

## Congolesse Refugees in the United States Full Script

<b>Time code</b>	<b>Speaker; time in U.S.</b>	<b>Script</b>
<b>00:14-01:24</b>	<b>Gola</b> <b>3 years in the U.S.A.</b>	<p>I begin my day, I wake up at 4am. It depends on my daily schedule. If the place is close, I'll wake up at 4am.</p> <p>I eat my breakfast, it's not really a breakfast but something so I won't starve. I start work that way.</p> <p>I work here at Coca Cola, in merchandise. I'm a merchandiser. I got this job, it's been one year already.</p> <p>We try to take the products that are stacked by the truck driver, then we move them and set them up in the appropriate place in the supermarket. In a nut shell, that's roughly what I do at Coca Cola. I start at 5am and stop at 12, sometimes 2pm. Sometimes I get over time. I return home to be with my little family.</p>
<b>Opening title</b>	<b>Congolesse Refugees in the United States</b>	
<b>01:48-02:22</b>	<b>Severin</b> <b>3 Months in the U.S.A.</b>	<p>When coming here, the first thing that surprised me, when getting on the plane... I was surprised by the temperature which was on the plane. Which was very, very, very cold. And it was very difficult to change it because it was set from the beginning. Then when I got out of the plane, it was even colder than in the plane. So I was acquainted step by step to this temperature, to which I was not accustomed.</p>
<b>02:23-02:35</b>	<b>George</b> <b>Case Manager</b>	<p>So when you first arrive in the United States, you'll be picked up from the airport and there will be a case manager, assigned to your case, to pick you up, and take you directly to your home.</p>

<p><b>02:38-02:58</b></p>	<p><b>Florence</b> <b>3 Months in the U.S.A.</b></p>	<p>They brought us to our new house and I was happy with how they welcomed us. I didn't expect there to be good people in America, people with a great heart, but I was very surprised because I didn't expect us to be welcomed in a nice way.</p>
<p><b>02:59-03:56</b></p>	<p><b>Jodi</b> <b>Case Manager</b></p>	<p>The first weeks when families come here are pretty overwhelming. When a family arrives, we pick them up at the airport and bring them back to their house. Sometimes it's a temporary housing situation, sometimes it's a permanent housing situation. So we allow them to have a little bit of time if they're hungry, to be able to sit down and eat. It also gives us a time to visit and get to know each other just a little bit. And we go through the house to make sure that there's a clear understanding of what all the appliances are used for, and that they can keep warm and know how to use the stove to prepare their food and those types of things.</p> <p>So this is the temperature control. What this does, it regulates the heat and it regulates the air conditioning during the summer. During the winter you'll turn this to heat. It gets very cold.</p>
<p><b>03:57-04:15</b></p>	<p><b>Severin</b> <b>3 Months in the U.S.A.</b></p>	<p>When I was first introduced to our house, our apartment here, I was very happy because almost all the equipment was inside. We had the fridge. You could have the stove.</p>

<p><b>04:16-05:07</b></p>	<p><b>George Case Manager</b></p>	<p>We teach you how to use some appliances in your home. Just to welcome you and make you feel that you are not going to a desert. You're going to a place where there's life.</p> <p>Then, the following day, the case manager will come to visit you, to do the home visit, to see how you're doing. And then there's a number of appointments that come up. The first appointment will be the intake. The intake will be at the refugee agency office. You meet with your case manager again, you go over a lot of paperwork. They tell you the expectations, what services they'll be offering, and the timeline for the services.</p>
<p><b>05:08-06:22</b></p>	<p><b>Jodi Case Manager</b></p>	<p>So when clients, case managers get a lot of information about them prior to arrival. And so I understand how difficult it is to trust someone that you've just met. We want to earn families' trust. We understand that that doesn't come easily or freely and we really work to establish that. It's really important to have that good communication with your case manager. Self sufficiency to the agency means that along this journey we are teaching clients how to do things for themselves.</p> <p>Oh, you have your green card, your permanent residence! That's great!</p> <p>And in the end, we're here to help and educate. But in the end we want families to be financially self-sufficient which means they're not dependent on public programs and that all of the basic needs that they're learning along the way, they are able to attain those on their own.</p> <p>Right, it was good to see you. -Good to see you, too. -alright. Congratulations on your Green Card. -Thank you.</p>

