

**“ENGLISH AS YOU GO”**  
**Easy Lessons for Learning English**  
**Through Orientation to the Community**  
*Created by Cherie Gray and Janet Gray*

**Instructions:**

- \*Be flexible! Lessons can be done in one visit or five visits.
- \*Make it fun! Adjust lesson plans according to their level and ability.
- \*Be creative! Translation isn't necessary... practice non-verbal communication.

# Grocery Store Orientation

1. Pick up an ad flyer as you enter. Get a cart or basket.
2. Go to Customer Service
  - get a map of the store
  - sign up for grocery store discount card
  - find out where to pay utility bills (only electric can be paid)
3. Walk around store and have refugee label the map in her own language (if she is literate)
4. Show them what things are covered on the food stamps card, and what isn't (non-food items are not covered)
5. Show them store brands are cheaper (and usually above or below eye level)
6. In fruit department:
  - Step 1: get a bag
  - Step 2: pick out the ones you like
  - Step 3: weigh them, etc
7. Talk about what these mean:
  - lb, oz, expiration date, 4/\$1.00 (not necessary to buy all 4)
8. In pharmacy area:
  - walk around and point out what different medicines are (act out cough, fever, eyes, nose, etc.)
  - indicate when you have a paper that says RX (prescription) you go to the counter.
  - locate drop-off counter and pick-up counter
9. In meat department:
  - study package label on meats (item name, cost, poundage)
10. Buy a couple of "instant" items and go home and show them how to make them (brownies, oatmeal, pudding, cakes)
11. Demonstrate how to check out:
  - look for light that is on
  - put items on conveyor belt
  - store card for discount
  - “paper or plastic?”
  - slide food stamps card like credit card & push button
  - show where coins come out
  - “do you want help out?”

# **Post Office Orientation**

*Bring: 2-3 envelopes, paper for letters, money for 2 stamps*

1. Check with case manager to see if an apartment mailbox key is still needed.
2. At home help them write a letter (in any language) while you write one as well
3. Show them how to address the envelope to you while you address the envelope to them, with correct return addresses at top
4. Go to nearest post office and wait in line.
5. Note if there is anyone picking up packages so they can see how it's done.
6. Buy a stamp.
7. Show them what else you can buy at the post office.
8. Mail the letters and see how long it takes it to get to them.
9. When you return to apartment, locate their own mailbox and tell them to check it often. Also check for outgoing mail slot for next time they mail a letter.

# Library Orientation

1. Sign up for a library card. (Bring picture ID and address.)
2. Locate different categories of books: fiction, non-fiction, children's, periodicals, internet, reference, videos, talking books, etc.
3. Go to the catalog computer. In the "subject" line, enter the name of the refugee's country. Write down location of several books about their country and go find them.
4. Go to periodicals and see if there's a newspaper from their country.
5. If computer literate, sign up to reserve a computer for internet use. Help them log on.
6. Ask librarian about programs pertinent to their family. i.e. children's story-time, after-school tutoring, etc.
7. Check out a book(s).
8. Locate return drop slot.
9. Back at their home act out care of book. (No crayons, no tearing, no throwing, no food, away from baby, etc.)
10. Mark on their home calendar the due date and explain money due if damaged or if not returned on time.