

Refugee Name:



Family Mentor Teaching Checklist

This list is meant to be completed over the course of the first year of case management with the guidance of the case manager. We have divided tasks to correspond to the 7 Areas of Self-Sufficiency that case managers track for each of their clients over the course of the client's case management. The 7 Areas of Self-Sufficiency are:

1. Employment
2. Housing
3. Health
4. Education
5. Language & Cultural Knowledge
6. Community/Family Support
7. Life Skills

Priority levels within categories are ranked 1 through 4. Items marked with a 1 are to be taught first. Keep in mind that each family is different and may already know some of these things.

Activity	Priority	Date Covered	Notes
Employment			
Explain that it is important to cooperate with Job Developers.	1		
Explain the necessity of maintaining positive relationships with supervisors (working hard, being punctual, etc.)	1		
Explain that you must create a local job history; this means accepting entry level jobs, no matter your work history.	2		
Practice interviewing strategies, including speaking about yourself and your work history in English.	3		
Practice filling out blank applications; create a master copy that can be taken with them on job searches.	4		
Education			
Explain that children must be enrolled in and attend school. Make sure they know how to get there and why it is important to be on time.	1		

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Explain the U.S. school system including the different education options available to adults (ESL, higher education, and community education classes).	2		
Housing			
Explain the importance of caring for your home, keeping it clean and maintaining a positive landlord-referral record.	1		
Explain where the trash should be taken and (if applicable) what days it is collected.	1		
Go through the house and demonstrate how to safely use all household appliances such as: the stove, microwave, refrigerator, garbage disposal, vacuum, blender, toaster, etc.	1		
Explain how to use the restroom including: what items should and should not be flushed down the toilet; what to do when a toilet becomes clogged; etc.	1		
Demonstrate how to: use the vacuum, use brooms and dustpans, mop, hand-wash dishes, clean sinks and toilets, clean glass and mirrors.	2		
Explain the use of the dishwasher and what types of soaps are acceptable to use in them.	2		
Explain the use of the thermostat, what acceptable temperature ranges are and how to switch between furnace and A/C use.	2		
Demonstrate how to use sinks and how to access hot and cold water.	3		
Explain the importance of locking doors when leaving the house at night.	3		
Explain safety issues regarding electricity (sockets, water, etc.)	3		
Demonstrate how and when to check fire alarms.	4		
Health			
Explain what is, and what is not a medical emergency. Explain how to receive emergency assistance.	1		

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Explain how to make emergency calls, including giving them your name, address, the language you speak, and how to ask for an interpreter. 911 can be dialed from a pay phone for free.	1		
Follow-up with the family on how to get to their Primary Care Physician's office by bus.	1		
Explain who the police are and what their purpose is and that you can trust them.	1		
Explain how to, and why, the police should be called.	1		
Explain how to, and why, you would call a fire truck.	1		
Explain that Medicaid cards need to be taken to doctor's appointments and explain the consequences of being late for an appointment. (late fees)	1		
Explain the importance of washing hands and when to do it (after using the restroom, after coughing or sneezing, before and after preparing food, etc.)	1		
Demonstrate how to navigate pharmacies, how to purchase over-the-counter medications, and how get help from a pharmacist.	1		
Demonstrate how to brush teeth and explain that it should be done at least twice a day.	2		
Explain when it is appropriate to go to the doctor and how to make a doctor's appointment.	2		
Explain the necessity of proper personal nutrition.	2		
Explain expiration dates and food safety.	2		
Language and Cultural Knowledge			
Explain that speaking English is crucial to everything from employment to grocery shopping to making friends etc.	1		
Explain that communication is of the utmost importance so asking for an interpreter is ok; how to request one.	1		

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Memorize and write each family members' name, address, and phone number.	1		
Memorize their case manager's name and phone number.	1		
Create a phone list including home number, doctor's number, emergency numbers, and the CCS office number.	1		
Practice how to tell time.	2		
Work on spelling and articulating names clearly over the phone.	3		
Practice leaving messages on the phone for others.	3		
Practice retrieving voicemails.	4		
Share the U.S. measuring system: inches, feet, yards, cups, quarts, gallons, Fahrenheit, ounces and pounds (most clients know the metric system). Include a description of common abbreviations.	4		
Community/Family Support			
Explain the necessity of proper care, nutrition, and supervision of your baby.	1		
Explain what discrimination looks like and how it's unacceptable under any circumstances.	1		
Locate nearest house of worship that aligns with the client's religion	2		
Locate local cultural events and activities that align with the client's home culture	2		
Locate the local Refugee Community Based Organization (RCBO) that aligns with the client's home culture (<i>if applicable</i>).	3		
Determine where local specialty markets are that may carry food that is specific to the region your client family is from.	3		
Explain to clients how they can ask for additional volunteers as needed	3		
Life Skills			
Explain U.S. definitions of child abuse and encourage nonviolent forms of discipline.	1		

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Explain that abuse of any kind (child, spouse, etc.) is against the law.	1		
Follow-up on budgeting with the budget your case manager made for your family and how to use calculators.	1		
Explain currency values and names of the various bills and coins.	1		
Explain that initial financial assistance is temporary and, if able to work, some employment will be necessary after the assistance runs out.			
Explain how to use the bus, make transfers, pay the fare, how to signal you want to get off, etc. (once they receive bus passes).	1		
Explain the various street signs and traffic signals and how to navigate crosswalks.	1		
Explain how to find prices and explain sales tax.	2		
Show a map of UTA bus routes and which ones could be taken to get from home to commonly visited locations (CCS Office).	2		
Help your family orient themselves to their immediate neighborhood by taking walks with them.	2		
Locate the nearest grocery store, convenience store, post office, park, pharmacy, bank, clothing/shoe stores, and movie theater.	2		
Explain and demonstrate the Trax system.	2		
Explain how to use the washing machine to wash clothes and acceptable soaps for use.	2		
Explain how to use the dryer, dryer sheets, and about cleaning the lint trap.	2		
(If applicable) locate the nearest Laundromat and demonstrate how to use it.	2		
Demonstrate how to read clothing tag instructions (water temperature, bleaching instructions, and washer settings) and how to change settings on the washer and dryer.	3		
Explain the importance in the U.S. of being on time for appointments.	2		

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Explain that when you shop for groceries, you should not eat the food or put merchandise in your pockets or purse.	2		
Explain general laws, such as how drivers must possess a license, the consequences of drinking and driving, and the legal driving, smoking, and drinking ages.	2		
Locate the nearest community center (library, YMCA, recreation center, etc.)	3		
Show your family where to find coupons and shopping ads and how to use them.	3		
Show how to get to your local library, how to get library cards, explain late fees and due dates. Show where native language books can be found.	4		
Explain the mailing process including cost of stamps, how to use them, and the cost of mailing letters and packages to foreign destinations.	4		
Show a map that indicates where the United States is, where Utah is, and where Salt Lake City is.	4		

Client Signature:

Case Manager Signature:

Volunteer Signature:
