



Educator Resources

Actions You Can Take





We Speak NYC (WSNYC) is a program developed and administered by the Mayor’s Office of Immigrant Affairs that partners with community-based organizations and The City University of New York (CUNY) to bring free ESOL materials and Conversation Classes to immigrant New Yorkers. All materials are available on the WSNYC website—www.nyc.gov/WeSpeakNYC—as a resource for educators interested in incorporating the WSNYC series and accompanying materials into their classrooms.

Actions You Can Take

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Actions You Can Take

An Introduction

This guidebook is a resource for facilitators leading We Speak NYC (WSNYC) community Conversation Classes* for mid- and upper-level English language learners in New York City. It is also available for all educators interested in using the WSNYC series.

In this guidebook, you will find specific actions that students can take to manage situations relevant to the topic of each WSNYC episode, with links to City services and community resources. It was created as a supplement to the Facilitator Guide* for Conversation Class facilitators to use with mid- and upper-level classes interested in learning more about the City services showcased in each episode.

Print out the pages in the guidebook with the actions people can take related to the episodes that you are showing your class. Students can choose one action they want to take individually (or as a class) to learn more about the episode topic or to access City services that may be useful to them or someone they know. There is a **Taking Action Form** on [pages 31-32](#). In class, students can complete the **Before Taking Action** section of the form.

Students may be able to take some of the actions using a cellphone in class, either as a whole class with your facilitation or with a partner. Other actions can be taken for homework. If done as homework, have students share what they learned in the following class.

* Please visit the **About** page of the **WSNYC website** for information about the **WSNYC Program and Conversation Classes** near you:

wespeaknyc.cityofnewyork.us/about/

If you would like to join the program as a volunteer facilitator, you can sign up through the **Sign-up** link. On the Sign-up page, you can also get information about how your organization can partner with the New York City Mayor's Office of Immigrant Affairs to host a WSNYC Conversation Class.

Additional WSNYC Educator Resources

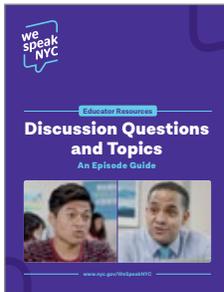
The following additional resources are available in the [Teacher Resources](#) section of the WSNYC website.

Facilitator Guide



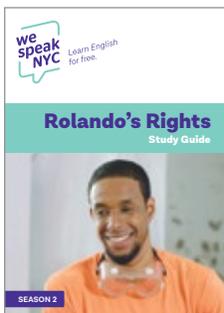
The WSNYC **Facilitator Guide** contains an introduction to the goals and methods of the WSNYC Program, tips for facilitators, and pre- and post-watching activities for discussion about the WSNYC series. The Facilitator Guide can be adapted for use by all teachers incorporating the WSNYC series into their instruction.

Discussion Questions and Topics: An Episode Guide



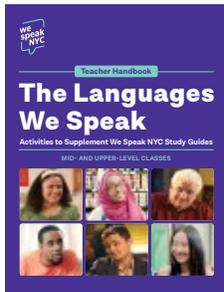
Discussion Questions and Topics: An Episode Guide is a guidebook with discussion questions for each episode. It has *Before-You-Watch* questions and *After-You-Watch* questions. The purpose of the *Before-You-Watch* questions is to connect the topics of the episodes to the lives of your students—to activate their prior knowledge, experience, and thinking about the topics and to open the door to learning and discovery. The *After-You-Watch* questions refer specifically to the characters and plot of the episodes. They go deeper into exploration of their topics and strategies for managing the real-life issues presented in the episodes.

Study Guides



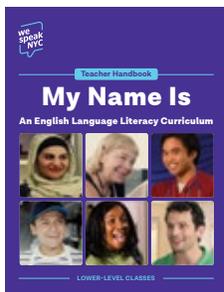
The WSNYC **Study Guides** are student workbooks that reinforce language skills and content learning from the episodes. There is a Study Guide for each episode. Each Study Guide begins with a 10-12 page storyboard with pictures and dialogue from the episode, followed by content- and language-rich exercises for self-study.