<p><b>06:28-06:48</b></p>	<p><b>Jean-Michel Medical Doctor</b></p>	<p>Refugees who are coming from different camp or site, when you get into the United States, you are welcomed by refugee resettlement representatives. They are going to guide you through the process of getting help in terms of your health.</p>
<p><b>06:51-07:30</b></p>	<p><b>Jenny Nurse</b></p>	<p>When refugees arrive in the U.S., they come for a medical screening process. At the first appointment, we draw blood for lab work on a lot of different things. They get immunizations, and we ask them questions about their medical health history. They'll also meet with one of our social workers to see if there are additional needs we can help with.</p> <p>I'd like to start by checking your blood pressure, Angela.</p> <p>Their second visit is with a medical doctor, who will go over all of their lab results and do a full medical exam, so that we can help them establish care with a doctor.</p> <p>Your blood pressure is 110 over 70, which is great.</p>
<p><b>07:31-07:58</b></p>	<p><b>Jean-Michel Medical Doctor</b></p>	<p>You are going to do some tests. Don't be afraid of those tests! They are normal tests, we've been through that. I'm telling to you – I've been through that, as well. It's a tuberculosis test. Your children are going to benefit from immunization, all the vaccines that they didn't get during the period that you were in the camp or any site. And then they're going to test for additional parasites, they're going to test for hepatitis, just to prevent you from getting sick.</p>

<p><b>07:59-08:31</b></p>	<p><b>Jenny Nurse</b></p>	<p>We have all refugees, when they arrive, meet with one of our social workers, to see if there are any additional needs that we can help with. It's very common when people are arriving in a new country and a new culture, to have a lot of different emotions that they are going through. This is true particularly for people coming from areas of violence or people who've been separated from their home or families. So there are ways that we can help and we have people meet with the social worker to see what ways we can start to help them work through those emotions.</p>
<p><b>08:34-09:17</b></p>	<p><b>Nicolle Case Manager</b></p>	<p>If somebody is feeling sad or just feeling overwhelmed with life here, I think it is an important thing to be able to reach out and look at what options are out there. And that does mean stepping sometimes out of your comfort zone.</p> <p>We have a group of Congolese women who meet every day. And they come to the office, they clock in. And every day is a different schedule, something's different of the schedule. So three days a week it's usually practicing English. But it could be practicing communication skills, it can also be talking about day care options. So we might be discussing and problem solving, because a lot of the solutions are going to come from inside.</p>

<b>09:19-10:34</b>	<b>Sifa</b> <b>1 Year in the U.S.A.</b>	I came from Burundi to America. I came without a husband. I am a widow. I came with my six children. Four boys and two girls. America has a lot of families from different nationalities We all meet here at the agency and the agency puts you all together. They enroll you in the same school. You take English classes together. Because you don't speak the same language, you can share your difficulties. The agency will put you in the same place and teach you about life in America. If there's a possibility to help you, the agency will help you. Here in America where they took me, I met a visitor from South Africa, but she's a Congolese from Bukavu. She arrived here in America, I saw her as my sister. That's the only friend I have in America, she's like my mom or my sister.
<b>10:37-11:09</b>	<b>Patrick</b> <b>President, Congolese</b> <b>Community of Arizona</b>	Congo is a more ethnic country. We have 250 ethnic groups. As leaders, we are trying to help people understand that we all can live together as a community. And if we decide to resettle in the United States of America, we can live here peacefully and build a safer community. We've done a great job here, trying to advocate and trying to raise this social awareness. Trying to tell people, to preach them a message. The message we preach them is unity and love. So we have to love other, we have to accept others. It doesn't matter who they are.
<b>11:13-11:27</b>	<b>Teacher and children</b>	Teacher: ready? Child 1: zero! Children: two! Children: twelve! Child 2: Nineteen. Eighteen.
<b>11:28-11:59</b>	<b>Charlize</b> <b>3 Years in the U.S.A.</b>	For me, for the kids in school in America, it's good. Because the bus picks them up in the morning for school. They come back on the bus. For me, the school in the U.S. is good. If the kids don't go to school, the school calls and asks why the kid isn't there.

