

	SECTION 1:	[INSERT LANGUAGE NAME HERE]
	Safe, Smart and Healthy <i>Keys to Success in Your New Home</i>	VO: Safe, Smart and Healthy VO: <i>Keys to Success in Your New Home</i>
	SECTION 1: Medical Care and Health Insurance	VO: Medical Care and Health Insurance
	Video	Audio
		VO: Three refugee families adjust to living in the United States. They each learn about the medical system in this country and what they need to do to get the medical care they need.
2	Doctors Office 1	VO: Mrs. Li has learned about Primary Care . Primary Care is when you <i>make an appointment</i> to go to the doctor's office because you are not feeling well... or, to get a <i>checkup</i> . Mrs. Li takes her young daughter to the doctor for a checkup. She is in very good health.
3	Doctor 1	SYNC: "Come back and see me in one year."
4	Mr. Adam at home; calls doctor	VO: Mr. Adam is not feeling well, and would like to see a doctor right away. The office of the doctor where he <i>usually</i> goes is not open on the weekend, or at night.
5		VO: He goes to Urgent Care . The Urgent Care office is open and can see him without an appointment. Mr. Adam has an ear infection. He must take medicine and follow the directions exactly.
6	Doctor 2	SYNC: "You will feel better in a few days."
7	Ba family at home	VO: Mrs. Ba has cut her hand badly while cooking. It looks like a severe cut. Her husband wraps her hand in a towel and drives her to the Emergency Room at the hospital.
8	Mr. Ba	SYNC: "My wife has cut her hand."
9	Mrs. Li on phone	VO: When Mrs. Li used <i>primary care</i> , she called the doctor's office to schedule an appointment. Because she doesn't speak English, the doctor's office has provided a <i>telephone interpreter</i> .

10	Li's arrive at Doctors Office 1	VO: For scheduled visits, you must arrive at the doctor's office <i>15 minutes</i> ahead of your appointment time. Bring your insurance card, and any payment you are responsible for.
11	Mrs. Li on phone	VO: If you cannot go to your appointment, you must call the doctor's office in advance to let them know. You can cancel the appointment, or change it to another day . If you do not call and you miss the appointment, you may have to pay for the appointment anyway.
12	Patient/Doctor	VO: Mrs. Li took her daughter to their regular doctor for her checkup. This person is also known as your " primary care doctor ." Call your regular doctor for an appointment when you have a cold, flu, or minor aches and pains.
13	Urgent Care clinic	VO: Mr. Adam went to the <i>Urgent Care</i> clinic. Go to urgent care when you have more serious pain, that cannot wait for a scheduled appointment during regular office hours—like an ear infection or sprained ankle or wrist.
14	Emergency Room Patient/Doctor 911 flashes onscreen	VO: Mr. Ba took his wife to the Emergency Room , because she was badly injured and her hand was bleeding heavily. Only go to the emergency room if your life is in danger, like a heart attack, stroke, asthma attack, severe burn, or a severe cut. If you <i>cannot</i> get to the hospital, call 9-1-1 on the telephone and ask for an ambulance. Do <i>not</i> go to the emergency room for minor aches and pains.
15	ER Doctor	SYNC: "This cut needed stitches, but it will heal in a few weeks."
16	Doctors office 1 Li and daughter with interpreter	VO: When you see a doctor, you have the right to have a <u>professional interpreter</u> . This language expert interprets everything you say, and everything the doctors and nurses say, so that you understand each other perfectly. Providing an interpreter is the responsibility of the doctor or hospital. Requesting an interpreter will <i>not</i> cost you any extra money.

17		<p>Mrs. Li's doctor provided an interpreter when they met for her daughter's checkup. The interpreter helped Mrs. Li understand exactly what she needed to do to help her daughter stay healthy.</p> <p>Do <i>not</i> use your own family or friends as interpreters. This needs to be done by a trained professional.</p> <p>You cannot use any <i>children</i> as interpreters.</p> <p>When scheduling an appointment with any <i>new</i> doctor, be sure to let them know that you need an interpreter in your language.</p>
18	Nurse with language selection card	<p>SYNC: "Point to your language and we will get you an interpreter."</p>
19	Financial/Insurance meeting at doctor's office	<p>VO: When you see a doctor, you will need to pay for <i>your share</i> of the visit. Even if you <i>have</i> insurance, you will usually need to pay some of the cost for yourself.</p>
20		<p>It is important to arrive <i>on time</i> for your appointment. If this is not possible, you must <u>call</u> 24 hours in advance to change or cancel your appointment.</p>
21	Waiting at bus stop	<p>VO: Mrs. Li plans for <i>transportation</i>, to make sure that she and her daughter get to the doctor's office so they will not be late.</p>
22	Mrs. Li collects medical records into file folder	<p>VO: Bring <i>all</i> of your medical records with you. You need to keep all of your records well organized and stored in a safe place, because you will need them when you want to change your status from refugee to permanent resident.</p> <p>Make sure that your records show <i>all</i> the immunizations, tests and other important medical treatment that you have received.</p>
23	Doctor	<p>SYNC: "Do you have your medical records with you?"</p>