The Languages We Speak: A Teacher Handbook



The Languages We Speak is a teacher handbook with classroom activities for using the WSNYC Study Guides for interactive practice in the ESOL classroom. It also contains an introduction to pedagogical principals and methods used in the WSNYC Program.

My Name Is: An English Language Literacy Curriculum



This is a curriculum for teaching the English language literacy skills that low-level learners need to read the **My Name Is** series of short stories. It contains lesson plans and handouts for each **My Name Is** short story.

My Name Is: Short Stories



On the WSNYC website, there is a series of short stories for low-level learners called **My Name Is** that tell the plot of the episode from the point of view of one of the supporting characters. There is also a curriculum for teaching English language literacy skills that accompanies the series.

You can find more resources in [Teacher Resources](#) on the WSNYC website.

Guidelines for WSNYC Discussions

WSNYC episodes deal with real-life problems and solutions. Please keep in mind the following guidelines when discussing “Actions You Can Take” in WSNYC Conversation Classes organized by the Mayor’s Office of Immigrant Affairs:

- When issues and questions about services come up in discussion, refer to the episode and ask what the characters do to solve problems. Ask what a particular character says or does to deal with issues you’re discussing.
- Your class discussions may involve asking the students to talk about their own experiences. Make sure students know that they do not need to share any personal information that makes them uncomfortable.
- Some of the topics in the episodes may be sensitive for students. Prior to each WSNYC Conversation Class, share with the Site Coordinator the topic and services that will be covered in the upcoming episode. Ask the Site Coordinator whether there will be a social worker and/or legal service provider available before or after class that the students can contact to ask more detailed questions.
- The week prior to showing *Respond to Domestic Violence* and *Rafaela’s Test*, let students know about the topic that the class will discuss in the next session. Tell them that together as a class they will be talking about how the characters in the episode respond to the situations in the episode, and about the City services available to support all New Yorkers. Remind the Site Coordinator about the upcoming episode topic and ask about any additional resources the site may have available for community members dealing with domestic violence or mental health challenges. Contact the WSNYC Team with any additional questions.



- Remember, you are not expected to be an expert on any of the topics or City services that are related to an episode. As a volunteer facilitator, you are there to help facilitate conversation and English language learning. Some people in your class may expect you to have technical knowledge or to be an authority on a topic. Let them know that you are not an expert but that they can go online or contact 311 to learn more about the City services available to them.
- Do not give information that you're not sure about. Remind people to call 311, and that 311 has interpreters in their language.
- If you have additional questions about City services or how to handle difficult situations, contact the WSNYC Program Team. They are there to help guide and support you.

Actions You Can Take

SEASON 1

Actions You Can Take to Help Your Children in School

- **Go to the “Find a School” webpage on the DOE website: www.schools.nyc.gov/find-a-school.** Find the telephone number of your child’s school and the school’s website. Call the school and get the name and number of the Parent Coordinator. Visit the school’s website. On the school’s website, find three things about the school that you didn’t know.
- **Call the Parent Coordinator.** Make an appointment to see her or him. Make a list of questions that you want to ask the Parent Coordinator about the school, how the parent coordinator can help you, and what you can do to get involved in your children’s education.
- **Make an appointment to see your child’s teacher.** The Parent Coordinator can help you make an appointment. Make a list of questions that you want to ask your child’s teacher.
- **Talk to other parents.** Find out how they help their children with school. Ask about the schools their children attend and the programs the schools have for their children. Ask what they can do at home and at school to get involved with their children’s educations.
- **Explore the Department of Education’s website to learn about the school system: www.schools.nyc.gov.** There are sections on Enrollment, School Life, Special Education, Multilingual Learners, Careers and more. It has important information for parents. You can also access the website in your first language by clicking on the Select Language icon in the upper right corner. Choose the categories that are most important to you. Look for three pieces of information that you didn’t know about the school system.



