

Orientation Wrap-Up

Unit Overview for the Trainer

This unit reviews all the information participants have learned during the entire orientation course. The unit includes two wrap-up activity plans, “Answer Cards” and “Choose-Your-Topic Game.” Trainers need only conduct one of the two, choosing the activity they prefer. Through either activity plan, participants will be able to do the following:

- ▶ Review the information they learned throughout the orientation course
- ▶ Explain specific aspects of the orientation sessions they have attended
- ▶ Show knowledge and understanding of different aspects of their resettlement and adjustment process

Trainers can also use the wrap-up plans to assess what has been learned in an individual unit, choosing those questions that are specific to the unit.

Ideally, trainers will have time to ask one question from each session they conducted over the course of the orientation program. If there is not enough time to do this, we recommend that trainers at least ask questions from “The Basics” plans of each unit covered and add questions as time permits on topics that were discussed for longer periods of time and/or are especially important for refugees to remember. Questions do not need to be asked in the order they appear in this unit or the order in which orientation programs were conducted.

While conducting a wrap-up activity, trainers should correct any wrong responses from participants. Trainers should also note the gaps in participant understanding and consider these gaps when planning future orientation sessions and programs on similar topics. (For a further discussion of learner assessment, see p. 27 of the User’s Guide.)

At the beginning of each activity plan in this unit is an introduction for the trainer, which highlights the plan’s key concepts and main messages.

Orientation Wrap-Up

Answer Cards

Introduction for the Trainer

Key Content

During this session, participants will review information and demonstrate what they have learned throughout the orientation course.

Main Messages

Participants will review, explain, and demonstrate their understanding of various aspects of orientation and their resettlement process. Trainers should encourage participants to share what they have learned.



35 minutes

Objectives

Participants will be able to do the following:

- ▶ Review the information they learned throughout the orientation course
- ▶ Explain specific aspects of the orientation sessions they attended
- ▶ Explain different aspects of their resettlement process

Materials

- Green printer paper, 1 piece per 4 participants
- Pink printer paper, 1 piece per 4 participants
- Answer Card Wrap-Up Statements and Follow-Up Questions (included)

Session Preparation

Review the Answer Card Wrap-Up Statements and Follow-Up Questions and edit according to the topics covered and issues that came up. Review the responses to the statements, check for accuracy in your area, and fill in the spaces with relevant local information.

Cut the pieces of green and pink paper into quarters.

Trainer's Introduction of Session to Participants

During this session, we will review the information you have learned during the orientation.

Activity

Distribute sheets of green and pink paper that have been cut into quarters to each participant.

Tell participants that you will ask a question about something they have learned in the orientation sessions. If participants think the answer is “yes,” they should raise their green piece of paper. If participants think the answer is “no,” they should raise their pink piece of paper. Participants must respond to each question.

If participants seem to be watching for others to respond before choosing a color, ask them to either close their eyes, or raise their papers when you count to three.

Read the first statement from the Answer Card Wrap-Up Statements and Follow-Up Questions and give participants enough time to respond. Refer to the Answer Card Wrap-Up Statements and Follow-Up Questions for correct responses to the statements. Ask participants to respond to the follow-up question. Discuss correct answers as needed.

When all of the questions have been asked, answered, and discussed, debrief the session with participants using the questions below:

Debriefing Questions

- ▶ What are some of the most important things you have learned during these orientation sessions?
- ▶ What remaining questions do you have about the material covered?
- ▶ What would you like to learn more about? How will you find out this information?

Working With Individuals or Very Small Groups

This session can be conducted with an individual or very small groups, as well as with larger groups.

Variations and Considerations

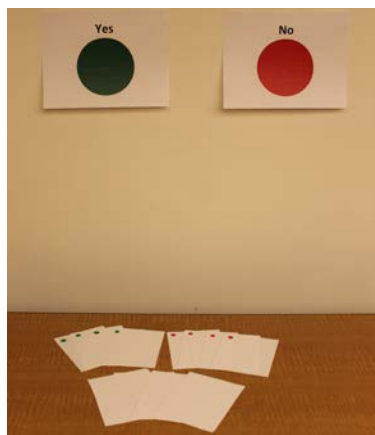
This wrap-up game can go on for as long as necessary or as time permits and can be used for any topic that lends itself to yes/no questions.

