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|  | **Language Support for Migrants*A Council of Europe Toolkit*** |  |

**Tool 59 - Scenario: Using health services**

**Aim: To introduce some key expressions and information about relevant health services in the host country and enable migrants to talk about simple health problems.**

**Communicative situations**

* Understand simple instructions such as those given by a nurse or doctor.
* Answer direct questions about their health.
* Ask for information about symptoms and treatment and understand the answer.

**Materials**

A) Pictures of people, places, signs to do with the health services.

B) Role-play cards.

C) Example of mind map

**Language activities**

*Activity 1*

Elicit what learners already know about health services using a mind map (see the example in ‘sample materials’ below and Tool 35 – *Techniques to aid vocabulary learning* -page 2).

Write key words and expressions on cards (e.g.: first aid, doctor, hospital, Red Cross, pharmacy, medicine).

*Activity 2*

Use pictures like those at (A) to present some key signs related to healthcare (H, pharmacy, Red Cross, etc.).

Invite learners to:

* Note the key words on the signs.
* Read the same words in other pictures (e.g. a picture of a street with a pharmacy sign).
* Check understanding by asking learners to match words with pictures and symbols or signs, for example in a game of Memory.

*Activity 3*

Invite learners to draw a human figure in their notebooks.

Point to parts of your own leg and ask: “*What’s this called?*” Continue with other examples.

Write the words on the board and ask the learners to copy them onto the human figure in their notebooks.

*Activity 4*

Use pictures showing different symptoms and relate these to parts of the body.

Show the group the cards and ask ‘*Where does he/she feel pain?*’

Then, introduce some phrases about feeling well, ill or physical pain (e.g. “*Today I’m fine*”, “*I don’t feel well*”, “*I have a backache*”), and ask learners for similar expressions in their own languages.

*Activity 5*

Give an example of a dialogue like the following (e.g. with a pharmacist):

A. *Good morning.*

B. *Good morning, can I help you?*

A. *Yes, I have a backache.*

B. *Have you tried stretching exercises?*

A. *What do you mean?*

B. *Specific exercises for the back.*

A. *Yes, but they didn’t help.*

B. *Right. I suggest you go to see the doctor.*

A. *Do you know when the doctor is available?*

B. *Every day, but on Wednesday and Friday only from 2 pm to 5 pm. You need to make an appointment.*

Check comprehension, focusing especially on expressions used to ask for clarification. Then organise a role-play between learners: one has a card and another has a picture of the place where the interaction takes place. First, you take the role of the ‘patient’, then learners work in pairs. Allow time for preparation.

**Sample materials**

**A)** Sample signs related to health services

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| C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\34_red_cross.png | C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\34_Hospital.jpg |

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| 1. Sample role play cards
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| C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\34_cold.jpg | C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\34_fever.jpg |

1. Example of a mind map

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