- **Find out about Parent Teacher Associations (PTA) and how you can become a member.** Parent Teacher Associations give parents a voice in their child’s educations and schools. In a PTA, you can advocate for students and families. PTAs update parents and families about the school. PTAs also plan and run activities for parents and families. Go to this website to learn more about PTAs: www.schools.nyc.gov/school-life/get-involved/parent-associations
- **Get a NYC Schools Account to see your child’s academic information.** The NYC Schools Account (NYCSA) is a web-based application that lets you to see your child’s academic and biographic information on any computer, phone, or tablet. Go to the NYC Schools Account webpage to find out how you can sign up and use a NYC Schools Account: www.schools.nyc.gov/school-life/support/nyc
- **Go to the “Supporting Immigrant Families” webpage:** www.schools.nyc.gov/school-life/support/supporting-immigrant-families. Find out about services that are available to you and your family.

Actions You Can Take to Help Someone Graduate

- **Go to the “Find a School” webpage on the DOE website: www.schools.nyc.gov/find-a-school.** Find the telephone number of your child’s school and the school’s website. Call the school and get the name and number of the Guidance Counselor. Visit the school’s website. On the school’s website, find three programs that the school has that can help your children do well in school.
- **Make an appointment to meet with the Guidance Counselor.** Ask about the programs the school has to help your daughter or son. Ask about educational choices your child has. Ask what you should know about your child’s education and educational choices. Ask what you can do to help support your child’s education.
- **Make an appointment to see your child’s teacher.** The Parent Coordinator can help you make an appointment. (If you don’t know the Parent Coordinator, call the school to get their name and number.) Make a list of questions that you want to ask the teacher. Find out how you can help your child graduate.
- **Go to the “Supporting Immigrant Families” webpage: www.schools.nyc.gov/school-life/support/supporting-immigrant-families.** Find out about services that are available to you and your family.
- **If you want to study for a HSE (High School Equivalency) diploma for yourself, call 311 or go to www.literacy.cuny.edu and click on “Find Classes” to find a program near you.**



- **Pathways to Graduation (P2G)** provides students with the preparation for a successful future by helping them earn their High School Equivalency diploma. P2G is a full-time free program and is a part of the New York City Department of Education. There are locations citywide. The program is open for students age 17-21. **Go to this website to learn more about P2G:** p2g.nyc/about/
- If you want to go back to school to study for a career, **find continuing education opportunities at The City University of New York at:** www2.cuny.edu/academics/cpe/. Some are free and some have a fee. Find out if you are eligible for financial aid too.

See “**Actions You Can Take to Help Your Children in School**” on **page 9** for additional actions your students can take related to *Stay in School*.

Actions You Can Take to Manage Your Money

- **Call 311 and make an appointment with the Office of Financial Empowerment to get free financial counseling and workshops** on these topics: opening bank accounts, saving and planning for the future, controlling debt, creating a budget, and others.
- **Find out about free financial counseling at: www1.nyc.gov/site/dca/consumers/get-free-financial-counseling.page.** You can sign up online for counseling (one-on-one or with a partner).
- **Call the Financial Empowerment Call Center at (212) 487-4583** to find out about their financial counseling services and sign up to get financial counseling.
- **Call 311 for free help with your taxes.** You may be eligible to get free tax preparation assistance. Ask 311 about it or go to www1.nyc.gov/site/dca/consumers/file-your-taxes.page. You can also text “taxes” to 42033.
- **Call 311 and ask about the Earned Income Tax Credit (EITC).** The EITC is a way to get money back from taxes for work you have done. There are eligibility requirements. Find out if you are eligible. You may be able to get money back from taxes.
- **Visit banks and credit unions in your neighborhood.** A credit union is similar to a bank but it is a non-profit organization. Make a list of questions you want to ask about their services and fees. Bring a friend with you.
- **Ask a bank or credit union for a written explanation of all the fees** they charge for having an account. Ask about fees for:
 - *Using an ATM or debit card.*
 - *Having less money in your account than the minimum balance.*
 - *Cashing checks.*
 - *Writing a check for more money than you have in your account.*
 - *Sending money to your family in the United States or another country.*



