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Inyunguramagambo y'inyigisho mbonezamuco - Kinyarwanda

Cultural Orientation Glossary - Kinyarwanda

Category	Term	Definition	Kinyarwanda
<p>KEY INSTITUTIONS/ INSTITUTIONAL TERMS</p> <p>IBIGO BY'IBANZE/ AMAGAMBO AKORESHWA MU BIGO</p>	<p>Bureau of Population, Refugees, and Migration (PRM)</p>	<p>The Bureau of Population, Refugees, and Migration (PRM) promotes U.S. interests by providing protection, easing suffering, and resolving the plight of persecuted and forcibly displaced people around the world.</p>	<p>Ishami rishinzwe abaturage, impunzi n'abimukira (PRM)</p>
	<p>Child Protective Service (CPS)</p>	<p>A governmental law enforcement agency in many states of the United States responsible for providing child protection, which includes responding to reports of child abuse or neglect.</p>	<p>Ikigo gishinzwe kurinda abana (CPS)</p>
	<p>Community Partner</p>	<p>The term community partner refers to organizations or individuals outside of the local resettlement agency that support newcomers, including but not limited to public safety workers, public assistance workers, educators, and healthcare professionals.</p> <p>The term sponsor refers to community groups that provide direct resettlement services and financial support to newcomers as they resettle into their new communities. These groups may sponsor newcomers in collaboration with Resettlement Agencies, through the Sponsor Circle Program, or through private sponsorship</p>	<p>Umufatanyabikorwa w'abaturage</p>

		groups, as a part of the Welcome Corps program.	
	Community sponsor	Community groups that provide direct resettlement services and financial support to newcomers as they resettle into their new communities. These groups may sponsor newcomers in collaboration with Resettlement Agencies, through the Sponsor Circle Program, or through private sponsorship groups, as a part of the Welcome Corps program.	Umuterankunga wa rubanda
	Department of Health and Human Services (HHS)	The United States Department of Health & Human Services (HHS), also known as the Health Department, is a cabinet-level executive branch department of the U.S. federal government with the goal of protecting the health of all Americans and providing essential human services.	Minisiteri y'ubuzima n'imibereho y'abaturage (HHS)
	Department of Homeland Security (DHS)	The United States Department of Homeland Security is a cabinet department of the U.S. federal government with responsibilities in public security, roughly comparable to the interior or home ministries of other countries.	Minisiteri y'umutekano w'imbere mu gihugu (DHS)
	Department of State (DOS)	The United States Department of State, commonly referred to as the State Department, is a federal executive department responsible for carrying out U.S. foreign policy and international relations.	Minisiteri y'ububanyi n'amahanga y'Amerika (DOS)
	International Organization for Migration (IOM)	The International Organization for Migration is an intergovernmental organization that provides services and advice concerning	Umuryango mpuzamahanga w'abimukira (IOM)

		migration to governments and migrants, including internally displaced persons, refugees, and migrant workers.	
	Nonprofit organization	An organization that is established on community, national, and international levels to serve social or political goals such as humanitarian, health, education, human rights, or environmental causes.	Umuryango udaharanira inyungu
	Office of Refugee Resettlement (ORR)	The mission and purpose of the ORR is to assist in the relocation process and provide needed services to individuals granted asylum within the United States.	Ibiro byo kwimura no gutuza impunzi (ORR)
	Reception and Placement (R&P) Program	The program of the Department of State that provides newly arrived refugees with the essential services and support needed to begin resettlement in a new community.	Gahunda yo kwakira no gutuza impunzi (R&P)
	Social Security Administration	The Social Security Administration administers retirement, disability, survivor, and family benefits, and enrolls individuals in Medicare. It also provides Social Security Numbers, which are unique identifiers needed to work, handle financial transactions, and determine eligibility for certain government services.	Ubuyobozi bushinzwe ubwiteganyirize
	The UN Refugee Agency (UNHCR)	The United Nations High Commissioner for Refugees (UNHCR) is a United Nations agency with the mandate to protect refugees, forcibly displaced communities and stateless people, and assist in their voluntary repatriation, local integration or resettlement to a third country.	Ishami ry'Umuryango w'Abibumbye ryita ku mpunzi (UNHCR)

	United States Citizenship and Immigration Services (USCIS)	U.S. Citizenship and Immigration Services is an agency of the United States Department of Homeland Security that administers the country's naturalization and immigration system.	Ikigo cy'Amerika gishinzwe ubwenehugu n'abinjira (USCIS)
	U.S. Customs and Border Protection (CBP)/U.S. Immigration Officials	The Agency is charged with regulating and facilitating international trade, collecting import duties, and enforcing U.S. regulations, including trade, customs, and immigration. CBP is one of the largest law enforcement agencies in the United States	Ikigo cy'Amerika gishinzwe gasutamo no kurinda imipaka (CBP)/Abakozi b'Amerika bashinzwe abinjira.
	The United States Refugee Admissions Program (USRAP)	A consortium of federal agencies and nonprofit organizations collaborating overseas and domestically to identify and admit qualified refugees for resettlement into the United States.	Gahunda yo kwinjiza impunzi muri Leta Zunze Ubumwe z'Amerika (USRAP)

PRE-DEPARTURE ASSISTANCE AND INTERNATIONAL TRAVEL UBUFASHA BUTANGWA MBERE YO KUGENDA NO MU NGENDO MPUZAMAHANGA	Arrival/departure gate	A gate at the airport where passengers can embark or disembark.	Aho unyura uza/ugenda
	Baggage Allowance	The number of bags a passenger may travel with.	Uruhushya rw'imizigo
	Baggage claim	The area in an airport where arriving passengers collect luggage	Aho bafatira imizigo
	Boarding pass	A document provided by an airline during check-in, giving a passenger permission to board a plane	Uruhushya rwo kwinjira mu ndege

	Border control	An inspection by Customs and Border Protection officers upon entering the U.S.	Igenzura ryo ku mupaka
	Cabin pressure	Conditioned air is pumped into the cabin of an aircraft or spacecraft, in order to create a safe and comfortable environment for passengers and crew flying at high altitudes.	Umwuka wo mu ndege
	Carry-on Bag	A bag a passenger chooses to take on the plane with them. This bag size and weight must adhere to airline regulations.	Umuzigo umugenzi agendana
	Check in	The process whereby passengers are accepted by an airline at the airport prior to travel.	Kwemererwa kwinjira mu ndege
	Check-In Bag	The bag that is checked and sent to the cargo hold of the plane.	Umuzigo ubikwa ahabugenewe
	Customs Declaration Form	A form that lists the goods that are being imported or exported when a citizen or visitor enters a country.	Ifishi y'imenyekanisha mu bya gasutamo
	Escalator	A moving staircase transferring people between the floors of a public building.	Esikariye zijyana
	Exit permit	A document giving authorization to leave a particular country.	Uruhushya rwo gusohoka mu gihugu
	Flight Attendant/cabin crew	A flight attendant is a member of the aircrew aboard commercial flights. Collectively called 'cabin crew', flight attendants are responsible for passenger safety and comfort.	Umukozi wo mu ndege/itsinda ry'abakozi bo mu ndege