24	<p>Refugee health screening forms</p> <p>Civil Surgeon giving TB test</p>	<p>VO: Most of the medical tests and treatment you need to change your status are provided to you free, beginning with your Refugee Health Screening.</p> <p>When you want to change your status and become a permanent resident, if you <i>don't</i> have records to prove you had these medical tests and treatment, you will have to pay the <i>Civil Surgeon</i> to give you immunizations again.</p>
25	<p>Resettlement Office</p> <p>Caseworker reviews file while on phone</p>	<p>VO: When Mr. Adam arrived in his new city, a case worker at the resettlement agency made an appointment for him to visit a doctor's office and begin his Refugee Health Screening.</p> <p>These visits to the doctor are to identify any health problems you might have that could interfere with work or school. We want your new life in America to be successful—with a good job for you, and a good school for your children. If you or your family are sick, it will be hard for you to go to work, or for your children to go to school.</p>
26	<p>Doctors Office</p> <p>Mr. Adam shows medical records to doctor and nurse</p>	<p>VO: Mr. Adam took his medical records to the doctor's office. It is important for you to bring all the medical records that you brought with you on the airplane, and show them to your doctor.</p> <p>You must tell the doctor about any sickness or other health problem you have now, or if you were ever sick or had surgery before you came to America.</p>
27	<p>Child getting lead test</p>	<p>VO: The Refugee Health Screening includes many tests and shots. It also includes lead testing for children. It is very important that you remember to take your child back for a second lead test, three months after the first test. The doctor needs the results from both tests to keep your child healthy.</p>

28		When children or adults are exposed to lead , for example from swallowing paint or dirt that contains this metal, it can be very harmful to them. Having even small amounts of lead in your blood, whether from breathing, touching or swallowing lead, can cause brain damage, anemia, pain in muscles and joints, and other very serious health problems.
29	Child gets <i>second</i> lead test	Remember that checking your child's blood for lead a second time is very important, to make sure they are healthy.
30	Doctors office 2 Blood test, Skin test, X-ray Nurse gives container to Mr. Adam; he returns with stool sample	VO: It is important to participate in <i>all parts</i> of the Refugee Health Screening. When the nurse provides you with a container to bring back a stool sample, it is very important that you follow the instructions <i>exactly</i> . The test is necessary to see if you have parasites or germs that can make you and your family sick.
31	Doctor gives referral document to patient, so he can go a specialist.	If the doctor or nurse discovers that you are sick or need further medical care, they will give you a referral . This means they will make an appointment for you to visit <i>another</i> doctor, so you can get better. It is very important that you go to these appointments, so you can get help for any illnesses or other problems you have with your eyes, ears, or teeth.
32	Mr. Adam enters Doctors office 3	VO: These appointments are called follow-up appointments . You will need to bring your health insurance card to your follow-up appointments.
33	Receptionist on camera:	SYNC: "Do you have your health insurance card?"
34	Doctors office 3	VO: You do not have to pay for your Refugee Health Screening. But all your other health care will cost money. The cost can be reduced if you have a government health insurance card, or a health insurance card from your work.