Actions You Can Take to Manage Your Health

Health Insurance

- **Call 311 to find out about getting low-cost health insurance** for you and your family. Ask about the “Get Covered NYC” program, which helps New Yorkers find options based on your budget.
- **Compare health plan options and apply online** for assistance that could lower the cost of your health coverage. Go to: nystateofhealth.ny.gov.
You can also call for information and help at this number: **(855) 355-5777**

Getting Check-ups and Visiting a Doctor

- **Make sure you have a regular doctor.** If you do not have a regular primary care physician, ask your health insurance provider for help finding a good one.
- **Bring a friend or family member to the doctor with you.** They can help you understand. Ask the doctor to slow down and repeat what you don’t understand. Take charge like Rosa!
- **Ask for a free interpreter** in City hospitals.
- **Call 311 for the name and contact information of a clinic or hospital near you.**

Getting Screening for Illnesses

- **Call 311** to find out where you can get **screening for asthma, diabetes, heart disease, cancers and other illnesses.** You can get screening for free or at low-cost.

Getting and Staying in Shape

- **Explore the NYC Health website.** It has great information about many programs and services to help you manage your health and stay in shape: www1.nyc.gov/site/doh/index.page

- **“Shape Up NYC”** is a program that helps people get and stay in shape. It offers fitness classes every week at dozens of locations across the five boroughs, including yoga, dance and a lot more. No preregistration is required. Call 311 to get information or find a complete listing of classes, times and locations at: www.nycgovparks.org/programs/recreation/shape-up-nyc



- **“Be Fit NYC”** is another NYC program that provides free and low-cost fitness and recreation opportunities, including swimming, bicycling, tennis, running and exercise classes. You can get information and the location of a recreation center at: www.nycgovparks.org/befitnyc
- **Call 311 and ask for bulletins** (printed information) **on diet and getting in shape.** You can find many health bulletins online at: www1.nyc.gov/site/doh/health/health-topics/healthy-eating-packet.page
- Read the booklet **“Make NYC Your Gym”** to learn about free exercise classes and other ways to get and stay in shape: www1.nyc.gov/assets/doh/downloads/pdf/public/dohmhnews10-02.pdf

Managing Diabetes

- **Visit the doctor to check your:**
 - *Blood Sugar*
 - *Blood Pressure*
 - *Cholesterol*
- **Drink water** instead of soda, alcohol, juice or other drinks that have a lot of sugar.
- **Follow your doctor’s instructions** for taking your diabetes medication.
- **Exercise and keep moving.** See the actions above for getting and staying in shape.

Actions You Can Take to Manage Your Health

See “**Actions You Can Take to Manage Your Health**” for *New Life Café* for important actions to help manage your health and the health of your family. Here are some actions specifically about managing asthma.

- If you have asthma, **ask your doctor about an Asthma Action Plan**. Ask the doctor to go over the plan with you.
- Go to this website to **get more information about asthma, asthma triggers, and making an asthma action plan**: www.health.ny.gov/diseases/asthma/brochures.htm
- **Find out what makes asthma worse** and avoid those triggers.



Actions You Can Take to Quit Smoking and Manage Your Health

See “[Actions You Can Take to Manage Your Health](#)” for *New Life Café* for important actions to help manage your health and the health of your family. Here are some actions about how to quit smoking or to help someone you know quit.

- **Find a good reason to quit and pick a date** to stop smoking.
- **Call 311 and ask for a Quit Smoking program near you.** Or call **866-NY-QUITS** (866-697-8487) for free. You can get a quit coach, nicotine replacement therapy, in-person support in your area, and other help.
- **Sign up for free services at the NY Quitline webpage:**
www.nysmokefree.com/Home/About
- **Get more information about City resources to quit smoking at:**
www1.nyc.gov/site/doh/health/health-topics/smoking-nyc-quits.page
- **Visit your doctor.** He or she can help you quit smoking. (If you haven’t been to a doctor recently, make an appointment. See “[Actions You Can Take to Manage Your Health](#)” for *New Life Café* about finding and seeing a doctor.)
- If you have a friend or family member who wants to quit smoking, **become their Quit Buddy.** Tell them to call you when they want a cigarette. Offer to go for a walk or do exercise together. Get information on helping someone quit here: www.nysmokefree.com/ToolsAndResources/HelpingASmokerQuit
- **See the section on “Getting and Staying in Shape”** in the “[Actions You Can Take to Manage Your Health](#)” for *New Life Café*.