If you do not have easy access to green and pink printer paper, do one of the following:

- ▶ Use different colors that are easier to find, making it clear to participants which color represents “Yes” and which one represents “No.” Consider putting signs on the wall as shown here:



- ▶ Use colored index cards or Post-It notes.
- ▶ Put different marks on white paper with markers (red and green dots would be ideal) or by drawing simple shapes. Refer to the example here:



If needed, use translated versions of the Answer Card Wrap-Up Statements and Follow-Up Questions.

Answer Card Wrap-Up Statements and Follow-Up Questions

These statements and follow-up questions were developed based on the full reception and placement (R&P) Orientation Curriculum. Add or remove questions based on the material you covered during the orientation sessions.

Unit	Activity Plan	Statement	Answer Key	Follow-Up Question
Role of the Local Resettlement Agency	The Basics: Role of the Local Resettlement Agency	The resettlement agency is responsible for providing basic services to you and your family.	Yes	Name two of the basic services that your resettlement agency will provide.
	Initial Resettlement Assistance and Services Provided	If you do not receive a television or computer when you first arrive in the United States, you should complain to your case worker/ manager about getting one from the resettlement agency.	No	What are two services that will be provided to you during your first few months in the United States?
	Attending Orientation Classes	You must attend orientation. It is required.	No	What are three reasons why a refugee should attend orientation classes?
	A New Partnership	Communication styles are the same around the world.	No	What are two things to remember when trying to communicate respectfully with your case worker/ manager in the United States?
	Overcoming Challenges	If you have an issue with something your case worker/ manager does, you should discuss it with her or him.	Yes	When you have a challenging situation with your case worker/manager, what are two things to remember?
Community Services and Public Assistance	The Basics: Community Services and Public Assistance	There are many community services available in your area, but they are all expensive to use.	<i>Local response</i>	Name two community services available in your area and what they can provide to you.
	Types of Services	You can use things like books and computers for free at the public library.	Yes	Besides books and computers, what are two other things you can use the library for?
	Social Involvement in Your Community	Getting involved in your community will help you practice English.	Yes	What are two ways to get involved in your community?

Unit	Activity Plan	Statement	Answer Key	Follow-Up Question
Housing	The Basics: Housing	Your resettlement agency is responsible for providing you with furniture when you first arrive in the United States.	Yes	In the area of housing, what are two responsibilities your resettlement agency has?
	Housing Rights and Responsibilities	It is the responsibility of your case worker/manager to keep your home clean.	No	Give one responsibility that a landlord or landlady has and one responsibility that a tenant has.
	Being a Good Neighbor	All neighbors in the United States are friendly and respectful.	No	Describe two ways to be a respectful neighbor.
Transportation	The Basics: Transportation	The best form of public transportation in the area is the bus.	Local response	What are two forms of transportation that are available to you in your new community?
	Getting Around Your New Community	You will need to learn to use public transportation to get around.	Local response	Describe how you will get from your home to the grocery store?
	Owning and Driving a Car	Owning and driving a car is expensive.	Yes	What are two challenges of having a car?
Employment	The Basics: Employment	You will need to get a job as quickly as possible.	Depends on the individual	How will you find a job?
	Working in the United States	You can learn English while working.	Yes	What are two reasons why it is important to have a job in the United States?
	Finding a Job	You will need to be active in looking for a job.	Yes	What are two ways you will look for a job?
Learning English	The Basics: Learning English	English is the language that most people in the United States speak.	Yes	Give three reasons why learning English is important.
	Ways to Learn English	It is very easy to learn English.	No	Why is it helpful to learn English in more than one way?
	Benefits of Learning English	Learning English can help your adjustment process.	Yes	What are two reasons to attend English class even after you have found a job?

Unit	Activity Plan	Statement	Answer Key	Follow-Up Question
Education	The Basics: Education	Most Americans think of education as a lifelong process.	Yes	Name two things that U.S. schools expect of parents.
	Getting Involved in Your Child's School	Being involved in your child's school can help your child succeed.	Yes	Name three ways you can be involved in your child's education.
	Dealing With Issues at School	Parents should not talk to school administrators or teachers.	No	If a child does not understand the material being discussed at school, what should the parent do?
	Employment Versus Education for Adults	For most adult refugees who have just arrived in the United States, employment is more necessary than education.	Yes	Give one challenge and one benefit of working versus going to school.
Health and Hygiene	The Basics: Health and Hygiene	There are many different places to go for health care in the United States.	Yes	What are two places that provide health care services in your area? What would be a good medical reason for going to each one?
	A Doctor's Visit: What to Expect	If you tell your doctor something, by law s/he must not talk to others about it without your permission.	Yes	Who are two people at the doctor's office that you will probably talk to?
	Personal Hygiene	Personal hygiene is very important in the United States.	Yes	What are three personal hygiene practices in the United States?
	Addressing Emotional Health Challenges	There are professionals you can talk to if you are feeling sad or upset.	Yes	It is normal to feel upset or sad sometimes. But if someone feels this way a lot of the time, what should s/he do?