35		<p>VO: Mr. Adam has only been in America for three months. He still uses his <i>government</i> health insurance card.</p> <p>You have a government health insurance card for your first <u>eight months</u> in America. After eight months, you <i>might</i> still have a government health insurance card, especially if you have children.</p>
36	<p>Office Conference room Mr. Ba receives benefit card</p> <p>Mrs. Ba gets folder with insurance info</p>	<p>VO: Mr. and Mrs. Ba have been in America for over a year, and no longer have a government health insurance card. They have both found jobs at companies that offer health insurance for employees.</p> <p>If you do not receive a government health insurance card, you should try to find a job that offers health insurance.</p>
37	Looks in phone book for a doctor	<p>If you do not have any health insurance card, you should find a doctor's office that is low cost. Ask your case worker for a list of low-cost clinics.</p> <p>Visiting a doctor without a health insurance card can be very expensive, and <u>you</u> would be responsible for paying the bills received from your doctor's office.</p> <p>If you <i>don't</i> pay those bills, it will be hard for you to buy a car or get a good apartment later on.</p>
38	Obstetrician or Gynecologist consults with patient	<p>VO: Mrs. Li and Mrs. Ba also go to an obstetrician or gynecologist. If you are a woman, you may be referred to one of these doctors. They are experts in taking care of women.</p> <p>These doctors can help you when you are pregnant, providing prenatal care. This is very important if you are going to have a baby.</p> <p>Your baby will be <i>healthier</i> if you have prenatal care.</p>
39		<p>These doctors can also help with other health issues that only women have, such as menstruation or menopause.</p>

40	2 nd Doctor consults with patient	<p>These health professionals, and other doctors and nurses, can help you with family planning. Family planning is important so you will only get pregnant when you are ready, and can have only the number of children that you want to have.</p>
41 *		<p>Mrs. Li has chosen to have just two children, and practices family planning with the help of her doctor.</p> <p>How many children you have is your decision. You have a choice about how much time to wait between one child and your next pregnancy. Talk to your doctor or nurse any time you want information about family planning.</p>
42	Mother and daughter talk with doctor and nurse	<p>VO: Your children may be <i>referred</i> to a pediatrician by another doctor. Pediatricians are doctors who specialize in treating children.</p> <p>It is important that your children see their pediatrician on a regular basis, so that they grow up healthy and strong.</p>
43		<p>Remember to bring all of your child's medical records to the first visit with the pediatrician.</p>
44	Doctors office 6 Mr. Ba with new doctor	<p>VO: Mr. Ba sees a doctor regularly to control his arthritis. You may be referred to a doctor if you have <i>chronic</i> conditions.</p> <p>Chronic conditions <i>last for a longer time</i>, and include diseases such as high blood pressure, diabetes and arthritis. They need to be checked by a doctor on a regular basis.</p> <p>If you have a chronic disease it is important to see your doctor regularly, so that they can check and see how you are doing.</p>
45		<p>What you eat and drink and what medicines you take all have an effect on you. Be sure to tell your doctor about what you eat and drink and any medicines you take—including any vitamins, herbal supplements and home remedies. They also need to know if you drink alcohol or smoke tobacco, and <i>how much</i>.</p>

46	Doctor on camera	SYNC: "Tell me about your diet. What do you eat and drink regularly?"
47	Doctors office 7 Mr. Ba at home not sleeping, arguing with family	VO: It is common to need to see a doctor about pain and suffering you have in your head and your mind. Do not be embarrassed if you need to talk to someone because you feel sad or worried. Your previous difficulties can stay with you, and current problems can make it hard to sleep, give you bad dreams, or cause trouble in your relationships. If you have some of these feelings, it is good to talk to someone who is an expert in mental health.
48	Doctors office 7 Mr. Ba talks with counselor.	If you flash back to memories of the past, have regular nightmares, guilt or anger, or difficulty sleeping, you may need the help of a mental health expert. This kind of care might be provided by a counselor, psychiatrist or social worker. It is important to get help, so that you can go to work. Going without help can be hard for you and also your family. You will <i>not</i> be punished or taken away from your family because of asking for help with your mental health.

	SECTION 2:	[INSERT LANGUAGE NAME HERE]
	SECTION 2: Medications and Home Remedies	VO: Medications and Home Remedies
99	Grocery Store Mrs. Li looks at “over the counter” medicines on the shelf	<p>VO: Mrs. Li is always careful when she uses medicines she purchased at the grocery store or drug store. These are called “over the counter” medicines, because you can buy them without needing a doctor’s prescription.</p> <p>If you don’t know the name of the medicine you need or have any questions, ask the pharmacist. This is a person with special training about medicines—including medicines that don’t require a prescription.</p>
100		<p>She always reads the directions carefully and only uses them for their intended purpose. Do not take more medicine than is indicated in the instructions—it will not make you feel better any faster.</p> <p>Be careful to read the instructions about giving medicines to <i>children</i>. Sometimes, they need smaller amounts, a completely different version of the medicine, or shouldn’t take it at all.</p> <p>If you don’t get better after taking medicines you purchase at the store, go see a doctor.</p>
101	Doctor writes prescription, hands to Mrs. Li Mrs. Li leaves doctor’s office with prescription in her hand	<p>VO: Other times, Mrs. Li has gone to the doctor’s office and been given a prescription by the doctor. A prescription is for medicine that will treat a specific problem you have. Make sure you tell your doctor about all the medicines or cures you are taking, including other prescriptions and home remedies.</p>
102		<p>Some medicines you can only get with a prescription from your doctor. When you leave the doctor’s office, you take the prescription to the pharmacy with your insurance card to get the medicine. Depending on what kind of insurance you have, you <i>may</i> have to pay part of the cost for each prescription.</p>

