

Scenarios

1. Tamir wakes up on a Sunday morning with a terrible toothache. He is crying, and can not eat anything because he is in so much pain. He is also running a very high fever. You do not know what to do, so you call your caseworker. Since it is a weekend, she tells you to take Tamir to the Emergency Room at the local hospital, which is walking distance from your home. When you arrive at the ER, you have no idea what to do since you do not speak English. Dallilah, who has been learning English in school, helps get Tamir checked in. The doctors at the hospital use a telephonic interpretation service on an iPad to get you an interpreter, and they tell you that Tamir has an infection in his tooth. They give him pain medication and antibiotics, and they give you a prescription to get filled at your local pharmacy. You do not know how to get your prescription filled, and you have no idea what to do with all the discharge paperwork and insurance forms the doctors give you when you check out. The doctors also tell you that Tamir will need a follow-up appointment in one week with his dentist - you don't know any dentists, and do not know how to make this appointment. The next day, you visit the Refugee Center and Community School at Reynolds Middle School to meet with a Cultural Navigator to get answers to your questions.
2. Dallilah is in 9th grade at your local high school. She is enrolled in ESL classes, but is struggling in school. She often brings home paperwork that you can't read and do not understand, and you also often get letters from the school in the mail.
3. Your new apartment is much nicer than your caravan in Za'atari, but there are many things about being a renter that you don't understand. Your kitchen ceiling is leaking, and the lock on your front door doesn't work. You do not understand your rights as a tenant and do not know how to contact your landlord, but you are very worried about the security of your home.