Unit	Activity Plan	Statement	Answer Key	Follow-Up Question
Budgeting and Personal Finance	The Basics: Budgeting and Personal Finance	Having a job is one way to help your family become self-sufficient.	Yes	What are two sources of income that you could access when your initial assistance ends? Are these short-term or long-term?
	Banks and Paychecks	It is safest to save your money at home in the United States.	No	What are two things that are taken out of each paycheck?
	Budgeting and Prioritizing	It is important to be realistic about things your family needs.	Yes	Why is it important to figure out the most important expenses for your family?
Cultural Adjustment	The Basics: Cultural Adjustment	Most refugees are very happy when they first arrive in the United States and they usually stay that way for a long time.	No	What are the four common phases of cultural adjustment?
	Diverse Communities	All of your neighbors will be friendly and helpful all the time.	No	What are two ways you can communicate with people you disagree with?
	Punctuality	If you are late for a doctor's appointment, you may need to pay for the appointment anyway.	Yes	Name two things for which it is important to arrive on time.
	Family Roles	Children often learn English faster than their parents. This can be challenging for the family.	Yes	Why do some families experience role changes when they resettle in the United States?
	Parenting Practices	Taking away privileges, such as seeing friends, is one common method of disciplining children in the United States.	Yes	Describe a parenting challenge you might face in the United States. What is a legal and acceptable way that your family might manage the challenge?
	Adjusting to Changes and Challenges	If you are feeling sad, an appropriate thing to do is lock yourself in a room for many days.	No	If your first job were not the job you wanted, how would you feel? If you were unhappy, what would you do about it?

Unit	Activity Plan	Statement	Answer Key	Follow-Up Question
U.S. Laws and Refugee Status	The Basics: U.S. Laws and Refugee Status	If you do not know the law, it is okay to break it.	No	Why do you need to learn U.S. laws?
	Using Emergency Services	If there is an emergency, such as a fire, you should call 9-1-1.	Yes	What three key English words should you know and be able to use in an emergency situations?
	Practicing Safety Procedures	Shouting for help is one way to handle some unsafe situations.	Yes	What are two unsafe situations you may face? If you found yourself in these situations, what should you do?
	Common Safety Practices	You will always feel safe in your new community.	No	What are two things you should do to avoid an unsafe situation?
	Your Rights and Your Responsibilities	It is the responsibility of your case worker/manager to make sure you know all of the local laws.	No	What are three rights you have in the United States?
	Adjusting Your Status	You have to adjust your status to a Lawful Permanent Resident.	Yes	When should you apply to adjust your status to that of a Lawful Permanent Resident (LPR)?
	Learning Local Laws	All communities in the United States have the same laws.	No	Why is it important to learn local laws?

Orientation Wrap-Up

Choose-Your-Topic Game

Introduction for the Trainer

Key Content

During this session, participants will review information and show what they have learned throughout the orientation sessions.

Main Messages

Participants will review, explain, and show their understanding of different aspects of orientation and their resettlement process. Trainers should encourage participants to share what they have learned.



35 minutes

Objectives

Participants will be able to do the following:

- ▶ Review the information they learned throughout the orientation course
- ▶ Explain specific aspects of the orientation sessions they have attended
- ▶ Show knowledge and understanding of various aspects of their resettlement

Materials

- Flipchart paper, markers, and tape
- Choose-Your-Topic Headers (included)
- Choose-Your-Topic Questions (samples included)
- Blank paper, 2 pieces
- Optional: Point Cards (included), 2 copies
- Optional: Choose-Your-Topic Game PowerPoint (available for automatic download from the COR Center website here: <http://goo.gl/V6ccBe>)
- Optional: Laptop, projector, and screen

Session Preparation

Review Choose-Your-Topic Headers and the Choose-Your-Topic Questions. There are seven topics headers, covering the 11 orientation units (with four of the topic headers combining orientation units). For each topic header, chose four questions, selecting those that relate best to the content that was covered during the orientation. You will have 28 questions in total.

