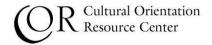


Congolese Refugees in the United States Full Script

Time code	Speaker; time in U.S.	Script
00:14-01:24	Gola	I begin my day, I wake up at 4am. It
	3 years in the U.S.A.	depends on my daily schedule. If the place
		is close, I'll wake up at 4am.
		I eat my breakfast, it's not really a
		breakfast but something so I won't starve. I
		start work that way.
		I work here at Coca Cola, in merchandise.
		I'm a merchandiser. I got this job, it's been
		one year already.
		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.
		to be with my fittle family.
Opening title	Congolese Refu	gees in the United States
01:48-02:22	Severin	When coming here, the first thing that
	3 Months in the U.S.A.	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
02:23-02:35	Goorge	accustomed. So when you first arrive in the United
UZ:23-UZ:35	George	States, you'll be picked up from the airport
	Case Manager	and there will be a case manager, assigned
		to your case, to pick you up, and take you
		directly to your home.
		ancetty to your nome.



02:38-02:58	Florence	They brought us to our new house and I
32 2230	3 Months in the U.S.A.	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.
02:59-03:56	Jodi	The first weeks when families come here
	Case Manager	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.
		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.
03:57-04:15	Severin	When I was first introduced to our house,
	3 Months in the U.S.A.	our apartment here, I was very happy
		because almost all the equipment was
		inside. We had the fridge. You could have
		the stove.



04:16-05:07	George	We teach you how to use some appliances
0 1120 00107	Case Manager	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.
		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.
05:08-06:22	Jodi	So when clients, case managers get a lot of
	Case Manager	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.
		Oh way have your groon gard your
		Oh, you have your green card, your
		permanent residence! That's great!
		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.
		Right, it was good to see you.
		-Good to see you, too. –alright.
		Congratulations on your Green Card.
		-Thank you.



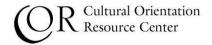
06:28-06:48	Jean-Michel	Refugees who are coming from different
00.20 00.40	Medical Doctor	camp or site, when you get into the United
	Ivicultal Doctor	States, you are welcomed by refugee
		resettlement representatives. They are
		going to guide you through the process of
		getting help in terms of your health.
06:51-07:30	Jenny	When refugees arrive in the U.S., they
00.31-07.30	Nurse	come for a medical screening process. At
	ivui se	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.
		needs we can help with.
		I'd like to start by checking your blood
		pressure, Angela.
		pressure, rangera.
		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.
		Your blood pressure is 110 over 70, which
		is great.
07:31-07:58	Jean-Michel	You are going to do some tests. Don't be
	Medical Doctor	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.



07:59-08:31	Jenny	We have all refugees, when they arrive,
	Nurse	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.
08:34-09:17	Nicolle	If somebody is feeling sad or just feeling
	Case Manager	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.
		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.



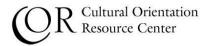
09:19-10:34	Sifa	I came from Burundi to America. I came
05.15-10.54	1 Year in the U.S.A.	without a husband. I am a widow. I came
	Treat in the 0.3.A.	with my six children. Four boys and two
		girls. America has a lot of families from
		different nationalities We all meet here at
		the agency and the 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.
10:37-11:09	Patrick	Congo is a more ethnic country. We have
	President, Congolese	250 ethnic groups. As leaders, we are
	Community of Arizona	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.
11:13-11:27	Teacher and children	Teacher: ready?
11.13-11.27	reactier and children	Child 1: zero!
		Children: two!
		Children: two:
11:28-11:59	Charlize	Child 2: Nineteen. Eighteen. For me, for the kids in school in America,
11.20-11.33	3 Years in the U.S.A.	it's good. Because the bus picks them up in
	J rears in the O.S.A.	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.



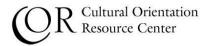
40.00.10.5=		
12:00-12:37	Donald Pastor	Children don't grow up by themselves. Parents have a responsibility. Back in Africa where you come from, children can be raised by anybody in the community. They belong to the village, they belong to the society or the community, which is not the case here. Over 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.
12:41-13:14	Erin Grants and Community Outreach Coordinator	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.
13:23-13:45	Chalom 3 Months in the U.S.A.	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.
13:49-14:04	Grace 3 Months in the U.S.A.	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.
14:06-14:32	Gurshom 3 Months in the U.S.A	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.



14:38-15:45	Felicien	Adjusting to school was hard, I won't lie.
	4 Years in the U.S.A.	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.
		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.
15:48-16:43	Florence	There's a big difference between being a
	3 Months in the U.S.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.



16:44-17:55	Jodi	Oftentimes, I hear, "In the United States
10.77-17.33	Case Manager	children aren't disciplined." Children are
	case manage.	disciplined in a different way. We
		absolutely want children to respect their
		parents. We want children to listen to their
		parents. Physical violence s 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.
17:56-18:36	Donald	Either you renew your mind in order to
	Pastor	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 council the husbands to renew their
		minds.
18:41-19:05	Regina	In the morning, I wake up and wash my
	1 Year in the U.S.A.	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.



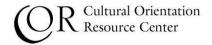
19:07-19:22	Nicolle Case Manager Regina 1 Year in the U.S.A.	The majority of people who are single parents, they go to work, they take their children to a daycare. And so a daycare is a facility that will take care of their children during working hours. Usually, children will be there from eight to ten hours a day. 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.
20:25-20:41	Nicky Case Manager	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.
20:42-21:02	Nicolle Case Manager	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.



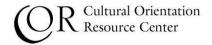
21:20-23:23	Sifa	The agency that brought me to America
	1 Year in the U.S.A.	helped me find my job. I work at a hotel. I
		leave home at 9am and work until 3 or
		4pm. I got that job because it helps me to
		raise my kids and pay the rent. You can't
		refuse any job because that's the life in
		America. 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.
		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.



23:33-24:20	Karl	What we do here is we process glasses, we
	Supervisor	cut bottles, and they are being polished,
	•	ground, washed, and basically giving the
		best product as we can back to the
		customer.
		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.
24:21-25:02	Dean	I have yet to find a client that isn't willing
	Employment Specialist	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.



25:12-26:03	Christian	The first job I got is the same job I'm still
	9 Months in the U.S.A.	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.
26:04-26:35	Gola (French):	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.
26:36-27:17	Kelly	What job is this?
20.30-27.17	ESL Teacher	Pushing the chairs.
	101 1000101	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.
27:17-27:42	Dean	One of the responsibilities refugees have
	Employment Specialist	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.



27.42 27.50	Karl	Everyhody goes through the English class
27:42-27:58	Karl Supervisor	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.
27:59-28:15	Dean Employment Specialist	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.
28:16-29:50	Omer 5 Years in the U.S.A.	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 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. 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 Lion Eye Security and Detective Services.
30:09-30:52	Joseph Pastor	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.



30:56-31:27	Donald	The United States is a country of
30.30-31.27	Pastor	opportunity. The refugees that are coming
	1 43101	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.
24.27.24.26	Charling	You can prosper in this country.
31:27-31:36	Charlize	I'd say have patience and faith and it will all
24.27.22.05	3 Years in the U.S.A.	be good.
31:37-32:05	Gola	It's not easy for a person to get up at 3am
	3 years in the U.S.A.	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.
32:06-32:24	Buta	For some of us who had the chance to
	Program Coordinator, African	cross to the other side of the bridge, we
	Community Development	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.
32:26-32:56	Kituta	Refugees who are coming over, have to
	Vice-Coordinator, African	understand that we have a saying here in
	Community Development	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.