103	Doctors office 1: nurse -	<p>VO: It is extremely important that you follow the instructions given to you by your doctor and the pharmacist who gives you the medicine. If you do not understand the instructions, ask for them to be repeated, or request an interpreter.</p> <p>Take the exact amount of medicine that they tell you. Take it at the time of day they tell you. And continue taking the medicine for the number of days or weeks they tell you.</p> <p>Never <u>share</u> medicine with family or friends. A prescription medicine should only be taken by the patient it is for.</p>
104	Mr. Ba at home, feels bad from the medicine	<p>VO: If you have a bad reaction to a medicine, if it makes you feel worse or you have an <i>allergic reaction</i>, <u>stop taking the medicine and tell your doctor immediately.</u></p> <p>For example, if taking the medicine gives you breathing problems, chest pains, a rash, or stomach problems, this might be an allergic reaction and you should talk to your doctor <i>immediately.</i></p>
105		<p>If the prescription is for antibiotics, you must take ALL of the medicine you are given, even <i>after</i> you are feeling better. Finish <i>all</i> of the antibiotics.</p>
106	Mrs. Ba removes medicine from suitcase	<p><i>Only</i> use antibiotics that you have gotten from a prescription from your doctor. <i>Never</i> use antibiotics brought from other countries by family or friends. When antibiotics are not used correctly, you and your children can become <i>even sicker</i>, and it will take longer to get well.</p>

107	Mr. Adam checks calendar, to make sure he keeps taking tuberculosis medicine for the entire scheduled time.	<p>If your prescription is for a tuberculosis infection or to <i>prevent</i> tuberculosis, you must take <i>all</i> of the medicine for the <i>entire time</i> of the prescription. Sometimes tuberculosis medicine is prescribed for 9 months. It is very dangerous to stop taking this medicine before using it <i>all</i>.</p> <p>If you do <i>not</i> complete all the months of medicine for tuberculosis, you can jeopardize your immigration status and it will be harder to become a permanent resident or citizen.</p>
108	Doctors office 3 nurse:	SYNC: "Do not use medicine that is old or expired. Look at the date on the bottle. It will show a Month/Day/Year. If today is after that date, throw the medicine in the garbage."
109	Mr. Adam at home, on phone	<p>VO: If over-the-counter medicines or your home remedies do not make you feel better, be sure to go see the doctor.</p> <p>If you have to take medicine during a longer period of time, you will need to go to the pharmacy and get more. This is called a refill.</p>
110	Mr. Adam drives car to pharmacy	You can <i>call</i> your doctor's office, and ask them to call the pharmacy with your refill prescription. You can then go <i>directly</i> to the pharmacy to pick it up. Be sure to always bring your insurance card to the pharmacy.
111		Sometimes medicines are paid for by your government health insurance card—or your work health insurance. There will be <i>other</i> times when you have to pay for medicine with your own money.
112	Mrs. Li on phone, talks to the nurse at her daughter's school	VO: Mrs. Li needs her daughter to keep taking her antibiotics during the day while she is at school. She calls the school to talk to the school nurse .

113		<p>If your child needs to take medicine to school, you must contact the school nurse. If you are not comfortable speaking English, the school will provide an <i>interpreter</i> for you, so that you can talk directly with the nurse.</p> <p>Your child should never take <i>any</i> medicine to school that the nurse does not know about.</p>
114	Mrs. Li reads, measures medicine	<p>VO: Mrs. Li is careful to measure out the correct dosage for her daughter's medicine. Because children are smaller in size than adults, they usually need <i>less</i> of the same medicine.</p> <p>Follow the instructions for giving medicine to your children very carefully. Ask the nurse to show you how to give medicine to very small children and babies.</p>