Actions You Can Take to Find Your Way and to Get Your Break

Transportation and Directions

- With a classmate, **go to a subway booth and ask for a subway map.** Then practice reading it together. Using the map, find the fastest way from the conversation class to your home and to work.
- **Go to the MTA Subway Map webpage.** Click on a subway line that you use regularly. Count how many stops it has. Count how many express stops it has. Which stop has the most transfers? What else can you learn about that subway line? web.mta.info/maps/submap.html
- **Go to the MTA Weekender webpage** to find out if there are any service changes for a line you need this weekend: web.mta.info/weekender.html
- **Go to the MTA Subway Service Changes webpage** to find out if there are any changes on weekdays for a line you take: travel.mtanyct.info/serviceadvisory
- **Bus riders:** Find the bus map and schedule for your borough and line here: web.mta.info/maps
- If you have a smartphone, **download the free MYmta app.** Use it to find out about subway and bus schedules in “real time.”
- **Go to the MetroCard Deals and Trips page.** Find out about cultural offerings, and shopping, entertainment and other special deals and fun trips: web.mta.info/metrocard/tourism/mc_promotions.htm



Careers and Big Breaks

- **See *The Seed for a Good Life* (Season 2, Episode 2) for actions you can take related to careers and training.**

Actions You Can Take to Respond to Domestic Violence

- **If you need help right away, call 911.** If you need information and support, call the Domestic Violence Helpline at **1-800-621-4673**. Ask for help to make a “safety plan.”
- **Read about making a “safety plan”** on this webpage: www.safehorizon.org/our-services/safety-plan/

- **If you want to help a friend or family member, talk to him or her.** Let him or her know that you will be there for support. Let the victim make the decisions. Also, **do not talk to the abuser.** It can make things worse. Let the victim get professional help.



- **New York City Family Justice Centers (FJCs)** provide comprehensive safety planning, case management, counseling, criminal justice and civil legal advocacy, and supportive services for survivors of domestic violence, elder abuse and sex trafficking. FJCs are safe, caring environments and are located in all five boroughs. Find a FJC in your borough here: www1.nyc.gov/site/ocdv/programs/family-justice-centers.page
- **FJCs provide one-stop services and support.** Key City agencies, community, social and civil legal services providers, and District Attorney’s Offices are located on-site at FJCs, to make it easier for survivors to get help. Learn more here: www1.nyc.gov/site/ocdv/programs/family-justice-centers.page
- **Visit these websites for more helpful information:**
 1. www.nyc.gov/domesticviolence
 2. www.safehorizon.org
 3. www.sanctuaryforfamilies.org

Actions You Can Take to Participate in the Cultural Life of New York City

- **Visit the City’s free and low-cost museums.** You can pay as little as you want at the Metropolitan Museum of Art, the Museum of Natural History, the Brooklyn Museum, the Queens Museum, the Museum of the City of New York, and certain other museums. Go to this page to get a list of free museums: www.nycgo.com/articles/free-nyc-museums
- **Visit your local library and get a calendar of events.** Libraries have performances and art exhibits for free, for adults and young people. Call 311 to get the address and phone number of the closest library. You can also get this information online.
 - *The web address of the New York Public Library, which has locations in Manhattan, the Bronx and Staten Island, is:* www.nypl.org
 - *The web address of the Queens Public Library is:* www.queenslibrary.org
 - *The web address of the Brooklyn Public Library is:* www.bklynlibrary.org
- **Visit www.nyc.gov/immigrant to learn about programs and resources for immigrants in New York City.**
- **With an IDNYC card you can get free admission to many museums and cultural organizations, and other benefits.** Go to www.nyc.gov/IDNYC and find out about how to get an IDNYC card and all the benefits an IDNYC card can give you and your family!
- **Visit the Department of Cultural Affairs (DCLA) website: www1.nyc.gov/site/dcla/index.page.** What is the DCLA? What can you learn from the website? What programs and initiatives does it have? Visit the website and find out.
- **Share an art or craft tradition from your culture with a friend from another part of the world.** Visit a museum together. Ask each other, “*What kind of show can we put on?*”