Prepare the game board by doing the following:

- ▶ Print the Choose-Your-Topic Headers. Cut along the dotted lines and tape or glue them to the top of a piece of flipchart paper. (Use more than one piece of flipchart paper or a wall if needed.)
- ▶ Create question cards by printing and cutting out the Choose-Your-Topic Questions that you have chosen to use for the session.
- ▶ Tape the question cards face-down under the Choose-Your-Topic Headers.
- ▶ The Game Board should look similar to a *Jeopardy!* board, like this:

Role of the Local Resettlement Agency	Community Services and Public Assistance and Housing	Transportation and Employment	Learning English and Education	Health and Hygiene and Budgeting and Personal Finance	Cultural Adjustment	U.S. Laws and Refugee Status
Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card
Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card
Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card
Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card	Back of Question Card

Prepare answer cards by folding the two blank pieces of paper in half lengthwise and writing the team letters (A and B) on top of each half.

Prepare a scoreboard using flipchart paper and markers:

<i>Team A</i>	<i>Team B</i>
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Hang the scoreboard in front of the training space.

Trainer's Introduction of Session to Participants

During this session, we will review the information you have learned during this course.

Activity

Divide participants into two groups. Distribute answer cards to one person in each group. Groups sit in a circular or U-shaped formation. The group's spokesperson will change with each question.

Teams decide who will be their first spokesperson. Spokespeople hold the team's answer card. The person sitting to that person's right will go next.

Decide which team will choose the first question. That team's spokesperson chooses a Choose-Your-Topic Header (such as Cultural Adjustment or Learning English and Education). Take a Question Card off the Game Board and read the question printed on it aloud. Teams discuss the possible answer among themselves. The team's spokesperson who raises the team's Answer Card first gets to answer the question.

The trainer should decide if the response is correct or incorrect. If the answer is right, tape the question card back to where it belongs on the scoreboard. If the answer is wrong, ask the full group what the correct answer should be. Teams do not receive any points if the answer is wrong, and the question card you are holding is set aside. The full group should come up with a correct answer to the question before continuing.

Teams take turns choosing the Choose-Your-Topic Header from the remaining questions.

When all of the questions have been answered, debrief the session with participants using the questions below:

Debriefing Questions

- ▶ What are some of the most important things you have learned during these orientation sessions?
- ▶ What remaining questions do you have about the material covered?
- ▶ What would you like to learn more about? How will you find out this information?

Working With Individuals or Very Small Groups

When working with a single individual, play the Choose-Your-Topic Game as already described, with the participant choosing the questions and the trainer discussing it with the participant to help come up with the best answer.

When working with two participants, have them play on two separate teams. The two participants and the trainer discuss the questions and answers as needed.

Variations and Considerations

When working with large groups, consider having more than two teams, so that there are no more than five to six participants on a team. Each team receives an answer card. The trainer can have one or two participants (or other volunteers) help judge who held up the answer card first, and have these two participants also help decide whether the answer is right or wrong.

This wrap-up game can go on for as long as necessary or as time permits, and can be used for different topics, as long as the questions lend themselves to correct and incorrect answers.

If needed, use translated versions of the Choose-Your-Topic Headers and/or Choose Your Topic Questions.

Instead of creating the board, use the Choose-Your-Topic Game PowerPoint with a laptop, projector, and screen.

To make the game more challenging, cut and tape the Point Cards to the game board under the Choose-Your-Topic Headers in place of the questions. Give different points (10, 20, 30, and 40) to the questions, based on their difficulty. The teams take turns choosing a Topic Header and a level of difficulty. The trainer reads the question, and the team that answers it correctly gets the points shown on the Point Cards, as in *Jeopardy!* The Game Board should look like this:

Role of the Local Resettlement Agency	Community Services and Public Assistance and Housing	Transportation and Employment	Learning English and Education	Health and Hygiene and Budgeting and Personal Finance	Cultural Adjustment	U.S. Laws and Refugee Status
10	10	10	10	10	10	10
20	20	20	20	20	20	20
30	30	30	30	30	30	30
40	40	40	40	40	40	40

If a team answers a question incorrectly, the question can be offered to the other team.

If needed, create a time limit (such as 2 to 3 minutes) for teams to answer a question.

Participants decide on team names to promote camaraderie and fun amongst team members.

Choose-Your-Topic Headers



Role of the Local Resettlement Agency



Community Services and Public Assistance and Housing



Transportation and Employment



Learning English and Education



Health and Hygiene and Budgeting and Personal Finance



Cultural Adjustment



U.S. Laws and Refugee Status

Choose-Your-Topic Questions

These questions were developed based on the full R&P Orientation Curriculum. Add or remove questions based on the material covered during the orientation sessions you provided.