	Form I-94	Form I-94 is the U.S. Department of Homeland Security (DHS) arrival/departure record, which is electronically issued to travelers who are admitted to the United States, adjusting status while in the United States, or extending their status.	Ifishi ya I-94
	Illegal drugs	Drugs which are controlled or restricted by law and which a person is not allowed to own or use.	Imiti itemewe
	Immigration Officers	Customs and Border Protection (CBP) personnel who inspect and determine a person's admissibility based on the requirements of the U.S. immigration law.	Abakozi bashinzwe abinjira n'abasohoka
	Immigration procedures	The procedures one undergoes when entering the U.S.	Ibyerekeye kwinjira
	Information Desk	A place in a public building where you can go to get information.	Aho babariza amakuru
	International driver's license	Allows the holder to drive a private vehicle in any country or jurisdiction that recognizes the document.	Uruhushya mpuzamahanga rwo gutwara ibinyabiziga
	IOM Boarding letter	A letter confirming that the individuals mentioned in it will be transported to and within the United States without liabilities under section 273(b).	Ibaruwa y'ubwikorezi ya IOM
	IOM document Bag	A bag that holds the clients' immigration and resettlement documents. The bag is provided to the clients upon departure to their resettlement destination.	Urwandiko rwa IOM rw'umuzigo

	IOM Escort	An IOM representative who welcomes the clients upon arrival to the resettlement destination.	Uhagarariye OIM
	Jet lag	Extreme tiredness and other physical effects felt by a person after a long flight across several time zones.	Umunaniro wo mu ndege
	Layover	A period of waiting between separate flights – passengers disembark from one flight and wait in the terminal for the next flight to their destination.	Akaruhuko hagati y'ingendo
	Luggage carousel/belt	A device at an airport that delivers luggage to the passengers at the baggage claim area.	Icyuma kizana imizigo
	Meeting point	A designated place where people meet.	Aho guhurira
	Metal detector	An electronic device that gives a signal when it is close to metal. Metal detectors can be found at airports and are meant to assist in detecting weapons.	Akamashini gasaka/gatahura ibyuma
	Plane ticket	A document or electronic record that proves that a person is entitled to a seat on a flight.	Itike y'indege
	Port of Entry	An airport or border crossing where people may enter a country.	Icyambu cy'urwinjiriro

	Prescreening interview	The first step in the USRAP process is a prescreening interview with a Resettlement Support Center, or RSC.	Ikiganiro cy'ijonjora
	Promissory Note	A document in which one party promises to pay back a loan.	Inyandiko nsezeranyabwishyu
	Refugee Travel Document (form I-131)	A document issued by USCIS to refugees resettled in the U.S. The document allows refugees to travel abroad.	Icyangombwa cy'urugendo ku mpunzi (ifishi ya I-131)
	Resettlement Support Center (RSC)	A center that helps refugees apply for resettlement to the United States. RSCs also manage pre-departure activities, such as Cultural Orientation.	Ikigo gifasha impunzi kwimukira no gutura muri Amerika (RSC)
	Security check	A verification of the identity of someone in order to maintain security.	Igenzura ry'umutekano
	Security clearance	Official government permission for someone to proceed with the immigration process.	Icyemezo cy'uko nta kibazo cy'umutekano uteje
	Travel loan	A loan given to a refugee to enable them to travel to the U.S.	Inguzanyo y'urugendo

TRAVEL/TRANSPORTATION (DOMESTIC) INGENDO/GUTWARA ABANTU N'IBINTU – IMBERE MU GIHUGU	Booster seat/baby car seat	An extra seat or cushion is placed on an existing seat in a car for a small child to sit on. The seat is designed to protect children from injury or death. The seats should match the child's age and weight.	Icyicarwo kigenewe abana bato cyane
	Bust stop	A designated location where a bus regularly stops along its route. The bus stop is usually	Aho bisi zihagarara

		marked by a sign and may sometimes have a bus shelter and a bench.	
	Car insurance	A contract between you and the insurance company that protects you against financial loss in the event of an accident or theft.	Ubwishingizi bw'imodoka
	Carpooling	An arrangement among a group of car owners where each owner in turn drives the others to and from a designated place.	Gukodesha imodoka muri benshi
	Car registration	The registration of a motor vehicle with a local government authority to establish a link between a vehicle and an owner or user of the vehicle.	Kwandikisha imodoka
	Crosswalk/Zebra crossing	A marked part of a road where pedestrians have right of way to cross.	Ahagenewe abanyamaguru
	Department of Motor Vehicles (DMV)	A government agency that administers vehicle registration and driver licensing.	Ishami rishinzwe ibinyabiziga (DMV)
	Driver's License	An official document in the form of a plastic card, which permits an individual to operate one or more types of motorized vehicles, such as a motorcycle, car, truck, or bus on a public road.	Uruhushya rwo gutwara ibinyabiziga
	Driver's Permit/Learner's Permit	A learner's permit allows a new driver to begin the learning process of operating a motor vehicle. Applicants must obtain a valid learner's permit before actual driver education training and driving on roads. Minimum age and other restrictions differ from state to state. A permit is not a driver's license, and learners must adhere to certain conditions to receive a full driver's license.	Uruhushya rwo gutwara ikinyabiziga/Uruhushya rw'uwiga

	Driving test	An official test of driving competence which must be passed in order to get a driver's license. This test includes the knowledge test.	Ikizamini cyo gutwara ibinyabiziga
	Driving Under the Influence (DUI) / Driving While Intoxicated (DWI)	The act or crime of driving a vehicle while affected by alcohol or drugs.	Gutwara ikinyabiziga wanyoye ibiyobyabwenge (DUI) / Gutwara ikinyabiziga wanyoye ibisindisha (DWI)
	High Occupancy Vehicle (HOV) lane/Carpool Lane	One or more lanes of a roadway that have restrictions on use to encourage ride-sharing. Rules for these lanes vary and they are usually open to vehicles carrying two or more people. The goal of HOV lanes is to provide an incentive to use ride-sharing and public transportation, remove congestion from normal lanes of travel, and improve overall traffic operations.	Umuhandu wagenewe imodoka zitwaye abantu benshi (HOV)
	Jaywalking	Crossing or walking in the street or road unlawfully or without regard for approaching traffic.	Kwambuka umuhanda utabanje gushishoza
	Metro/Subway/Light Rail card	A card used to pay fares on subways and/or buses.	Ikarita ya gari ya moshi yo mu muji
	Public transportation	Buses, trains, subways, and other forms of transportation that charge set fares, run on fixed routes, and are available to the public.	Gutwara abantu n'ibintu muri rusange
	Ridesharing	An arrangement in which passengers use a mobile phone app and pay a fare to obtain rides from drivers of privately owned vehicles.	Gukodesha imodoka
	State ID	Wallet-sized, state-issued card to be routinely carried and used to verify the identity of holders who do not have drivers' licenses.	Indangamuntu ya leta

	Ride sharing	An arrangement in which a passenger travels in a private vehicle driven by its owner, for a fee by means of a mobile phone app.	Kugendera mu mudoka muri benshi
	Seat belts	A belt securing a person to prevent injury, especially in a vehicle or a plane.	Imikandara yo mu modoka
	Texting while driving	The illegal act of using a mobile phone to send text messages (SMS) while driving a car.	Kohereza ubutumwa igihe utwaye
	Vehicle registration	States use registrations to determine vehicle ownership and provide data when tracking criminal activity or assessing taxes. A registration certificate and license plates are issued after paying a fee. A vehicle's registration certificate is essential and must be on hand whenever the driver is operating the vehicle.	Iyandikwa ry'ikinyabiziga

ROLE OF THE RESETTLEMENT AGENCY INSHINGANO Z'IKIGO GISHINZWE KWIMURA NO GUTUZA	Case manager/Case worker	An individual at a social service agency who helps refugees get the services they need.	Ushinzwe dosiye
	Cultural Orientation (CO)	The process of learning about life in the United States. The process begins overseas and continues in the United States.	Inyigisho mbonezamuco (CO)
	Employment Specialist	An employee of a resettlement agency assisting refugees in how to find suitable employment and access job training opportunities.	Impuguke mu gushaka akazi