<b>12:00-12:37</b>	<b>Donald Pastor</b>	Children don't grow up by themselves. Parents have a responsibility. Back in Africa where you come from, children can be raised by anybody in the community. They belong to the village, they belong to the society or the community, which is not the case here. Over here, parents need to put some work. They need to insist on being there for their children, communicating that value, reminding their children. Unless they do that, the children may end up in bad company.
<b>12:41-13:14</b>	<b>Erin Grants and Community Outreach Coordinator</b>	Many families come from countries where it's sort of understood that when the children are in school, it's the teacher's responsibility to take care of them. But here in the U.S. we really believe that parents should be partners in their children's education. And we want parents to feel welcome in the school building at any time. And so we encourage them to meet their teachers, to come to parent-teacher conferences, ask questions about their children's homework. If they don't understand something that's going on at school, we really want them to come and ask for help in understanding what's going on in the classroom.
<b>13:23-13:45</b>	<b>Chalom 3 Months in the U.S.A.</b>	I like a lot of things at school because we eat well. There isn't any tribalism. Everyone there is my friend. We play. In short, everything we do there, I enjoy. I love America because everyone is free.
<b>13:49-14:04</b>	<b>Grace 3 Months in the U.S.A.</b>	I have friends that are black and white, they are all my friends. Regarding my friends at school, I have lots of friends. They are simple, I love them and they love me.
<b>14:06-14:32</b>	<b>Gurshom 3 Months in the U.S.A</b>	My favorite subject is mathematics, history, biology, and critical reading. English right now is a little better but when I first came to America my English was at a low level. My advice if somebody comes to America, they need to know English, to study English because to Americans English is very important.

<p><b>14:38-15:45</b></p>	<p><b>Felicien</b> <b>4 Years in the U.S.A.</b></p>	<p>Adjusting to school was hard, I won't lie. Because in Africa you stay in one class and you don't move around. You sit in the one class and teachers come and go. I'll be honest, I was late. The first week I was late every day because I could not find my classes. It was hard getting used to. I missed my family a lot. Me being separated from them, that was really hard because it's all I had. My brother was like my parent since I was two.</p> <p>My advice to other foster kids coming here is to study hard, that's obviously number one. And focus, that's number two. And interact with everybody when you go to school. Don't be like sitting by yourself at a large table. Go in with everybody and introduce yourself. That's the advice I give to everybody. Ask questions, too.</p>
<p><b>15:48-16:43</b></p>	<p><b>Florence</b> <b>3 Months in the U.S.A.</b></p>	<p>There's a big difference between being a mom in America and being a mom in Africa. For example, in Africa, the way people raise kids is that if they cause trouble, they get hit hard. You hit him with a stick, or stop giving him food, or even just tell him to go away. It's not the same in America. You can't hit your kids in America. Even if he makes mistakes, you can't hit him. You can punish them by telling them, "Sit here." But you can't hit kids. You can't leave kids at home the way we used to do in Africa, where we would go to the market all day, from the morning until late in the evening. Here, you can't do that.</p>



<p><b>16:44-17:55</b></p>	<p><b>Jodi Case Manager</b></p>	<p>Oftentimes, I hear, “In the United States children aren’t disciplined.” Children are disciplined in a different way. We absolutely want children to respect their parents. We want children to listen to their parents. Physical violence is not an acceptable form of discipline. And there’s lots of different ways that can discipline children. So the United States has a great deal of laws and the expectation that people know what all of those are upon arrival is just... That’s not a very realistic expectation. In our orientations we actually start talking about the laws that we’ve seen clients have issues with in the past. Examples of that would be domestic violence. Domestic violence means violence in the home between members of a household. And that’s a pretty simple definition of what domestic violence is. And having the understanding that it isn’t tolerated to any degree here in the United States.</p>
<p><b>17:56-18:36</b></p>	<p><b>Donald Pastor</b></p>	<p>Either you renew your mind in order to adapt to this life, or it will bring you trouble in the home. Take for example a husband and wife. Most of the women coming from Africa, they stay home. They are stay-at-home moms, they raise children. In the United States they have an opportunity to go to school, to work and bring an income. And some of the men who have not renewed their mind will not accept that. That can cause trouble in the family. So we try to counsel the husbands to renew their minds.</p>
<p><b>18:41-19:05</b></p>	<p><b>Regina 1 Year in the U.S.A.</b></p>	<p>In the morning, I wake up and wash my kids. The big kids wash themselves and I was the little ones. I take some kids to school and the others I take to the daycare. After that, I take the bus to school.</p>