Actions You Can Take to Be Prepared for an Emergency

- Go to www1.nyc.gov/site/em/ready/guides-resources.page to get guides and resources for making an emergency plan.
- Call 311 and ask for information about how to prepare for weather or other emergencies.
- Talk to your family about making an emergency plan with an emergency supply kit, emergency contact information, an emergency meeting place and Go Bags. Get a workbook for making an Emergency Plan here: www1.nyc.gov/assets/em/downloads/pdf/myemergencyplan_english.pdf
- Put together an emergency supply kit with enough food and water for at least three days and other supplies your family needs. Have flashlights and batteries.
- Make a Go Bag. Go to the *We Speak NYC* website and download *The Storm Study Guide* to find out what to put in your Go Bag.
- Call 311 or go to www.nyc.gov/hurricanezones to find out about your zone.



Actions You Can Take

SEASON 2

Actions You Can Take to Get Food Help and to Pursue Your Educational Goals

For Information about Food Programs

- Go to access.nyc.gov to find out if you are eligible for SNAP (Supplemental Nutrition Assistance Program). There are many City programs offering different kinds of services that you or your family may be eligible for, with or without papers.
- Go to www.schoolfoodnyc.org to learn more about free breakfast and lunch for children during the school year and summer.
- If you need food in an emergency, call Emergency FoodLine at (866) 888-8777 to get information about emergency food program locations.
- If you need to find a food pantry, go to foodhelp.nyc.gov/emergency-assistance-en/ or call 311.
- Seniors over 60 years old can get free food and nutrition assistance. Also, the Women, Infants, and Children (WIC) program provides healthy food for pregnant women, mothers, and young children. Call 311 and get help.
- You can use “Health Bucks” coupons at NYC Farmers Markets to buy fresh fruit and vegetables. To find healthy food in NYC, visit: www1.nyc.gov/site/doh/health/health-topics/health-bucks.page



For Information about Educational Programs and Career Goals:
See “[Actions You Can Take](#)” for *The Seed for a Good Life*.

Actions You Can Take to Achieve Your Educational and Career Goals

- If you want to go back to school to study for a career, **find continuing education opportunities at The City University of New York at: www2.cuny.edu/academics/cpe/**. Some are free and some have a fee. Find out if you are eligible for financial aid too.
- **Find a free English program near you. Call 311** or go to www.nyc.gov/FindAClass. If you need more help, visit your local library.
- If you need help finding a job, **visit a Library Career Center**. If you are authorized to work, take your ID card and visit a **Workforce1** center. If you need help finding benefits like unemployment assistance, visit **Access NYC** (access.nyc.gov) online or **call 311**.
- When you share your contact information, **make sure your email address sounds professional, not personal**. And your voicemail message should sound professional too.
- **Don't be afraid to call back if you leave your contact information at places where you would like to work**. Sometimes managers get busy and it's good to remind them that you are serious about a job.
- **If you don't have an ID card, get an IDNYC card**. You can use your IDNYC card at any public library. You can use your IDNYC card to get many money-saving benefits and benefits for your family. Find information about IDNYC benefits online at www1.nyc.gov/site/idnyc/index.page, or **call 311** to find out where to get your IDNYC.
- **Get information about starting a business at: www1.nyc.gov/site/sbs/businesses/businesses.page**



