. Mark these days on the calendar.
- Explain that a clock is used to track hours. Identify the current time on the clock. Mark the scheduled times for community orientation sessions on the calendar.
- Explain that being on time is important in the United States, and that arriving to work late may result in loss of employment. It is important to arrive to work, to class, and for appointments on time, and to have children waiting at the bus stop or to school on time.

COMMUNITY ORIENTATION EXPECTATIONS

- Ask the clients what they hope to learn during community orientation classes, and what their expectations are of you, and write them on the flipchart.
- Explain to your clients what your expectations are (i.e. that they arrive to classes on time, etc.)

NOTE to CO Facilitator

If you are a Somali of non-Bantu origin, refer to “Issues Related to Somalis and Somali Bantu” (attachment 2).