	SECTION 3:	[INSERT LANGUAGE NAME HERE]
	SECTION 3: Substance Use/Abuse	Substance Use/Abuse
92	<p>Corner bar Ba and Adam enter bar and order a drink</p> <p>Bartender asks for identification</p>	<p>VO: Mr. Ba and Mr. Adam sometimes enjoy getting together to have a beer after work. They have learned about the laws in America about alcohol.</p> <p>You must be 21 years of age or older to drink alcohol in America. Mr. Ba and Mr. Adam are both old enough to drink, but must have identification to prove their age.</p>
93	Police car, arresting drunk driver	<p>It is very dangerous and <i>illegal</i> to drive a car if you have been drinking alcohol. For this reason, they make other transportation plans.</p> <p>If you are caught driving while under the influence of alcohol or other drugs, you jeopardize your immigration status and you can be deported.</p>
94		Remember that some medicines can make you tired or sleepy, and make it unsafe for you to drive. This is especially true of some pain medications : these can be <i>especially</i> dangerous if you drink alcohol while taking the medicine.
95	Photos of illegal drugs, narcotics	VO: Marijuana, hashish, cocaine, and heroin are all <i>illegal</i> in America. Using or selling any of these drugs will jeopardize your immigration status and you can be deported.
96		<p>Khat is also illegal in America. Using or selling this substance will also jeopardize your immigration status and get you deported.</p> <p>Some <i>other</i> intoxicating substances used in the country where you lived before may also be illegal in America, <i>including natural substances or plants</i>. Be sure to check.</p>

97		<p>VO: Tobacco and cigarettes are legal in America, but smoking is not permitted inside most buildings. Tobacco smoke is very unhealthy—not only for smokers, but also for their families and any <i>other</i> people who breathe smoke in the room because they are close to a person who smokes.</p>
98	Doctors office 3 nurse	<p>SYNC: “Tobacco and cigarettes cause cancer. Tobacco is bad for the health of your family—including your children, if you smoke around them. Breathing the smoke from <i>your</i> cigarettes can cause them respiratory problems, asthma, and cancer.”</p>

	SECTION 4:	[INSERT LANGUAGE NAME HERE]
	Family Issues and Domestic Violence	VO: Family Issues and Domestic Violence
87		<p>VO: Some of the laws in America may be different than the country you lived in before. Women and men are <i>legally equal</i> in America. Domestic Violence is illegal in America.</p> <p>Domestic Violence is when one person tries to hurt, abuse or gain power and control over another person—through physical, sexual, emotional, verbal or financial abuse.</p> <p>Domestic violence can occur within families or other intimate relationships, regardless of age—and whether people live separately, or in the same household. It can even occur in <i>former</i> relationships. Ninety-five percent of the victims of domestic violence are women.</p>
88	Police officer on camera	<p>SYNC: “It is illegal for men to abuse their wives, sisters, daughters or mothers in America.”</p> <p>VO: Men are not allowed to hit women in America. Men cannot force their wives to have sexual intercourse in America. If a man forces his wife to have sexual intercourse, it is rape, and is illegal.</p> <p>Men are not allowed to have more than one wife in America. If a man has more than one wife, he is breaking the law.”</p>
89		<p>VO: In Ohio, a woman must be 16 years old or older to agree to sexual intercourse. Men cannot have sexual intercourse with a woman younger than 16.</p> <p>If you violate any of these laws, you jeopardize your immigration status and could be deported.</p>

90	<p>911 National Domestic Violence Hotline 1-800-799-7233 Ohio Legal Services 1-866-529-6446</p>	<p>If you or anyone you know is being abused—including men, women, older people or children—call 9-1-1 and report the abuse to the police.</p> <p>If you do not feel safe at home you can call the National Domestic Violence Hotline, 24 hours a day, at 1-800-799-7233. This service can help you locate a shelter near you where you will be safe, and can also provide counseling.</p> <p>You can get legal help from Ohio Legal Services by calling 1-866-529-6446.</p> <p>All of these are toll-free calls, that are <i>free</i> from any telephone.</p>
91		<p>VO: In Ohio, there are many programs available to help children:</p> <p>Head Start is a school program for children ages 3 to 6, a period that is known as “preschool.”</p> <p>WIC stands for <i>Women-Infants-Children</i> in English. This program provides food and food assistance to families, to make sure they have enough to eat.</p> <p>Medicaid is health insurance provided by the government to pay for medical coverage.</p> <p>Help Me Grow provides developmental services for newborns up to 3 years old.</p> <p>Ask your caseworker for a referral to any of these programs.</p>