	Food stamps	A voucher issued by the government to those on low income, exchangeable for food.	Ubufasha mu guhaha ibiribwa
	Home visits	A home visit is a meeting with the caseworker, which takes place in the client's home. The caseworker makes sure the client and their family's well-being and adjustment to life in the U.S. (accessing grocery stores, using home appliances, etc.)	Gusurwa mu rugo
	Housing orientation	A process of introducing a refugee to his/her apartment, its appliances, and the procedures of the apartment building.	Kwigishwa gukoresha ibikoresho byo mu nzu
	Intake	An intake meeting is the first meeting between a case manager and a refugee, where the case manager receives the relevant information about the refugee's history and status.	Inama yo gufata umwirondoro
	Interpretation services	A service that provides interpreters for refugees.	Serivisi z'ubusemuzi
	Job counseling	Assistance in looking for employment and job training opportunities.	Ubujoyanama mu by'akazi
	Medical check-up/health screening	A physical examination which includes a variety of tests depending on the age, sex, and health of the person.	Kwisuzumisha kwa muganga/ibizamini by'ubuzima

	Money management	The process of expense tracking, investing, budgeting, banking and evaluating taxes.	Imicungire y'amafaranga
	Non-governmental Agency	Organizations independent of governments that are active in humanitarian, educational, healthcare, human rights, and other areas to effect changes according to their objectives.	Ikigo kitari icya leta
	Reception and placement money	A one-time sum per refugee to assist with meeting expenses during a refugee's first few months in the United States. R&P money is spent on behalf of clients and they may not get the full amount. The amount of pocket money may differ slightly based on the resettlement location.	Amafanga yo kwakirwa no kubasha gutura
	Resettlement	The process of settling permanently in a country.	Kwimura no gutuza impunzi
	Resettlement Agency	An agency that delivers the basic Reception and Placement services that refugees receive. The agency may offer additional services.	Ikigo gishinzwe kwimura no gutuza impunzi
	Rights and responsibilities	Refers to the set of freedoms and duties that apply to refugees admitted to the USRAP, as well as to the freedoms and duties that apply to every person living in the U.S.	Uburenganzira n'inshingano

	Self-sufficiency	Being able to supply one's own needs without external assistance.	Kwigira
	Transportation orientation	The process of becoming familiar with the public transportation services in your community with the help of the resettlement agency.	Kwigishwa gukoresha imodoka zitwara abantu mu buryo rusange
	Unaccompanied minor	A child who has been separated from both parents and other relatives and is not being cared for by an adult.	Umwana utarageza imyaka y'ubukure utari kumwe n'umuntu mukuru
	Vocational training	Training that emphasizes skills and knowledge required for a particular job or a trade.	Amahugurwa y'imyuga
	Volunteers	RAs utilize individuals who freely give their time to support the resettlement process of refugees in the U.S.	Abakorera bushake

COMMUNITY SERVICES/ YOUR NEW COMMUNITY SERIVISI MU BATURAGE / AGACE GASHYA UTUYEMO	Assisted Living	Facilities that provide a group living environment and typically cater to the older adult population. Eligibility changes from state to state.	Ikigo gicumbikira abageze mu zabukuru
	Childcare assistance programs	Assistance to low-income families who need child care due to work, work-related training and/or attending school.	Gahunda y'ubufasha bwo kurera abana

	Community services	Community services are the services, assistance, goods, and resources available to people in their communities. These services may be provided free of charge or at a very low cost by the government, community-based organizations, or religious organizations.	Serivisi mu baturage
	Daycare center/childcare center	An institution that provides supervision and care of infants and young children during the daytime, to allow their parents to go to work.	Ikigo gisigwamo abana bato/cyita ku nshuke
	Ethnic Community-Based Organizations (ECBOs)	Local organizations founded by former refugees and immigrants that provide services and assistance to newcomers from their countries of origin in their communities.	Imiryango ishingiyeye ku bwoko (ECBO)
	Faith-based organizations	An organization whose values and mission are based on faith and/or beliefs.	Imiryango ishingiyeye ku idini
	Foodbank	A foodbank is a non-profit that stores large amounts of food that are delivered to local food programs, such as food pantries. The food in the food bank is donated by local neighbors, retailers, grocery stores, and restaurants.	Ubuhunikiro bw'ibiribwa
	Food Pantry	A food pantry is a distribution center where families in need can receive food.	Ikigo gitanga ibiribwa ku bashonji
	Grocery store	A store that sells food, cleaning supplies, and beverages. In the U.S. 'grocery store' is often used to mean 'supermarket'.	Iduka ry'ibiribwa
	Laundromat	A self-service laundry facility.	Imesero rusange

	Library	A building housing books and other resources available to its members sometimes offering services, such as English classes or childcare, and free computer access.	Isomero
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PUBLIC ASSISTANCE UBUFASHA BUHABWA ABATURAGE	Benefits	Financial help in time of sickness, old age, or unemployment.	Ibyo abaturage bagenerwa
	Matching Grant (MG) Program	The Matching Grant program helps refugees to quickly find jobs. The intent is for refugees to become economically self-sufficient through employment within 8 months and without accessing cash assistance programs. The program is a public/private partnership enabling communities to become directly involved in supporting refugees through donations, volunteer support, and mentorship.	Porogramu y'inkunga yo kuzamura abakennye
	Refugee Cash Assistance (RCA)	A government program that provides temporary financial assistance for single and married refugees without dependent children.	Ubufasha bw'amafaranga bugenewe impunzi (RCA)
	Refugee Medical Assistance (RMA)	Refugees in need, who meet the income and resource eligibility standards, are eligible to receive refugee medical assistance (RMA) through the refugee program during their first eight months in the US. The Office of Refugee Resettlement (ORR) provides funding for a broad range of social services to refugees, both through states and in some cases through direct service grants.	Ubwishingizi bw'ubuvuzi bugenewe Impunzi (RMA)

	Refugee Support Services (RSS)	Refugee Support Services funding helps refugees and other ORR populations gain economic independence by helping them find and maintain employment, preferably within a year of being enrolled in the program. https://www.acf.hhs.gov/orr/programs/refugees/refugee-support-services	Serivisi z'ubufasha bugenewe impunzi (RSS)
	Social Security Disability Insurance (SSDI)	The SSDI program pays benefits if a person is "insured." Meaning, if they worked long enough, and recently enough, and paid Social Security taxes on their earnings.	Ubwishingizi ku bwiteganyirize bw'ubumuga (SSDI)
	Social Security number	A nine-digit number issued to U.S. citizens, permanent residents, and temporary (working) residents. The number is issued to an individual by the Social Security Administration. The Social Security number has become a de facto national identification number for taxation and other purposes. It is useful and important to memorize this number.	Nomero y'ubwiteganyirize
	Supplemental Nutrition Assistance Program (SNAP) (Formerly the Food Stamp Program)	A government program that helps low-income families pay for food.	Gahunda y'imfashanyo yo kongera ibiribwa (SNAP) (Yarizwi nka Gahunda y'amakarita y'ibiryo))
	Supplemental Security Income (SSI)	A benefit to people with limited income and resources who are disabled, blind, or age 65 or older.	Amafaranga agenerwa abafite ubumuga n'abageze mu zabukuru (SSI)

	Temporary Assistance to Needy Families (TANF)	A government program that provides temporary financial assistance for parents with dependent children.	Imfashanyo y'agateganyo ku miryango ikennye (TANF)
	The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	Federal grants to States for supplemental food, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding, postpartum women, and to infants and children up to age five who are found to be at nutritional risk.	Gahunda y'imirire yihariye ku bagore, impinja n'abana (WIC)

