

For Your Reference

Actions People Can Take

These are some ways for people to take action in their real lives. Suggest some of these ideas that seem relevant to the discussion.

Important note for group members about 311:

When you call 311, you can use your first language. Here are the steps:

- First, listen to the recording.
- When the 311 operator starts to talk, say the name of your language and they will find someone who can help you. You might have to wait a short time. Don't hang up!

Welcome Parents

- Call 311 and ask for the telephone number of your child's school. You can also ask for the number of the Parent Coordinator.
- Call the Parent Coordinator. Make an appointment to see him or her. (The Parent Coordinator can help you get an interpreter and translated documents.)
- Make an appointment to see your child's teacher. The Parent Coordinator can help.
- Talk to other parents at the school. Find out how they got help for their children.
- Every school district has a District Family Advocate who offers extra help. Call 311 for the name, phone number, and address of the District Family Office.

Stay in School

- Call 311 and ask for the telephone number of your child's school. You can also ask for the number of the Parent Coordinator and the Guidance Counselor.
- Call the Parent Coordinator or the Guidance Counselor, and make an appointment to see him or her. (The Parent Coordinator can help you get an interpreter and translated documents.)
- Make an appointment to see your child's teacher. The Parent Coordinator can help.
- Talk to other parents at the school. Find out how they get help for their children. Ask about other programs or schools that can help your child.
- If you want to study for a GED diploma (high school equivalency), call 311 or go to the WANY website (www.nyc.gov/LearnEnglish) and click on "Mayor's Office of Adult Education" to find out about free GED programs near you.

Love and Money

- Call 311 to find a Financial Empowerment Center where you can get help with your money. They can help you find a bank or credit union.
- Call 311 for free help with your taxes. Ask about the Earned Income Tax Credit (EITC). You may be able to get money back from taxes.
- Visit the banks and credit unions in your neighborhood. Bring a friend with you.
- Ask the 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.

New Life Café

- Call 311 to find out about getting low-cost health insurance for you and your family.
- Visit the doctor to check your:
 - Blood Sugar
 - Blood Pressure
 - Cholesterol
- 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.
- Ask for a free interpreter in City hospitals.
- Drink water instead of soda, alcohol, juice or other drinks that have a lot of sugar.
- If you have diabetes, take your medicine every day.
- Exercise and keep moving. Take a walk with a friend.

Asthma: The Soap Opera

- Call 311 to find out about getting low-cost health insurance for you and your child.
- Make sure your child has a regular doctor. A regular doctor will get to know your child and will help you to manage his or her health.
- If you have asthma, ask your doctor about an Asthma Action Plan. Ask him or her to go over the plan with you.
- For more help call the Asthma Action Line: 1-800-ASTHMA-0; 1-800-278-4620.
- Find out what makes your child's asthma worse and avoid those triggers.

No Smoking

- 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 1-866-NY-QUITS; 1-866-679-8487, for free.
- Visit your doctor. He or she can help you quit smoking.
- 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.
- Visit www.nysmokefree.com or www.nyc.gov/quitsmokingtoday.

The Wedding

- Call 311 and ask for NYC Workforce1 Career Centers to find out about jobs.
- With a friend from the group, 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 group to your home and to work.
- Visit www.nyc.gov/sbs to get more information about starting a small business in New York City.

Stop 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.”
- 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.
- Do not talk to the abuser. It can make things worse. Let the victim get professional help.
- You can visit these websites for more information:
 1. www.nyc.gov/domesticviolence
 2. www.safehorizon.org
 3. www.sanctuaryforfamilies.org

The Hospital

- Visit the City’s free and low-cost museums. For example, you can pay as little as you want at the Metropolitan Museum of Art and the Museum of Natural History. Call 311 or visit www.nyc.gov/culture to find out more.
- 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.
- Visit www.nyc.gov/immigrant and find out more about Immigrant Heritage Week in April.

**For information about free English classes in New York City,
call 311 or go to www.nyc.gov/LearnEnglish
and click on “Mayor’s Office of Adult Education.”**