<b>19:07-19:22</b>	<b>Nicolle Case Manager</b>	The majority of people who are single parents, they go to work, they take their children to a daycare. And so a daycare is a facility that will take care of their children during working hours. Usually, children will be there from eight to ten hours a day.
<b>19:25-20:22</b>	<b>Regina 1 Year in the U.S.A.</b>	Where we came from was a real village and we didn't know about the world. When we arrived here, we feared that we wouldn't succeed in life. We had to go many places every day. But now I'm used to it. I can tell someone else to be strong because life in the city is hard. It's hard to wake up and go places every day. Little by little, you get used to it. Now I'm not concerned about things anymore. It's easy because when I leave day care, I tell the oldest ones to watch after the kids so they don't run away. Just to avoid any car accidents because I'm always carrying the little ones.
<b>20:25-20:41</b>	<b>Nicky Case Manager</b>	Child care is definitely one of the biggest challenges to self sufficiency, especially for single mothers, obviously. But also families, in general. And in the Congolese population in particular we've found that child care has been a challenge to being able to obtain a job and keep a job.
<b>20:42-21:02</b>	<b>Nicolle Case Manager</b>	The expectation is that you will be working and that you will be providing for your family, paying for your rent, paying for utilities, paying for the food, and to be able to move and function within quality of life in the United States, employment is a huge, essential part of that.

<p><b>21:20-23:23</b></p>	<p><b>Sifa</b> <b>1 Year in the U.S.A.</b></p>	<p>The agency that brought me to America helped me find my job. I work at a hotel. I leave home at 9am and work until 3 or 4pm. I got that job because it helps me to raise my kids and pay the rent. You can't refuse any job because that's the life in America. Life here in America means working. From the first day I got here, I saw that it was hard. It was my first job. I was not used to that job but now I am. I worked so hard, that I felt I couldn't get up in the morning. I felt like I was going to die. Because it was hard work.</p> <p>They give you twenty rooms to clean. Some rooms even have two or three beds. In the rooms with three beds, you need to get the blankets and three bed sheets. After you finish, you go to the bathroom to clean it. You clean up everything. There are many small things to set up, like ten towels, shampoos and soaps. It's something that I wasn't used to doing. There's a special way to set up the towels to look nice for the customers. At first, I wanted to do something, but then forgot how it was done. Sometimes I forgot what to do and just left it the way it was. There are a lot of tasks to remember, but now, thank God, I'm able to do the job. I'm not concerned anymore. Now instead of feeling pain, I feel strong after work. I'm not concerned anymore. I'm thankful for this job.</p>
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<p><b>23:33-24:20</b></p>	<p><b>Karl Supervisor</b></p>	<p>What we do here is we process glasses, we cut bottles, and they are being polished, ground, washed, and basically giving the best product as we can back to the customer.</p> <p>We have several refugees in here at all times. They come in and they have a program and they're here for a certain amount of time. What makes them successful is that they get confident at what they're doing, and understanding they're doing something totally brand new they've never done in their life. And that bring their confidence up, so when they leave here, they're confident at any other job they're going to be working at.</p>
<p><b>24:21-25:02</b></p>	<p><b>Dean Employment Specialist</b></p>	<p>I have yet to find a client that isn't willing to work hard. Most people come here, having done jobs that are more manual than most Americans are used to. They're not afraid of hard work, and that's a good thing. And demonstrating that is important. The willingness to take on additional responsibilities on the job, not just do only the things they're told, but be proactive and say, "What else needs to be done?" If they do that, there are more opportunities for them to get additional hours, get a different job, to get promoted. Once they've had a few months of experience, and have demonstrated these things, they can be looking for other jobs.</p>