HOUSING INZU	Appliances	A device or piece of equipment designed to perform a specific task, typically a domestic one. An example of an appliance is a fridge, a stove, or washing machine.	Ibyuma bikoreshwa
	Bills	Money owed for goods supplied or services rendered.	Fagitire
	Co-signer	A co-signer is a person who signs the lease along with another tenant to guarantee financial responsibility to the landlord.	Umwishingizi
	Housing Maintenance	Maintaining the apartment or home by cleaning and paying the bills.	Gufata neza inzu
	Landlord	The owner of a house, apartment, condominium, land or real estate which is rented or leased to an individual or business.	Nyir'inzu
	Lease agreement	A contract outlining the terms under which one party agrees to rent property owned by another party.	Amasezerano y'ubukode

Leasing office	The office that a property manager works in and where you can find leases, maintenance requests, etc. The leasing office is also where a resident can go if they have any issues with rent or are in need of other services for their units.	Ibiro by'ikodesha
Maintenance request	A request for services in your apartment – plumbing, electricity, broken door or window, etc.	Ubusabe bwo gusana
Management company	A company that manages a property, such as an apartment building.	Isosiyete ishinzwe imicungire y'inzu
Mortgage	A legal agreement by which a bank or other creditor lends money at interest in exchange for taking title of the debtor's property.	Inguzanyo yo kugura umutungo utimukanwa
Notice of eviction	An official note informing a tenant of their removal from rental property by the landlord.	Itangazo ryo kwirukanwa mu nzu
Property Manager	A property manager is an individual or a company that is hired to oversee the day-to-day operations of real estate properties.	Ushinzwe gucunga inyubako
Rent	A tenant's regular payment to a landlord for the use of property or land.	Amafaranga y'ubukode
Renter's insurance	An insurance that protects against losses to the tenant's personal property within the rented property.	Ubwishingizi bw'ukodesha inzu
Security Deposit	A sum of money paid by renters to cover any possible loss or damage to the property.	Amafaranga y'ingwate
Sublease/sublet	A sublease is the re-renting of property by an existing tenant to a new third party for a portion of the tenant's	Ubukode

		<p>existing lease contract. The sublease agreement may also be called a sublet.</p> <p>Subleasing may or may not be permitted under the terms of the original lease and may be subject to additional restrictions by jurisdiction. Even if a sublease is permitted, the original tenant is still liable for the obligations stated in the lease agreement, such as the payment of rent each month.</p>	
	Subletting	When a renter leases or rents all or part of their apartment to another renter.	Gukodesha inzu wakodesheje
	Tenant	A person who rents property from a landlord.	Ukodesha
	Trespass	Entering land or property without permission.	Kuvogera
	Utilities	A service such as electricity, gas, or water provided by a public utility company, for which one must pay a monthly bill.	Umuriro w'amashanyarazi, gaze n'amazi
	Zip code	A zip code is a postal code used by the United States Postal Service. It is added to a postal address to assist with the sorting of mail.	Kode y'iposita

HEALTH/ HYGIENE UBUZIMA/ ISUKU	Anxiety	Anxiety is an emotion characterized by feelings of tension, worried thoughts, and physical changes like increased blood pressure.	Kwiheba
	Booster shot	A booster shot is an additional dose of a vaccine that is given after the protection provided by the original shot has begun to decrease over time.	Doze ishimangira

	Children's Health Insurance Program (CHIP)	This plan provides medical coverage for individuals under age 19 whose parents earn too much income to qualify for Medicaid, but not enough to pay for private coverage.	Gahunda y'ubwishingizi bw'ubuzima ku bana (CHIP)
	Community clinics and health centers	Provide basic health services and health counseling. Some provide dental care and eye examinations.	Amavuriro yo mu gace utuyemo n'ibigo nderabuzima
	Confidentiality	The right of an individual to have personal, identifiable medical information kept private.	Ibanga
	Copay	A copay is a fixed amount you pay for a health care service, usually when you receive the service. The amount can vary by the type of service.	Ikiguzi cyishyurwa n'uvurwa
	COVID-19	COVID-19 is a respiratory disease caused by SARS-CoV-2. The virus spreads mainly from person to person through respiratory droplets and small particles produced when an infected person coughs, sneezes, or talks.	COVID-19

	Deductible	The amount you pay for covered health care services before your insurance plan starts to pay.	Umusanzu w'uwishingiwe
	Disability	A physical or mental condition that limits a person's movements, senses, or activities.	Ubumuga
	Depression	Depression is a common and serious medical illness that negatively affects how you feel, the way you think and how you act. Fortunately, it is also treatable. Depression causes feelings of sadness and/or a loss of interest in activities you once enjoyed. It can lead to a variety of emotional and physical problems and can decrease your ability to function at work and at home.	Agahinda gakabije
	Emergency room	The department of a hospital that provides immediate treatment for acute illnesses and trauma.	Icyumba cy'indembe
	Family planning	Family planning allows people to attain their desired number of children and determine the spacing of pregnancies.	Kuboneza urubyaro
	Health Insurance	Insurance coverage that pays for medical and surgical expenses.	Ubwishingizi bw'ubuzima
	Immunization/vaccination	The process whereby a person is made immune or resistant to an infectious disease, typically by the administration of a vaccine.	Urukingo/Ikingira

	Immunization records	A comprehensive timeline of all vaccinations a patient has received.	Amakuru y'inkingo wahawe
	Medicaid	A government program that provides health insurance coverage to low-income people who qualify.	Ubwishingizi bw'ubuzima bwa Medicaid
	Medical Screening	<p>Medical Screenings can happen overseas and domestically and are intended to ensure that refugees meet the medical requirements for entering the United States, are fit to travel, receive appropriate medical assistance when required, and do not pose a hazard to other travelers. The Medical Screening includes:</p> <ul style="list-style-type: none"> • An assessment of conditions of public health significance • Identification of health conditions requiring additional arrangements at pre-departure, travel, and post-arrival phases of resettlement • Fitness-to-travel assessments, treatment, and medical escorts, when required. 	Isuzuma rya kiganga
	Medicare	A government program that provides health insurance coverage to people over the age of 65, and people under 65 with certain disabilities.	Ubwishingizi bw'ubuzima bwa Medicare
	Mental health care	Mental health is an important part of overall health and well-being. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.	Ubuvuuzi bw'indwara zo mu mutwe

	Over the counter (OTC) medication	Medication that is sold without a prescription.	Imiti utandikiwe na muganga (OTC)
	Personal hygiene	Maintaining cleanliness of one's body and clothing to preserve overall health and well-being.	Isuku yo ku mubiri
	Pharmacy	A store where medical drugs are dispensed and stored.	Farumasi
	Premium	The cost an insurer pays for his or her insurance coverage.	Umusanzu
	Prescription drugs	Drugs you can only get with a doctor's prescription.	Imiti wandikiwe na muganga
	Preventive Care	The care you receive to prevent illnesses or diseases. Also includes counseling to prevent health problems.	Ubuvuzi bwo kwirinda indwara
	Primary Care Physician (PCP)	A primary care physician (PCP) is a physician who provides both the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions.	Umuganga ushinzwe ubuvuzi bw'ibanze (PCP)
	PTSD	Post-traumatic stress disorder (PTSD) is a psychiatric disorder that may occur in people who have experienced or witnessed a traumatic event, series of events, or set of circumstances. An individual may experience this as emotionally or physically harmful or life-threatening and may affect mental, physical, social, and/or spiritual well-being.	Ihungabana
	Public health department	A local, state, or federal government agency that provides immunizations against diseases and offers other preventive health services, including testing and treatment for tuberculosis and other communicable diseases, usually at a low cost or free of charge.	Ishami rishinzwe ubuzima rusange

	Quarantine	Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.	Akato
	Sexually transmitted disease (STD) / Sexually transmitted infection (STI)	Diseases or infections that can be transmitted by direct sexual contact.	Indwara zandurira mu mibonano mpuzabitsina (STD) / Ubwandu bwo mu mibonano mpuzabitsina (STI)
	Specialist	A doctor or other health care professional who is trained and licensed in a special area of practice.	Inzobere
	Urgent care clinics	These clinics are for situations where you have an illness or injury that needs immediate care, but is not serious enough for a visit to the emergency room.	Amavuriro atanga ubuvuzi bwihuse

