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|  | **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**

1. Pictures of people, places, and signs related to social services.
2. 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**

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

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| C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\33_family_counselling.jpgFamily counselling | C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\33_Disability.jpgDisability |
| C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\33_helping_children.jpgHelping children | C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\33_Helping_elderly_people.jpgHelping elderly people |

1. Role-play cards

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| C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\33_Pregnant.jpgI’m pregnant | C:\Users\utilisateur\AppData\Local\Microsoft\Windows\INetCache\Content.Word\33_Son_needs_help.jpgMy son needs help |