Actions You Can Take about Worker Rights

- **If you work in NYC more than 80 hours a year, you can earn up to 40 hours of sick leave** each year to care for yourself, your children, or family members. Go to the DCWP (formerly known as DCA) website to learn more about Paid Sick Leave: nyc.gov/PaidSickLeave
- **For information or to file a complaint with DCWP (formerly DCA), call 311.** If you are outside NYC, call 212-NEW-YORK. On the web, visit www1.nyc.gov/site/dca/consumers/file-complaint.page or email PaidSickLeave@dca.nyc.gov
- **Employers must give the *Notice of Employee Rights* created by DCWP to new employees.** Notices are available in 26 languages at nyc.gov/PaidSickLeave
- **If you are a paid care worker in NYC, DCWP has an office that supports your rights.** It is called the Paid Care Division. The Paid Care Division is dedicated to defending the rights of paid care workers and improving the quality of paid care jobs. If you are paid care worker, learn about your rights at nyc.gov/dca
- **You have the right to a workplace free of discrimination.** For information or to file a complaint, contact the NYC Commission on Human Rights. Call 311 or 718-722-3131 or visit nyc.gov/humanrights
- **Wage theft is illegal. You have the right to unpaid wages.** You can get help and recover your unpaid wages. DCWP and the New York State Department of Labor can help. **Call 311** for help.



DCA has a new name:

The Department of Consumer and Worker Protection (DCWP).

Actions You Can Take to Get Services for Seniors

- There are nearly 250 senior centers in NYC. Membership is free and open to anyone age 60 or older. **Find a center near you by calling 311** or going to this website: www1.nyc.gov/site/dfta/services/senior-centers.page



- **The New York City Department for the Aging (DFTA) has many services for seniors.**

Go to this DFTA webpage to find out about services: www1.nyc.gov/site/dfta/services/find-help.page. You can also visit a senior center to get good information.

- **Learn more about City services in NYC at the Access NYC website:**

access.nyc.gov. Access NYC is a free online service where you can see if you are eligible for benefits for more than 30 programs.

- **The Bill Payer Program** can find a volunteer to help you with organizing your bills, budgeting your money, and balancing your checkbook. Call 311 to find out more.

- **If you are caring for an older adult, you can find a caregiver program near you.** Contact the Caregiver Resource Center at: www1.nyc.gov/site/dfta/caregivers/caring-for-adults.page. And if you are concerned that your parent or another family member is not able to take care of him or herself, **call 311**. Say, *“I want information about case management services through DFTA.”*

- **The Senior Community Service Employment Program helps adults over 55 find jobs.** For more information, **call 212-602-6958** or **311** and ask for senior employment service.

- **The Friendly Visiting Program pairs older adults with trained volunteers for in-home visits.** No one has to be home alone. **Call 311** for information.

Actions You Can Take to Get Free, Safe Immigration Legal Help

- **ActionNYC is free, safe immigration legal help.** To make an appointment with a legal service provider, **call 311** and say “**ActionNYC**,” or call ActionNYC directly at 1-800-354-0365.
- **Beware of unlicensed immigration service providers.** Get legal help only from a trusted, licensed attorney or qualified representative. If you have questions about immigration fraud, call the New Americans Hotline at **1-800-566-7636**.
- **If you have a problem with a business, you can file a complaint with the DCWP (formerly DCA) at www.nyc.gov/consumers or by calling 311.** You do not have to give your immigration status to file a complaint. And if you want to go to the DCWP in person, you don't need an appointment.
- **NYCitizenship provides free legal help with citizenship applications and financial counseling at public library branches.** You can meet with a free, trusted lawyer or qualified representative. To make an appointment, call 311 and say “citizenship appointment.”
- **CUNY CitizenshipNow! provides free, high quality, and confidential immigration law services to help individuals and families on their path to U.S. citizenship.** There are offices in every borough and you don't need to be a CUNY student for services. **Go to the CitizenshipNow! website to get information: www1.cuny.edu/sites/citizenship-now/**
- **Go to the Mayor's Office of Immigrant Affairs (MOIA) website—www.nyc.gov/immigrants—or call MOIA at (212) 788-7654 to find out where you can go to an immigrant rights forum.** Learn about your rights and the rights of your family!
- **The NYC Mayor's Office of Immigrant Affairs has a resource and referral guide for newly arrived immigrants in 11 languages.** Get your free guide online at www1.nyc.gov/site/immigrants/programs/social-economic/services-for-recently-arrived-immigrants.page. It has information about your rights and about services that you may be eligible for.