	SECTION 5:	[INSERT LANGUAGE NAME HERE]
	SECTION 5: Personal Hygiene	VO: Personal Hygiene
49	Li family at home	VO: Mrs. Li has learned how important it is to take care of personal hygiene. Personal hygiene is very important to the health of your family. If your teeth, body, and clothes are not kept clean and washed frequently, you can get sick. Mrs. Li knows that personal cleanliness is also important so that she can be successful at work, and her daughter can succeed at school.
50	Mrs. Li and daughters brush teeth, use dental floss	Mrs. Li and her daughter give special care to their mouth and teeth. It is very important to brush your teeth with a toothbrush and toothpaste every morning. and also before you go to bed. If you don't brush your teeth regularly they will become infected and can cause you pain. They might even fall out.
51	Mrs. Li on camera	SYNC: "Did you brush your teeth Maya?"
52	Ba home	VO: Mr. Ba has learned about the germs that are in mucous. The mucous and spittle from your mouth contain germs that can get people sick. Do not spit inside... ever . Mr. Ba has learned that spitting spreads germs and can make other people sick, and it is considered very impolite in America.
53	Mr. Ba coughs, sneezes	Coughing into the air is another way of spreading germs. It is important to <i>cover your mouth</i> when you cough. If necessary, Mr. Ba covers his mouth with his sleeve, or coughs into his elbow. Or even better, he coughs into a disposable paper tissue, called a Kleenex . He does not cough into his <i>hand</i> , because as soon as he touches things with his hand afterwards, he is spreading germs.
54	Mr. Ba blows nose, uses Kleenex to wipe his nose.	If Mr. Ba has a runny nose, he uses a disposable paper tissue, or Kleenex, and blows or wipes his nose in the tissue. Do not blow your nose into your shirt or your hand.

55	<p>Ba home</p> <p>Washing hands after coughing – show soap and water</p>	<p>VO: Mr. Ba has also learned how very important it is to wash his hands. Anytime he coughs into a paper tissue or touches mucous from his nose, he goes to the sink to wash his hands with soap and water.</p> <p>Washing your hands frequently throughout the day is the most important thing you can do to stop the spread of germs and prevent illness—both for you and your children.</p>
56		<p>Alcohol-based gels for cleaning your hands can also be purchased in stores. This is a good way to keep your hands clean when you are away from home, and soap and water aren't available.</p>
57	<p>Toilet, baby diaper being changed, sitting down to eat</p> <p>fingernail trimming</p>	<p>Everyone should always wash their hands after they use the toilet, and after they change a baby's diaper. It is also very important to wash your hands before cooking or eating food.</p> <p>It is also helpful to keep fingernails trimmed short, and to clean beneath the ends of your fingernails. Otherwise, dirt underneath your fingernails can spread germs to other people.</p>
58	<p>Adam home</p> <p>Mr. Adam prepares for shower</p> <p>Uses deodorant</p>	<p>VO: In addition to washing your <i>hands</i> regularly, it is also very important to wash your body regularly. Mr. Adam has found that the easiest way to do this is to take a shower every day.</p> <p>He takes his shower in the morning before he goes to work, using soap for his <i>body</i> and shampoo to clean his <i>hair</i>.</p> <p>After a shower or bath, he uses antiperspirant (or deodorant) on his underarms, to prevent odor from building up. In order to be successful at work, or for children to succeed at school, it is important that your body be clean and does not have a bad odor.</p>
59	<p>Mrs. Ba in store, looking at feminine hygiene products</p>	<p>VO: Mrs. Li and Mrs. Ba have learned about the feminine hygiene products that are available in America. They use disposable feminine hygiene products they find at the pharmacy or the local grocery store, such as tampons, menstrual pads and panty liners.</p> <p>They make sure to <i>change</i> these regularly, to avoid getting sick and to avoid odor.</p>