EDUCATION/ LEARNING ENGLISH UBUREZI/ KWIGA ICYONGEREZA	Community College	A post-secondary, higher education institution that provides workforce education and college transfer academic programs.	Kaminuza ifite icyiciro cya mbere gusa
	Degree evaluation (Credential evaluation)	<p>A process by which academic and professional degrees earned in one country are compared to those earned in another. Universities, colleges, and employers around the world use degree evaluations to understand overseas education and to judge applicants for admission or employment.</p> <p>Newcomers can use credential evaluations to gain recognition for study completed outside the country they</p>	Isuzuma risoza icyiciro cy'amashuri

		are immigrating to, and in doing so join the workforce as skilled immigrants. International students use credential evaluations to present their previous coursework and grades to universities anywhere for admission.	
	Elementary School	A school that provides the first part of a child's education, usually for children between five and eleven years old.	Amashuri abanza
	English as a Second Language (ESL) Classes	Study of the English language by non-native speakers in an English-speaking environment.	Amasomo y'icyongereza nk'ururimi rwa kabiri (ESL)
	Extra-curricular activities/After-school programs	Optional, school-sponsored programs for students that occur outside of regular classroom learning including sports, clubs, and other social events.	Gahunda zitari mu nteganyanyigisho/ Porogaramu za nyuma y'ishuri
	Financial Aid	Financial aid is money to help pay for college or career school. Grants, work-study, loans, and scholarships help make college or career school affordable.	Inkunga y'amikoro
	Free Application for Federal Student Aid (FAFSA)	The Free Application for Federal Student Aid is a form completed by current and prospective college students (both undergraduate and graduate) in the United States to determine their eligibility for student financial aid.	Gusaba ku buntu inkunga ya leta yo kwiga (FAFSA)
	General Educational Development (GED) Diploma	A group of four subject tests which certify that the test taker has United States high school-level academic skills. It serves as an alternative to the U.S. high school diploma.	Impamyabumenyi y'amashuri y'ubumenyi rusange (GED)
	High School	A school that typically comprises grades 9-12, attended after elementary school or junior high.	Amashuri yisumbuye

	Junior High School (Middle School)	An educational stage between elementary school and high school. It spans varying combinations of grades 6–8, most commonly.	Icyiciro cya mbere cy'amashuri yisumbuye
	Parent-Teacher meetings	A short meeting or conference between the parents and teachers of students to discuss a child's progress at school.	Inama zihuza ababyeyi n'abarimu
	Post-Secondary Education (Tertiary Education)	Post-Secondary Education refers to public and private universities, colleges, technical training institutes, and vocational schools.	Uburezi bwo mu mashuri makuru
	Preschool	A preschool (also known as nursery school, pre-primary school, or play school, or creche) is an educational establishment offering early childhood education to children before they begin compulsory education at primary school.	Ikiburamwaka/amashuri y'incuke
	Private Education	Any school for which the facilities and funding are not provided by the federal, state or local government.	Uburezi bw'abikorera
	Public Education	A primary or secondary school that educates all students without charge. Such schools are funded in whole or in part by taxation.	Uburezi bwa leta
	Recertification	The process of renewing a professional certification by taking classes or courses.	Kuvugurura impamyabushobozi
	Report card	A report card communicates a student's performance academically. A typical report card uses a grading scale to determine the quality of a student's schoolwork.	Indangamanota
	Scholarship	A grant or payment made to support a student's education, awarded on the basis of academic or other achievement	Buruse

	Scholastic Assessment Test (SAT)	An examination used by colleges and universities as part of their admissions decision-making process. The SAT tests a student's abilities in the areas of critical reading, writing and mathematics.	Ikizamini kikwemerera kwiga muri kaminuza
	School enrollment	The act of registering a student in school.	Kwandikwa ku ishuri
	Student Loan	A student loan is a type of loan designed to help students pay for post-secondary education and the associated fees, such as tuition, books and supplies, and living expenses.	Inguzanyo yo kwiga
	Technical School/Vocational School	A learning institution that provides specialized training in a specific career field, trade, or profession.	Ishuri rya tekini/imyuga
	Tuition	Tuition payments are fees charged by educational institutions for instruction or other services.	Amafaranga y'ishuri
	University	An institution of higher education and research which awards academic degrees in various academic disciplines.	Kaminuza

EMPLOYMENT AKAZI	Application	A written or online form submitted to a potential employer providing the name, contact information, and employment history of the job seeker.	Gusaba akazi
	Discrimination	Prejudicial treatment of different categories of people, especially on the grounds of race, age, gender, or sex.	Ivangura

	Employment Authorization Document (EAD) Card	A document issued by USCIS that allows foreign nationals to work in the U.S.	Ikarita ikwemerera gukora (EAD)
	Employee benefits	Employee benefits in the United States may include health insurance, vision, and dental plans, retirement benefit plans (pension, 401(k), 403(b)), life insurance, long-term care insurance plans, etc.	Ibigenerwa umukozi
	Employment services/job readiness training	Support provided to job seekers to help them find and apply for jobs or to succeed at a new job.	Serivisi zo gushakirwa akazi/amahugurwa agutegura mu kazi
	Entry-level/unskilled labor job	A job that does not require prior experience in the field.	Akazi kadasaba kuba ugafitemo ubumenyi
	Equal Employment Opportunity Commission (EEOC)	The U.S. Equal Employment Opportunity Commission (EEOC) is a federal agency that was established via the Civil Rights Act of 1964 to administer and enforce civil rights laws against workplace discrimination. The EEOC investigates discrimination complaints based on an individual's race, color, national origin, religion, sex (including sexual orientation, pregnancy, and gender identity), age, disability, genetic information, and retaliation for participating in a discrimination complaint proceeding and/or opposing a discriminatory practice. https://www.eeoc.gov/overview	Komisiyo ishinzwe amahirwe angana mu by'umurimo (EEOC)

	Full-time Job	Employment in which a person works a minimum number of hours as defined by the employer, usually about 40 hours per week. Full-time employment often comes with benefits, such as annual leave, sick leave, and health insurance.	Akazi gahoraho
	Help wanted	A sign posted by employers or phrase used in advertisements indicating an employment vacancy.	Dukeneye umukozi
	Informal work	Work that is not performed for an official employer and which is usually untaxed and unregulated.	Akazi kashyura imisoro
	Job interview	A conversation between a job applicant and an employer which assesses whether the applicant should be hired.	Ikizamini cy'akazi kitanditse
	Job offer	An offer of employment to an individual.	Gutanga akazi
	Licensing	The government-issued credentials required by law to work in certain professions.	Uruhushya rw'akazi
	Minimum wage	The lowest wage that employers can legally pay their workers.	Umushahara muto wemewe
	Networking	The action or process of interacting with others to exchange information and develop professional or social contacts.	Kuganira n'abandi banyamwuga

	Notice	Written or verbal communication from a departing employee to an employer indicating when he or she will quit, usually required two weeks prior to the last day of work.	Itangazo
	Paid Time Off (PTO)	An employer-provided benefit in which the employer compensates employees during their absence from work. Employees use PTO for a variety of reasons, such as sick time, vacations, and personal appointments.	Ikiruhuko gihemberwa (PTO)
	Part-time Job	A form of employment that carries fewer hours per week than a full-time job. Workers are usually considered to be part-time if they work fewer than 30 hours per week. Part-time employment may not come with the benefits of a full-time job such as annual leave, sick leave, and health insurance.	Akazi kadahoraho
	Pay card	A pay card is similar to a debit card – it is a plastic card that has been loaded with an employee's wages on payday. A pay card can be used to pay an employee who does not have a bank account. The pay card can be used by the employee to obtain cash and/or pay monthly expenses up to the limit of their wages. A pay card is not a ubiquitous form of payment.	Ikarita yo kwishyuriraho
	Paycheck	A check for salary or wages made out to an employee.	Urupapuro uhemberwaho