Actions You Can Take to Enroll a Child in School and to Pursue an Educational Career

- Families can get information about applying for schools in three ways:

- Online at: www.schools.nyc.gov/enrollment/enrollment-help/new-students (or) schools.nyc.gov/find-a-school
- By phone at **311**.
- In person at a **Family Welcome Center**.

Ask questions and request information in any language when you call or go to a Family Welcome Center. To find the Family Welcome Center near you, visit www.schools.nyc.gov/enrollment/enrollment-help/family-welcome-centers

- Use the **Pre-K Finder online** to find an early childhood program near you: maps.nyc.gov/prek/. Or, visit a Family Welcome Center. Make a list of questions and then visit a Pre-K. Ask for help in your language. It's never too late to find a good program for your child!

- If you are a teacher and want to learn more about early childhood education and training, visit the **New York Early Childhood Professional Development Institute**: www.earlychildhoodny.org

- You can get an **Early Childhood Certificate at The City University of New York School of Professional Studies**. Learn more at: sps.cuny.edu/early-childhood-education-certificate-programs

- If you want to find a **free High School Equivalency program**, you can get information at: www.nyc.gov/FindAClass



- If you want to know what's for lunch at school, go to this website to find the delicious menus: www.schools.nyc.gov/school-life/food/food-programs

Actions You Can Take to Manage Your Mental Health and to Help Others

- **Be aware of your mental health and know what calms and relaxes you.** You can do any activity mindfully, simply by slowing down and focusing. **Find tips for living mindfully at NYC Well:** nycwell.cityofnewyork.us/en/ If you need an interpreter, ask for one.
- **NYC Well Peer Counselors (Peer Support Specialists) give hope and encouragement.** Speaking with someone who has personal experience with what you are going through can help you feel that you are not alone. Don't be embarrassed. Stress and anxiety are very common. Call NYC Well: **1-888-NYC-WELL**. NYC Well can find a service where you can talk to someone regularly.
- **Know who to call to help someone in a crisis.** A crisis is a time of intense difficulty, distress, or trouble. A crisis can be personal, a family crisis, or related to some other event in your life. If you are in a crisis, call NYC Well: **1-888-NYC-WELL**.
- **Know the warning signs of suicide.** If someone you know is talking about wanting to die, feeling hopeless, or sleeping too much or too little, these could be warning signs. **Get more information at NYC Well and talk to a counselor.** It's free and confidential.
- **Test anxiety is very common.** You can **find relaxation tips on the NYC Well website**. If you need help or extra time, talk to your teacher. You can also call NYC Well to speak with someone about your anxiety.
- An emergency is a situation that requires immediate attention. **If someone is at immediate risk of hurting themselves or someone else, or is in immediate danger** because of a health condition or other situation: **Call 911** immediately.



About NYC Well

- **NYC Well** is a free New York City program that helps people find support to help manage stress, depression, anxiety, and other mental health issues. **NYC Well** also helps people who are dealing with substance abuse.
- The **NYC Well** website—nycwell.cityofnewyork.us/en/—has useful tips to manage and reduce anxiety and stress.
- **NYC Well** is free and confidential. It’s available day and night, you can call, and if you don’t want to talk on the phone, you can text or chat. The phone number is: **1-888-NYC-WELL**. You can text “WELL” to: 65173
- **NYC Well** peer support specialists (peer counselors) are people who have experienced anxiety, depression or other mental health conditions, and their own experiences can help you get through difficult times.
- **NYC Well** peer support specialists and counselors can introduce some of the options that are available for you to deal with your mental and emotional challenges.
- **NYC Well** has interpreters in more than 200 languages.





Choose an action you can take from the *Actions You Can Take* list.
Complete this form before, while and after taking action:

Before Taking Action

1. What action will you take?

2. Will you do it alone or with someone?

3. What questions will you ask?

While Taking Action

Take notes on any information or ideas you get here:



After Taking Action

A. What did you learn?

1. _____

2. _____

3. _____

B. **Next Steps:** What are your next steps?

1. _____

2. _____

3. _____

Rate Your Experience

Circle a number from 1 to 5. (1 is unsatisfactory. 5 is outstanding.)

1 2 3 4 5

Notes:



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Notes:



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