60	<p>Li home Puts clothes in washing machine Folds clean clothes</p>	<p>VO: To keep your body clean and avoid odor, it is also important for you to wash your clothing and your bedding on a regular basis.</p> <p>Mrs. Li makes sure that she and her daughter wear underwear only once before washing it, and they put on clean underwear each day.</p> <p>All children and adults should wear clean underwear every day. Children must be covered by underwear when they are not at home, or a diaper if they don't know how to use a toilet yet.</p>
61	<p>Changes socks Shirts and pants in closet</p>	<p>VO: Mrs. Li also makes sure that socks are worn only <i>once</i> before being washed again, and that her family puts on clean socks every day.</p> <p>Shirts and clothing that touches the neck and underarms can be worn one or two times before washing. Pants (trousers) can be worn two or three times before washing.</p>
62	<p>Changes sheets in master bedroom</p>	<p>VO: Mrs. Li also regularly changes the sheets on her own bed and her daughter's bed. She always uses sheets to cover the bed mattress. Sheets should be washed regularly, at least every two weeks.</p>
63	<p>Changes sheets in children's bedroom</p>	<p>If her daughter has an "accident" and urinates or soils the sheets while sleeping, the sheets must be washed immediately.</p> <p>Mrs. Li understands that younger children's bodies can't always hold urine all night long. She would never get angry or punish her child for accidentally urinating in her sleep, because this is natural, and the problem should go away as her daughter gets older.</p>
64	<p>Washing machine and Laundromat</p>	<p>Washing machines are sometimes provided in a furnished apartment building, or can be found in a Laundromat. They are easy to use, and make washing clothes and bedding very simple.</p> <p>Unless you have a washing machine in your <i>own</i> apartment, you need to bring <i>money</i> to operate most washing machines and dryers.</p>

66	Office worker on camera	SYNC: “The restroom is down the hall and on the left.”
65	Mr. Adam walks down the hall at a school	VO: Mr. Adam found the toilets in America to be different than in his country. To be successful at work and school, it is very important that you know how to use the bathroom, and use the toilet correctly.
67	Public bathroom Mr. Adam flushing toilet Second sentence must coincide with a “No” graphic onscreen.	VO: Mr. Adam <u>sits down</u> on the toilet seat to be certain that all of his waste goes into the toilet bowl. Never <u>stand</u> on the toilet seat. When Mr. Adam is finished, he pushes down on the small handle or button to <i>flush</i> the toilet. You must flush the toilet every time it is used.
68	.. universal “no” symbol (red barred circle) Mr. Adam washes hands in sink	Flush only urine, feces, and toilet paper. Do not flush paper towels—or feminine hygiene products like sanitary napkins, menstrual pads or tampons. The toilet should never be used as a wash basin. Mr. Adam also remembers to wash his hands <u>every time</u> after he is finished.
69	Public bathroom 2 Mrs. Ba enters bathroom Uses towel to wash feet	VO: Mr. and Mrs. Ba have learned how to be considerate of others when using a wash basin or sink to prepare for prayer. When you wash your feet, it is best if you bring a cloth or towel to wipe your feet instead of putting your feet up into the sink.
70	Wipes up water with towel	In America it is considered very impolite or rude to use a wash basin or sink in a public place that is meant for <i>hands</i> to wash your <i>feet</i> . If you have to wash your feet in the sink, be sure to wipe up any water that may have splashed around it, and also on the floor.
71	Mrs. Li at home on phone; checks daughter’s scalp	VO: Mrs. Li was notified by her daughter’s school that the children had been exposed to head lice , an insect that buries itself in the scalp. She had to check her daughter’s head and scalp for lice, and then follow specific instructions to get rid of the lice.
72	Buys shampoo at pharmacy	Her daughter needed a medicated shampoo to kill the lice in her hair and scalp, and they then needed to wash all the bedding and clothes in the house with hot water .

74	Pharmacist	SYNC: “This product will get rid of any of the eggs the lice may have laid —otherwise, they can come right back again.”
73		Stuffed animals that cannot be washed must be put inside a sealed plastic bag for two weeks. This kills any eggs that the lice may have left inside.

	SECTION 6:	[INSERT LANGUAGE NAME HERE]
	SECTION 6: Food Safety and Housekeeping	VO: Food Safety and Housekeeping
75	Li family washes hands	<p>VO: Mrs. Li knows how important it is to keep her family healthy. If <u>they</u> get sick, <i>she</i> might not be able to go to work. If her <i>daughter</i> is sick, she cannot go to school.</p> <p>Mrs. Li knows that the most important thing they can do to stay healthy while at work, home or school is to wash their hands often, with soap and water.</p>
76	Doctors office 1 Nurse	SYNC: "Wash your hands regularly, especially after you've used the bathroom and before you sit down to eat."
77	Mr. Li uses kitchen faucet to fill water glass, drinks Children fill a glass from bathroom faucet and drink water.	<p>VO: In America, the same water that comes from the sink where you wash your hands and face is also safe to <u>drink</u>. You do <i>not</i> need to buy bottled water. You can drink the water that comes out of the faucets in both the kitchen and bathroom.</p> <p>Your children should drink this water, because it will make their teeth stronger and help prevent tooth decay or cavities.</p>
78	Ba family prepares, eats food	VO: Mr. Ba knows that he and his wife could become very sick if they do not handle food properly. Even if you do not use utensils like spoons and forks to eat your food, it is very important that you use utensils to serve the food. This avoids spreading any germs on your hands to others, which can cause illness.
79	Family eats at kitchen table	The Ba family eats their food from the table , instead of eating on the floor. This reduces the chance of food having germs from the floor, that can make you and your family sick.
80	Put grocery items away <i>inside</i> kitchen cupboards Put eggs, milk etc. in refrigerator	<p>When the Ba family brings food home, they make sure they store it properly. Bags of beans and rice should be put inside cupboards, and never kept on the floor.</p> <p>Eggs, milk, butter, cheese and meat must be kept in the refrigerator.</p>

