

GENERAL STRATEGIES

COMMUNITY CONTACT LIST



INSTRUCTION SHEET

INSTRUCTIONS:

As services, organisations, agencies and their contact numbers vary from community to community (and have a habit of changing over time and elections), it is important for the students to practise making contacts themselves and assembling a list of resources available and relevant to them in their own communities.

Begin by asking students what community organisations they know of in the community, and ask them what services they provide. This should generate some discussion in the class as students ask each other about experiences with these services. The instructor should write down the type of resource and names of agencies providing the service on the board.

Once students have shared all the resources they know of, ask them if there is anything missing, or if there is something they'd like some information about. This should generate a second list of more general "needs" with other students and the instructor suggesting leads to finding help in the community to fill them.

Beginning with the list of needs, break it into general types, i.e. the elderly, children, employment, violence, crime prevention, cultural groups, etc. (If students have a hard time coming up with the previous "needs" list, you may use this more general list of examples to solicit specific community contacts from the students).

The real work begins when the student choose (or are assigned) services to investigate. Individually or with a partner, students are to use whatever resources are available to them (Blue Pages, Ministry contacts, classmates' suggestions, etc.) to get a brief description of the agency, service, organisation, how to contact it, its services, any eligibility requirements, etc.

pre-teach: role play asking for information

REQUIRED STRUCTURES: social registers for making enquiries, asking for information.

REQUIRED VOCABULARY: *service, agency, organisation, website, services offered, programmes available, cost*

GROUP SIZE: whole class to brainstorm needs, individuals and pairs to source information

HANDOUTS: Community Resources worksheet

OTHER MATERIALS REQUIRED: local telephone book, Enquiry BC 1-800-663-7867

(387-6121 in Greater Victoria, 604-660-2421 in the Lower Mainland) Blue Pages of the telephone book, Reference Canada 1-800-662-6232 or www.canada.gc.ca

RELATED GRAMMAR: modals for suggestion and advice

FOLLOW-UP ACTIVITIES:

Invite guest speakers from the agencies contacted to give a presentation to the class

Enquire about volunteering opportunities in the community

Discuss any service gaps and what can be done to help those in need

Ask what types of services are available to people in students' 1st countries

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WORK SHEET

TYPE OF SERVICE: _____

AGENCY/ ORGANISATION'S NAME: _____

HOURS OPEN: _____

PHONE NUMBER (AND WEBSITE ADDRESS): _____

ADDRESS: _____

HELP IS AVAILABLE IN THESE LANGUAGES: _____

SERVICES OFFERED: _____

PROGRAMMES AVAILABLE (AND COST): _____