Unit	Activity Plan	Question
Role of the Resettlement Local Agency	The Basics: Role of the Local Resettlement Agency	Who is your first contact in the United States when you need advice or services?
	Initial Resettlement Assistance and Services Provided	What are two additional things you would like to learn about resettlement?
	Attending Orientation Classes	What are two reasons it is important to attend orientation sessions?
	A New Partnership	What are two things you can do that will help you work better with resettlement agency staff?
	Overcoming Challenges	Why might you receive different services than other refugees receive?
Community Services and Public Assistance	The Basics: Community Services and Public Assistance	If your family needs public assistance, who should you talk with to find out if your family is eligible for low-income assistance?
	Types of Services	What two community services will be most useful to your family? Why?
	Social Involvement in Your Community	Name two benefits of community involvement.
Housing	The Basics: Housing	If you do not pay your rent or utility bills on time, what are two things that could happen?
	Housing Rights and Responsibilities	Name two rights and two responsibilities that you have as a tenant.
	Being a Good Neighbor	What are two reasons why it is important to be a respectful neighbor?

Unit	Activity Plan	Question
Transportation	The Basics: Transportation	Describe how to use one form of transportation that is available in your community.
	Getting Around Your New Community	Describe how to get from your home to the local elementary school.
	Owning and Driving a Car	What are two benefits of using public transportation versus owning a car?
Employment	The Basics: Employment	Why is it important to stay in a job for at least 6 months?
	Working in the United States	What are two important reasons for adults to work?
	Finding a Job	What are three ways to find a job in the United States?
Learning English	The Basics: Learning English	Give a situation where someone might need an interpreter. Describe how you would request an interpreter.
	Ways to Learn English	Describe three ways you can learn English.
	Benefits of Learning English	What are three places in your community where knowing some English will be helpful to you?
Education	The Basics: Education	What are two reasons that an adult should work rather than go to school?
	Getting Involved in Your Child's School	Name two ways a parent could get involved in her/his child's education.
	Dealing With Issues at School	If you receive a call from the school telling you that your child has not been attending school, what would you do?
	Employment Versus Education for Adults	For adults, what is one challenge and one benefit of working rather than going to school?

Unit	Activity Plan	Question
Health and Hygiene	The Basics: Health and Hygiene	Give an example of a routine health situation and an urgent health situation, and what you would do if you were in those situations.
	A Doctor's Visit: What to Expect	Why is it important to know that your doctor does not share your medical information with anyone else?
	Personal Hygiene	How can your hygiene affect your personal relationships in the United States?
	Addressing Emotional Health Challenges	What are two healthy ways to cope with sadness or worry?
Budgeting and Personal Finance	The Basics: Budgeting and Personal Finance	What is one way you will support your family now? What is a way you will do so in the long term?
	Banks and Paychecks	What are two things you can do at a bank?
	Budgeting and Prioritizing	What are two reasons that budgeting is important?
Cultural Adjustment	The Basics: Cultural Adjustment	If you are experiencing culture shock, what are two ways you could cope?
	Diverse Communities	What are two different types of diversity common in U.S. communities?
	Punctuality	If you were late to a doctor's appointment, what might happen? If your child were late to school, what might happen?
	Family Roles	What are two healthy ways your family could handle role changes?
	Parenting Practices	Describe a parenting challenge. What is a legal and acceptable way that your family might manage the challenge?
	Adjusting to Changes and Challenges	If your children learn English faster than you, how will you feel? If you feel bad, what will you do about it?

Unit	Activity Plan	Question
U.S. Laws and Refugee Status	The Basics: U.S. Laws and Refugee Status	What are two examples of situations where you might need help from a law enforcement official? How would you get the help you needed?
	Using Emergency Services	If you call 9-1-1, what are two things you should remember while you are on the call?
	Practicing Safety Procedures	What are two unsafe situations you may face? If you were to find yourself in these situations, what should you do?
	Common Safety Practices	Give an example of an unsafe situation that you may find yourself in.
	Your Rights and Your Responsibilities	What are three legal responsibilities you have in the United States?
	Adjusting Your Status	When it is time to adjust your status, what should you do first?
	Learning Local Laws	What is an example of a question you might ask to learn about a local law?

Point Cards

10	10	10	10	10	10	10
20	20	20	20	20	20	20
30	30	30	30	30	30	30
40	40	40	40	40	40	40