81	<p>Raw meat on cutting board Washing hands</p>	<p>When using a knife and cutting board to cut meat, you must use a different clean knife and a different clean cutting board for cutting vegetables or dairy foods.</p> <p>Raw meat can make you very sick. Be sure to wash your hands after you touch any uncooked meat.</p> <p>Mrs. Ba cooks all their food completely, so it does not make them sick. When they are finished, the leftover food is covered and kept in the refrigerator.</p>
82	<p>She discards old food from the refrigerator.</p> <p>Throws food into the trash.</p>	<p>The Ba family pays attention to how <i>old</i> the food in their refrigerator is. Food that is too old can spoil and make you sick. Leftover <i>cooked</i> food should be eaten within three or four days.</p> <p>Packaged food from the store will have an <i>expiration date</i> on it and needs to be eaten before that date. The expiration date will show the month, day and year, like <i>this</i>:</p> <p>When food is old or reaches the expiration date, it should be thrown in the garbage.</p>
83	<p>Adam home</p> <p>Places garbage into trash can inside apartment</p> <p>Takes garbage outside, places in <i>dumpster</i></p>	<p>VO: Mrs. Adam removes the garbage from her apartment regularly. She does not let garbage pile up in their home because it can smell badly.</p> <p>Leaving kitchen garbage inside your home can also attract rodents and insects. These can carry disease that could make your family sick.</p> <p>Every day, the Adam family places all their garbage in plastic bags and takes it outside to the garbage collection bin.</p>

84	Mrs. Adam cleans apartment	<p>In order to stay in your apartment, you must take out the garbage and keep the apartment clean. Mrs. Adam cleans all the rooms in their apartment on a regular schedule.</p> <ul style="list-style-type: none"> • She cleans the kitchen and bathroom with disinfecting products and water. • She cleans the sinks and counters with cleaning products, to prevent germs from spreading. • She wipes out the refrigerator and washes the floor. • She is also very careful not to spread germs from one place to another while cleaning. For example, she would never use a dirty sponge or cloth she just used in the bathroom or on the floor to clean counters, tables, or <i>anywhere</i> in the kitchen. • She cleans the carpeting in the other rooms with a vacuum cleaner. • She washes their towels, sheets, pillow covers, tablecloth and floor cloths, and all clothing in a washing machine on a regular basis.
85	Mrs. Li prepares vegetables in kitchen	<p>VO: Mrs. Li has found out how important it is to choose healthy foods for herself and her daughter. In America, it is very easy to eat too much unhealthy food, and get fat. The Li family makes sure to eat a <i>lot</i> of vegetables and fruits, and <i>some</i> meat and starchy foods. They are very careful not to eat too much salt, oil, sugar, or fat.</p>
86	Sodas, with red universal “no” graphic over them. Mom helps daughter get water to drink	<p>She also makes sure her daughter does not drink too much soda pop, or other drinks with sugar. It is very bad for children’s teeth. It is better for them, and much less expensive, to drink water instead.</p>

	SECTION 7:	[INSERT LANGUAGE NAME HERE]
	Closing	
115*		<p>VO: These three refugee families have learned a lot about living in their new home, America.</p> <p>They have learned how to stay healthy, what to do if they <i>do</i> get sick, and how to follow laws in America that may be different from the country where they lived before.</p>
116	Caseworker at desk, answering phone	<p>VO: If you have any questions, or need further information, please contact your case worker.</p> <p>You are welcome here, and we want your new life in America to be a safe, successful, and happy one for you and your family.</p>