

New Partnership Critical Incidents

New Partnership Critical Incident 1

Maryam and Bandeh's case worker/manager, Joan, told them to meet her at the resettlement agency at 10:00 the next morning. When they didn't show up, Joan called them at home, and was surprised when they answered the phone. Maryam and Bandeh had thought Joan would pick them up and were surprised to hear they had been expected at the resettlement agency.

Questions to consider:

- ▶ What was the confusion in this incident?
- ▶ To avoid a similar situation, what could you do?
- ▶ What are some things Maryam and Bandeh should remember about good communication?

New Partnership Critical Incident 2

Sandhya needs to make a follow-up appointment with her doctor. She has forgotten what the phone number is. Sandhya goes to the resettlement agency, but her case worker/manager is not at the office.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ What should Sandhya do?
- ▶ What could Sandhya have done to avoid this situation?
- ▶ What are some things Sandhya should remember about good communication?

New Partnership Critical Incident 3

Cirguje feels his case worker/manager is not helping him enough to look for a job. He calls his case worker/manager and leaves a message demanding more assistance.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ What could Cirguje have done differently?
- ▶ What are some things Cirguje should remember about good communication?

New Partnership Critical Incident 4

The employment specialist has offered to help Hau Lian Khup apply for a part-time job stocking shelves at a grocery store. Hau Lian Khup's neighbor, who is from his home country and has been very helpful to Hau Lian Khup, tells him not to trust the employment specialist and to wait for a full-time position that pays more.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ If Hau Lian Khup does not take the part-time job, what could happen?
- ▶ Why does Hau Lian Khup's neighbor tell him not to trust the employment specialist?
- ▶ What do you think Hau Lian Khup should do?
- ▶ What are some things Hau Lian Khup should remember about good communication?

New Partnership Critical Incident 5

There is a leaky sink in Camilo's apartment. He calls his case worker/manager Danna for advice. Danna tells Camilo that she will report the problem to Camilo's landlord. Three days later, Danna stops at Camilo's apartment to drop off some paperwork. Camilo asks Danna about the leaky sink, and Danna says she forgot but will call the landlord soon.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ What should Camilo do?
- ▶ What are some things Camilo should remember about good communication?

Role of the Local Resettlement Agency Unit Vocabulary Worksheet 1

Directions: Look at each picture and find the word in the word bank that matches it. Write the word on the line under its picture. One is done for you.

Word Bank		
1. appointment	2. clock	3. entrance
4. exit	5. front desk	6. home
7. older refugee	8. shopping	9. Social Security number

 <hr/> <input type="text"/>	 <hr/> <input type="text"/>	 <hr/> <input type="text"/>
 <hr/> <input type="text"/>	 <hr/> <input type="text"/>	 <p style="text-align: center;">appointment</p> <hr/> <div style="text-align: center; border: 1px solid black; width: 40px; margin: 0 auto; padding: 2px;">1</div>
 <hr/> <input type="text"/>	 <hr/> <input type="text"/>	 <hr/> <input type="text"/>

Now you can check your work! In the word bank, each word has a number next to it. Write that number in the box under the picture of the word. Add up the rows, columns, and diagonals and make sure each line equals 15.

Role of the Local Resettlement Agency Unit Vocabulary Worksheet 2

Directions: Use the clues to fill in the words in the puzzle below. The words are included in a word bank. The first one is done for you.

Word Bank		
case worker	exact time	orientation
older refugee	resettlement agency	waiting room

Across ↔

(words that go from left to right):

5. The process of preparing oneself or others for a new situation

Down ↓

(words that go from top to bottom):

1. An organization that helps refugees resettle in a new country
2. The precise time to the minute
3. A room where people stay until someone can meet with them
4. A person from the resettlement agency who works with individuals and families
5. A refugee who is older than 65