	Pay Stub	A piece of paper or a digital record that is given to an employee with each paycheck and that shows the amount of money that the employee earned and the amount that was deducted for taxes, insurance costs, etc. It is important to keep pay stubs as a record.	Icyemezo cy'umushahara
	Punctuality	Being able arrive at an appointment or place of work, or being able to complete a required task or fulfill an obligation before or at a previously designated time.	Kubahiriza igihe
	Résumé/Curriculum vitae (CV)	A document created and used by a person to present their background, skills, and accomplishments to secure new employment.	Umwirondoro (CV)
	Self-employment	Working for oneself as a freelancer or the owner of a business rather than for an employer.	Kwikorera
	Skilled labor job	Any worker who has special skill, training, knowledge, and (usually acquired) ability in their work. A skilled worker may have attended a college, university, or technical school. Or a skilled worker may have learned their skills on the job.	Akazi gasaba kuba ugafitemo ubumenyi
	Upward mobility	Movement from one financial level to a higher one as by changing jobs.	Guhindura akazi uzamuka mu ntera

	Workplace rights/employees' rights	Legal and human rights relating to labor relations between workers and employers, codified in national and international labor and employment law. In general, these rights influence working conditions in relations of employment.	Uburenganzira bw'ahakorerwa akazi/uburenganzira bw'abakozi
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NEWCOMER RIGHTS AND RESPONSIBILITIES UBURENGANZIRA N'INSHINGANO	Address change form/Alien's Change of Address (AR-11)	A form non-citizens must fill out and submit to their when there's a change in their address.	Ifishi yo guhindura aderesi/Guhindura aderesi ku mwimukira (AR-11)
	Family Reunification	A recognized reason for immigration in many countries because of the presence of one or more family members in a certain country, therefore, enabling the rest of the divided family or specific members of the family to immigrate to that country as well.	Guhuza umuryango
	Freedom of Assembly	The individual right to peacefully assemble, collectively express, and petition the government for redress of grievances guaranteed by the First Amendment to the US Constitution.	Uburenganzira bwo gukoresha ikoraniro
	Freedom of Religion	The right to practice whatever religion one chooses or to practice no religion	Uburenganzira bwo gusengera mu idini ushaka
	Freedom of Speech	The right to express any opinions without censorship or restraint (excepting hate speech and slander)	Uburenganzira bwo kuvuga icyo ushaka

	Recycling	Recycling is the process of converting waste materials into new materials and objects. Domestic recycling is slightly different from state to state, but you may recycle paper, plastic, and glass in dedicated bins provided by the county and located outside your home.	Yisubira/byisubira
	Selective Service	An independent agency of the United States government that maintains information on those potentially subject to military conscription (i.e. the draft). All male U.S. citizens and male immigrant non-citizens, who are between the ages of 18 and 25 are required by law to have registered within 30 days of their 18th birthday.	Serivisi zihariye
	The right to a fair trial	A trial that is conducted fairly, justly, and with procedural regularity by an impartial judge and in which the defendant is afforded his or her rights under the U.S. Constitution or the appropriate state constitution or other law.	Uburenganzira bwo guciribwa urubanza nta kubogama
	Voting	The right to express one's political opinion by casting a ballot in favor of one candidate in an official election.	Gutora

U.S. LAWS AMATEGEKO Y'AMERIKA	Age of consent	The age at which a person is considered to be legally competent to consent to marriage, sexual acts, and other legally binding decisions.	Imyaka y'ubukure
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	Animal cruelty	Causing harm or suffering to animals.	Kwangiza inyamaswa
	Black market/working under the table	Terms for informal work which emphasize the secretive intention of avoiding taxes or government oversight.	Isoko ritemewe/gukora mu buryo butemewe
	Bribery	Giving or receiving something of value in exchange for some kind of influence or action in return.	Ruswa
	Child support	Ongoing, periodic payment made by a parent for the financial benefit of a child (paid to another parent, caregiver, guardian, or state) following the end of a marriage or other relationship.	Indezo y'abana
	Citizenship	The status of being a citizen of a particular country.	Ubwenegihugu
	Deportation	The removal of a person or group of people from a place or country.	Gusubizwa mu gihugu wavuyemo
	Domestic violence/Domestic abuse	<p>Domestic violence is illegal in the U.S. Assaulting or hurting a family member is called domestic violence or domestic abuse. The definition includes:</p> <ul style="list-style-type: none"> • Yelling at and ridiculing a person. • Withholding money for basic needs. • Forcing a person to engage in sexual relations. • Threatening to harm or hurt someone or their relatives. <p>Controlling what someone does, where they go, or whom they spend time with.</p>	Ihohoterwa ryo mu ngo

	Federal Laws	The body of law consisting of the U.S. Constitution, federal statutes and regulations, U.S. treaties, and federal common law. The Federal law is the supreme law in US and overrides state law whenever there is a conflict.	Amategeko y'igihugu
	Fishing license	A regulatory or legal mechanism to control fishing. Licensing is one way of managing fisheries and may be required for commercial, recreational, or personal fishing.	Uruhushya rwo kuroba
	Felony	A crime that is punishable by more than one year in prison. In much of the United States, all or most felonies are placed into one of various classes according to their seriousness and their potential punishment upon conviction. The number of classifications and the corresponding crimes vary by state and are determined by the legislature.	Icyaha gikomeye
	Green Card / Permanent Resident Card	A non-citizen who has been granted authorization to live and work in the United States on a permanent basis. As proof of that status, a person is granted a permanent resident card, commonly called a green card.	Ikarita y'Icyatsi / Ikarita yo gutura burundu
	Gun laws	Local, state, or federal laws aimed at restricting or regulating the sale, purchase, or possession of firearms through licensing, registration, or identification requirements.	Amategeko agenga gutunga imbunda

	Humanitarian Parole	Parole allows an individual who may be ineligible for admission into the United States to be in the United States for a temporary period for urgent humanitarian reasons or significant public benefit.	Imbabazi zitanzwe ku mpamvu z'ubutabazi
	Hunting license	A hunting license is a regulatory or legal mechanism to control hunting.	Uruhushya rwo guhiga inyamaswa
	Immigrant	A person who comes to live permanently in a foreign country.	Umwimukira
	Internal Revenue Service (IRS)	A bureau of the Department of Treasury that is tasked with the enforcement of income tax laws and oversees the collection of federal income taxes.	Ikigo cy'imisoro n'amahoro (IRS)
	Littering	Litter is trash improperly placed so as to be a nuisance or health concern.	Kujugunya imyanda ahataragenwe
	Local laws	Local laws refer to the laws which are unique to each city, county, or local government.	Amategeko agenga agace utuyemo
	Misdemeanor	A misdemeanor is typically a crime punishable by less than 12 months in jail. Community service, probation, fines, and imprisonment for less than a year are commonly issued punishments for misdemeanors.	Icyaha cyoroheje

	Naturalization	The legal act or process by which a non-citizen in a country may acquire citizenship or nationality of that country.	Kugirwa umwenegihugu
	Parole/parolee	USCIS uses its discretion to authorize parole. Parole allows an individual, who may be inadmissible or otherwise ineligible for admission into the United States, to be paroled into the United States for a temporary period. The Immigration and Nationality Act (INA) allows the secretary of homeland security to use their discretion to parole any noncitizen applying for admission into the United States temporarily for urgent humanitarian reasons or significant public benefit. For more information	Imbabazi/Uuwarekuwe ku mbabazi
	Physical abuse	Any intentional act causing injury or trauma to another person or animal by way of bodily contact.	Ihohoterwa ryo ku mubiri
	Polygamy	The practice or custom of having more than one wife or husband at the same time. Polygamy is illegal in all 50 states in the United States.	Gushaka abagore benshi
	Principal Applicant (PA)	The main applicant in an application process.	Usaba w'ibanze (PA)

