

EL/Civics Lesson Plan

Program Name Euclid EL/CIVICS

Staff Responsible for Lesson Wendy Oliver

Date(s) Used	12/10/09
Civics Category	I. Rights and Responsibilities of Citizenship
Civics Objective	5. Health - Costs
Time Frame to Complete Lesson	1 hour
EFL(s)	NRS 4, 5, and 6
Standard(s)/Components of Performance	Listen Actively
Benchmark(s)	L 4.4, L5.4, L6.4
Materials	<p>Call a local free clinic or planned parenthood office after hours and transcribe their automated answering script.</p> <p>Handout of questions requiring the students to indicate what number they should press for each scenario.</p>
Activities	<p>Discuss calling a doctor's office and the automated messages they have. Ask if they have experience with that and if so, what the options usually are. Board them. Elicit the following: Making appointments, speaking to a nurse, talking to a Doctor's secretary, discussing a bill, hours and directions, etc.</p> <p>Explain that there are places where people can go to get free and reduced fee services. Describe the one you are using for this exercise and if possible, hand out material on services offered there.</p> <p>Go over the handout of questions they will need to answer. Tell them to listen to the message you are going to read and answer the questions. Reread as many times as necessary until class has answered questions and then go over the questions and answers.</p>
Assessment/	Have students go home and call their doctor's office after hours and try to determine what the options are and the

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Evidence	numbers. Have them bring the results back to class along with the number they dialed in case they were unable to do it completely. If you have a speaker phone in the classroom, dial the problem numbers and listen as a class. Resolve any unfamiliar vocabulary.
Reflection	This is a very difficult assignment, especially for the 4's. Students found it valuable, but had problems doing it on their own. If you have a speaker phone in the classroom, dial the problem numbers and listen as a class to resolve any unfamiliar vocabulary. In our case, students now know that they can bypass the message and get to a real person, which is considerably easier. They are also aware of some new community resources.

Handout

Hello. You have reached Planned Parenthood of fill in your local branch. To hear office hours, please press 1. To get directions to the center, including public transportation information, please press 2. For refills on birth control prescriptions, please press 3. For information on services, please press 4. To schedule an appointment or ask questions, please press 5. To hear this message again, please press, 9.

Write the number the caller should press for each problem.

- _____ To make an appointment
- _____ To speak to a nurse and ask a question
- _____ To find out how to get to the office
- _____ To refill a prescription
- _____ To find out if they do mammograms
- _____ To find out what bus number goes there
- _____ To find out how much things cost there
- _____ To hear the message again