



Language Support for Migrants *A Council of Europe Toolkit*

60 – Scenario: Finding out about social services

Aims: - To present some key expressions related to using social services and to enable migrants to begin to communicate with social services staff.

Communicative situations

- Understand signs in social services buildings.
- Ask for simple information about social services.
- Understand simple instructions.

Materials

- A) Pictures of people, places, and signs related to social services.
- B) Role-play cards.

Language activities

Activity 1

Use the pictures (a) to:

- Introduce and help migrants to understand the relevant notices and signs relating to support and assistance, e.g. for the elderly, children, women, etc.
- Check their understanding of notices and signs by asking them to match words with pictures.

Activity 2

- For recently arrived migrants, hand out, for example, a family counselling centre leaflet (preferably with illustrations) containing information about this service, or show them an internet page with this kind of information.
- Use simple questions to check understanding: e.g. *When is the centre open? Do they have interpreters? Must I go there with someone else?*
- Ask learners to exchange information about the leaflet or internet page in pairs.
- Invite them to report back to the group on some of the information they have found.

Activity 3

- Refer to the information again, asking (for example): *Do you know where this place is? Is there a similar service in your country? Who do people talk to in these centres?*
- Then ask how they would manage this kind of interaction in their own languages. Introduce a dialogue like the following:
 - *A: Excuse me, can you help me?*
 - *B: Yes?*
 - *A: I'm looking for the family counselling centre. What floor is it on?*
 - *B: It's on the second floor.*
- Check comprehension focusing on 'excuse me, can you help me?' etc.

Activity 4

- Organize role plays combining the pictures and the role-play cards, so that A has a card and B has a picture illustrating the place where the interaction takes place. Invite migrants to request information and respond to the request in an appropriate way.

Sample materials

A) Pictures of people, places, and signs related to social services.



Family counselling



Disability



Helping children



Helping elderly people

B) Role-play cards



I'm pregnant



My son needs help