	Re-entry permit	A travel document similar to a certificate of identity, issued by the United States Citizenship and Immigration Services to lawful permanent residents in the U.S. to allow them to travel abroad and return to the U.S.	Uruhushya rwo kongera kwinjira mu gihugu
	Refugee	<p>A refugee as someone who "owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence, is unable or, owing to such fear, is unwilling to return to it.</p> <p>https://emergency.unhcr.org/entry/55772/refugee-definition</p>	Impunzi
	Same-sex relationship	A committed relationship between two persons of the same sex.	Umubano n'uwo muhuje igitsina

	Sexual harassment	Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.	Guhozwa ku nkeke bishingiye ku gitsina
	Shoplifting	Theft of goods from an open retail establishment	Kwiba mu maduka
	Social Security Card	A piece of paper containing unique nine-digit number assigned by the Social Security Administration and provided to every United States citizen, permanent resident, or temporary working resident.	Ikarita y'ubwiteganyirize
	Special Immigrant Visa (SIV)	This Special Immigrant Visa program is available to persons who worked with the U.S. Armed Forces or under Chief of Mission authority as a translator or interpreter in Iraq or Afghanistan. For more information	Viza igenewe abimukira badasanzwe (SIV)
	State Laws	State law refers to the law of each separate U.S. state.	Amategeko ya leta
	Tax fraud	Tax fraud occurs when an individual or business entity willfully and intentionally falsifies information on a tax return to limit the amount of tax liability.	Kunyereza imisoro

	Taxes	A compulsory contribution to state or federal revenue, levied by the government on workers' income and business profits, or added to the cost of some goods, services, and transactions.	Imisoro
	Temporary Protected Status (TPS)	The Secretary of Homeland Security may designate a foreign country for TPS due to conditions in the country that temporarily prevent the country's nationals from returning safely, or in certain circumstances, where the country is unable to handle the return of its nationals adequately. USCIS may grant TPS to eligible nationals of certain countries (or parts of countries), who are already in the United States. Eligible individuals without nationality who last resided in the designated country may also be granted TPS.	Ubuhunzi bw'agateganyo (TPS)
	U.S. Constitution	A document that embodies the fundamental laws and principles by which the United States is governed. The supreme law of the United States of America.	Itegeko Nshingany'Amerika

	U.S. tie	During the USRAP process, refugees can identify friends or relatives in the United States with whom they have a desire to be reunited upon arrival. Once identified that individual is contacted by a Resettlement Agency to verify the relationship and confirm if they would like to have the refugee resettled near them. If they agree, the individual is considered a U.S. tie and will be contacted again by the Resettlement Agency closer to the arrival of their friend or relative to discuss the resettlement process. A U.S. tie is not financially or legally responsible for their friend or relative.	Kugira umuntu uba muri Amerika
	Welfare fraud	The act of illegally using state welfare systems by knowingly withholding or giving information to obtain more funds than would otherwise be allocated.	Kwiba ibigenerwa abaturage

CULTURAL ADJUSTMENT KUMENYERA UMUCO	Bullying	The use of force, coercion, or threat, to abuse, aggressively dominate or intimidate.	Kunnyuzurwa
	Child abuse	Physical, sexual, and/or psychological maltreatment or neglect of a child or children, especially by a parent or a caregiver.	Ihohoterwa rikorerwa abana

	Child neglect	Not meeting a child's basic needs, including the failure to provide adequate health care, supervision, clothing, nutrition, housing as well as their physical, emotional, social, educational and safety needs.	Kutita ku mwana
	Cultural adaptation	Cultural adaptation is the process and time it takes a person to integrate into a new culture and feel comfortable within it.	Kumenyera umuco
	Culture Shock	<p>Culture shock is an experience a person may have when immigrating to a different cultural environment. There are four phases of cultural adjustment. The length and intensity of each phase are different. Clients may experience the same phase more than once or skip a phase.</p> <p>Honeymoon phase – clients feel very excited and happy about their life in their new country of resettlement.</p> <p>Culture shock phase – clients feel worried and confused as they navigate a new and different community.</p> <p>Adjustment phase – clients feel more stable in their new community and are comfortable with everyday activities.</p> <p>Mastery phase – clients feel more comfortable with their new life and culture. They may still have difficult periods, but they have a sense of belonging.</p>	<p>Culture Shock: Kwibura mu muco w’ahandi</p> <p>Kwibura mu muco w’ahandi – icyiciro cy’ukwa buki</p> <p>Kwibura mu muco w’ahandi – icyiciro cyo gutakara</p> <p>Kwibura mu muco w’ahandi – icyiciro cyo kwisaanisha</p> <p>Kwibura mu muco w’ahandi – icyiciro cyo kumenya no kumenyera</p>

	Culture shock	An experience a person may have when one moves to a cultural environment which is different from one's own.	Ibibazo by'umuco mushya
	Family dynamics	The interactions, communication patterns, and relationships between members of a family which may change as part of adjustment to a new culture.	Imibanire mu muryango
	Gender equality	Equal ease of access to resources and opportunities regardless of gender, including economic participation and decision-making; and the state of valuing different behaviors, aspirations and needs equally, regardless of gender.	Uburinganire
	Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, + (Plus) (LGBTQIA+)	<p>An abbreviation for lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more. These terms are used to describe a person's sexual orientation or gender identity. For more information.</p> <p>Lesbian: A woman who experiences sexual and/or romantic attraction only or primarily to other women.</p> <p>Gay: A man who experiences sexual and/or romantic attraction only or primarily to other men.</p> <p>Bisexual: A person who experiences sexual and/or romantic attraction to persons of the same and a different sex or gender.</p>	LGBTQIA+

		<p>Transgender: An umbrella term for people whose gender identity differs from societal expectations of the sex they were assigned at birth.</p> <p>Queer: A person whose sex, gender, sexual orientation, gender identity and/or gender expression diverges from societal expectations.</p> <p>Intersex: A person born with reproductive or sexual anatomy, physiology and/or chromosomal patterns that do not fit conventional definitions of male or female.</p> <p>Asexual: A person who does not experience sexual attraction.</p> <p>Plus (+): The 'plus' is used to signify all of the gender identities and sexual orientations that letters and words cannot yet fully describe</p>	
	Nonverbal communication	Communication without the use of spoken language. Nonverbal communication includes gestures, facial expressions, and body positions (known collectively as "body language"), as well as unspoken understandings and presuppositions, and cultural and environmental conditions that may affect any encounter between people.	Kuganira mudakoresheje amagambo
	Professional counselor/therapist	A person trained in assisting others in understanding and coping with challenging psychological and emotional circumstances or trauma.	Umujyanama/umuvuzi wita ku bahungabanye

	Racism	The belief in the natural superiority of one race over another. It manifests in prejudice, discrimination, or antagonism against others because they are of a different race or ethnicity.	Irondaruhu
	Safe space	A place or environment in which a person or category of people can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.	Aho wumva ufite umutekano
	Stress	A state of mental or emotional strain or tension resulting from adverse or demanding circumstances.	Umuhangayiko
	Trauma	Trauma is often the result of an overwhelming amount of stress that exceeds one's ability to cope, or integrate the emotions involved with that experience	Ihungabana
	Verbal communication	The use of sounds and words to express oneself.	Kuvugana mukoresheje amajwi.