<p><b>25:12-26:03</b></p>	<p><b>Christian</b> <b>9 Months in the U.S.A.</b></p>	<p>The first job I got is the same job I'm still working at now. So I come in the U.S. and said, "After one month I'm getting a job." Because I would like to work. Yeah, time to go to work. When I first started, it wasn't easy. I was like, "I'm tired, I'm tired." But I pulled myself together and said, "No, I see many guys doing it. Why not?" Now I love it because it already entered my spirit so I cannot leave it. It's in my system already. I don't say I want to quit this job before I get another one. No, I can't do that. I have to do it for one year first because in America they respect the fact that you kept the job at least one year. If things will get good, I'll keep my job and then get another job and then get into school.</p>
<p><b>26:04-26:35</b></p>	<p><b>Gola (French):</b></p>	<p>Personally, I didn't have any difficulty finding my first and second job. The only thing that's an obstacle is my integration and learning English. For me, you can see in this interview that I speak only French. There's not enough English inclusion because this is the first time in my life that I'm speaking English.</p>
<p><b>26:36-27:17</b></p>	<p><b>Kelly</b> <b>ESL Teacher</b></p>	<p>What job is this? Pushing the chairs. Erasing... the board. I'm an ESL instructor. And in our center we teach about seven different levels, including seniors, Citizenship class, and Work Styles class. And for the past few weeks we've been teaching Housing. And so we've been talking about different chores we do in the home.</p>
<p><b>27:17-27:42</b></p>	<p><b>Dean</b> <b>Employment Specialist</b></p>	<p>One of the responsibilities refugees have coming to the U.S. is that they're required to take English classes. So right at the beginning they're learning those English skills they need. But speaking English is not necessary for employment. Many of the employers we have, have multiple refugee clients on staff, so they'll have people that already speak their language on staff.</p>

<b>27:42-27:58</b>	<b>Karl Supervisor</b>	Everybody goes through the English class. We have three classes every week. It does get a little bit challenging on my part because they're trying to understand. A lot of it is just hand motion and I have to show them and then they learn.
<b>27:59-28:15</b>	<b>Dean Employment Specialist</b>	We find that many of the employers we work with actually are excited to have refugees on the staff. They're interested in what refugees have to say about the countries they came from, the culture in general. So it's a positive experience all the way around.
<b>28:16-29:50</b>	<b>Omer 5 Years in the U.S.A.</b>	<p>When we came here, it was difficult for my family and I to live the good life in the United States because of English. I have to go to school to learn English. And I did. I learned English as a second language at Truman College for one year. I didn't stop at learning English as a second language – I took a test to go to regular college to continue to learn English. And I'm still learning English today. If you want to find the good job, if you want to find the good opportunity – go to school, learn English, no matter what you're going through. Don't give up. Continue to learn English. To open my own company in the United States I had to learn English.</p> <p>I was working for Morrison Security for four years. I worked for many companies. I got skills, I got experience. Today, I provide job security and detective work for fifty people. That is great. I'm so happy for that. I opened my own business which is <i>Lion Eye Security and Detective Services</i>.</p>
<b>30:09-30:52</b>	<b>Joseph Pastor</b>	I'm a pastor and apostle here in America. We serve God and we receive people from Africa or anywhere else. We have different programs for people who come, like the refugees. You'll be happy because you'll have the church and friends who will help you. The church and the Congolese community will help you spiritually. Thank you very much.

<b>30:56-31:27</b>	<b>Donald Pastor</b>	The United States is a country of opportunity. The refugees that are coming here to the country do not need to envy others. There is a time for everything. The way up is down. You start down and you go up. Anybody that has a good work ethic, if you work hard, you can have a good life. You can prosper in this country.
<b>31:27-31:36</b>	<b>Charlize 3 Years in the U.S.A.</b>	I'd say have patience and faith and it will all be good.
<b>31:37-32:05</b>	<b>Gola 3 years in the U.S.A.</b>	It's not easy for a person to get up at 3am if they're not used to it. It's difficult for someone to work fast, to work faster, then go home and take care of something else. It's not easy for someone to go after work to a school and learn English to better integrate into the United States. All of these things demand a strong will. If you don't have the will, it's going to be hard.
<b>32:06-32:24</b>	<b>Buta Program Coordinator, African Community Development</b>	For some of us who had the chance to cross to the other side of the bridge, we want to come to America not just to eat McDonalds, to eat hamburger, to work at Wal-Mart and stay home raising kids, but at least to be also a contributing factor in this wonderful society.
<b>32:26-32:56</b>	<b>Kituta Vice-Coordinator, African Community Development</b>	Refugees who are coming over, have to understand that we have a saying here in the United States which talks about the American dream. And you can achieve that but you have to work very hard. Some people think that once they come to America, money will be coming from every corner and I will be rich all of a sudden. That doesn't happen but slowly but surely, some people can integrate and achieve whatever they want to achieve.