SAFETY UMUTEKANO	911	A telephone number intended for use in emergency circumstances only to call for help from the police or the fire department.	911
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	Carbon monoxide detector	A device that detects the presence of carbon monoxide (CO) gas to prevent carbon monoxide poisoning.	Icyuma gitahura ibyuka bya karubone
	Emergency contact	A person such as a family member or friend who should be contacted in case of an emergency.	Nomero y'ubutabazi
	Emergency services	Public organizations or government entities that respond to and deal with emergencies when they occur, especially those that provide police, ambulance, and firefighting services.	Serivisi z'ubutabazi bwihutirwa
	Fire Department	An emergency service dedicated to responding to unintentional, destructive fires	Ishami rishinzwe kuzimya inkongi y'umuriro
	Fire extinguisher	A fire extinguisher is a handheld device usually filled with a dry or wet chemical used to extinguish or control small fires.	Kizimyamwoto
	Life insurance	A contract between an insurance policy holder and an insurer or assurer, where the insurer promises to pay a designated beneficiary a sum of money (the benefit) in exchange for a premium, upon the death of an insured person (often the policy holder).	Ubwishingizi bw'ubuzima
	Paramedics / Emergency Medical Technicians (EMTs)	A paramedic is a healthcare professional who responds to emergency calls for medical help outside of a hospital. Paramedics mainly work as part of the emergency medical services (EMS), most often in ambulances.	Inkeragutabara z'abaganga/Abaganga batabara bwangu(EMTs)

	Poison Control	<p>A medical service that provides immediate, free, and expert treatment advice and assistance over the phone in case of exposure to poisonous or hazardous substances. Poison control centers answer questions about potential poisons in addition to providing treatment management advice about household products, medicines, pesticides, plants, bites and stings, food poisoning, and fumes.</p> <p>The American Association of Poison Control Centers manages a 24-hour hotline (1-800-222-1222), which is continuously staffed by pharmacists, physicians, nurses, and poison information specialists who have received dedicated training in the field of toxicology. Calls to the number are automatically routed to the poison control center that covers the territory from which the call is placed.</p>	Uburyo bwo kurwanya uburozi
	Police	An emergency service which handles crime and law enforcement.	Polisi
	Smoke detector/alarm	A fire-protection device that automatically detects and gives a warning of the presence of smoke.	Akuma gatahura umwotsi/impuruza

BUDGETING AND PERSONAL SAFETY GUTEGURA INGENGO Y'IMARI NO GUKORESHA UMUTEKANO	Automated Teller Machine (ATM)	An electronic banking outlet that allows customers to complete basic transactions without the aid of a branch representative or teller. Anyone with a credit card or debit card can access most ATMs.	Icyuma cyo kubikuzamo amafaranga (ATM)
	Bank	A financial institution licensed to receive deposits and make loans.	Banki
	Budget/Financial planning	A comprehensive evaluation of an individual's current pay and future financial state by using current known variables to predict future income, asset values and withdrawal plans.	Gutegura ingengo y'imari/Gukoresha amafaranga
	Check	A check is a document that orders a bank to pay a specific amount of money from a person's account to the person in whose name the check has been issued. A check may be used to pay expenses such as utilities, rent, etc.	Sheki
	Checking Account	A checking account is a deposit account held at a financial institution that allows withdrawals and deposits. Also called demand accounts or transactional accounts, checking accounts are very liquid and can be accessed using checks, automated teller machines (ATMs), and electronic debits, among other methods. A checking account differs from other bank accounts in that it often allows for numerous withdrawals and	Konti isanzwe

		unlimited deposits, whereas savings accounts sometimes limit both.	
	Credit	A contractual agreement in which a borrower receives something of value now and agrees to repay the lender at a later date, generally with interest.	Umwenda
	Credit card	A payment card issued to users (card-holders) to enable the card-holder to pay a merchant for goods and services based on the card-holder's promise to the card issuer to pay them for the amounts plus the other agreed charges.	Ikarita y'umwenda
	Credit history	A record of a borrower's repayment of debts. Refugees typically will not have a credit history upon arrival, but timely repayment of the IOM travel loan can help build credit history.	Uko wagiye wishyura umwenda
	Debit card	A payment card that can be used in place of cash to make purchases. Unlike a credit card, when using a debit card, the money must be in the cardholder's bank account at the time of a purchase and is immediately transferred directly from that account to the merchant's account to pay for the purchase.	Ikarita yo kwishyuriraho
	Electronic payments / online payments	Electronic or online payments allow you pay expenses such as utilities online through the utility company's website.	Kwishyurana mu ikoranabuhanga/kwishyura kuri murandasi
	Expenses	Expenses are costs associated with things such purchasing food for your family, paying	Ayakoreshejwe/ibyakoreshejwe

		bills and utilities, paying rent, maintaining a car, etc.	
	Income	Income refers to the money that a person or entity receives in exchange for their labor or products.	Ayinjira/ibyinjira
	PIN (Personal Identification Number)	A personal identification number (PIN) is a numeric passcode used in the process of authenticating a user accessing a system. Debit cards, for example, have PINs that you must input when using the card.	Umubare w'ibanga
	Savings account	A savings account is an interest-bearing deposit account held at a bank or other financial institution. Though these accounts typically pay a modest interest rate, their safety and reliability make them a great option for parking cash you want available for short-term needs.	Konti y'ubwizigame
	Wire Transfer	A wire transfer is an electronic transfer of funds via a network that is administered by banks and transfer service agencies around the world. Wire transfers involve a sending and receiving institution and require information from the party initiating the transfer, such as the receiver's name and account number.	Iyoherezwa ry'amafaranga

DIGITAL TECHNOLOGY AND LITERACY IKORANABUHANGA RIGEZWEHO N'UBUMENYI BWARYO	Desktop computer	A desktop computer is a personal computer designed for regular use at a stationary location on a desk due to its size and power requirements.	Mudasobwa yo mu nzu
	Download	Copying data from one computer system to another, typically over the internet.	Gupakurura ibiri kuri murandasi
	Email	A way to send and receive messages electronically between devices connected to the Internet.	Imeyeli
	Laptop computer	A small, portable personal computer that can be used anywhere and does not require a desk or a workstation.	Mudasobwa ngendanwa
	Meeting ID	The meeting number that is associated with a Zoom meeting.	Ijambo-ndanga ry'inama
	Mobile application	A mobile application or app is a computer program or software application designed to run on a mobile device such as a phone or tablet.	Porogaramu ya telefoni
	Mute/unmute	Mute – the act of disabling the sound on a computer or an application, such as Zoom, so that a person's voice cannot be heard. Unmute – reversing the mute function.	Kuramo ijwi/subizamo ijwi

	Password	A string of characters comprising letters and numbers known only to the user, that allows access to a computer system or service.	Ijambo-banga
	Scam/Fraud	Scam or internet fraud is a type of deception which makes use of the Internet and provides incorrect information for the purpose of tricking victims to provide money.	Uburiganya/ubushukanyi
	Security questions	Security questions are a common method of identity authentication. When creating an account or signing up for a service online, users will confidentially share the answers to secret questions such as “what city were you born in?”, or “what is your favorite sport?”	Ibibazo byerekeranye n’umutekano
	Smartphone	A smartphone is a portable computer device that combines mobile telephone functions and computing functions into one unit.	Telefoni igezweho
	Tablet	A tablet computer, commonly shortened to tablet, is a mobile device with a touchscreen display. Tablets function mostly like personal computers and run mobile operating systems.	Tablet
	Text message/SMS	The service allows users to send and receive messages between smartphones and other mobile devices.	Ubutumwa bugufi kuri telefoni

	Username	An identification used by a person with access to a computer, network, or online service.	Izina ry'ukoresha porogaramu
	Wi-Fi	A wireless networking technology that allows devices such as computers, smartphones, tablets, printers, etc., to connect to the Internet.	Wi-Fi / Interineta y'inziramugozi