

Pharmacy

Topic Development Ideas

Classes might want to learn more about...

- abuse of medications and drug plans
- considerations when taking medication (e.g., special instructions, side effects, interactions)
- dispensing fees
- English and French labeling on packages
- generic and brand name drugs
- insurance coverage
- naturopathic medicines and treatments
- Ontario Drug Benefit Program
- prescription and non-prescription or over-the-counter drugs
- products other than medicines available in pharmacies (e.g., cosmetics and household products)
- role of the pharmacist
- safe storage of medications
- traditional medicines and treatments from other countries

Strategies for Learners

Learners find it useful to...

- ask for printout of information about medication
- ask pharmacist to write down information and get translation or use a dictionary to aid understanding
- borrow videos from pharmacies about medical problems
- take medication to drugstore to check with pharmacist about the advisability of taking it with other drugs
- write out, rehearse common questions for pharmacists (e.g., *Is this okay for children?*)

Resources for Developing and Teaching Topic

- 📖 *Foundations*: Unit 11, “Health, Medicine, The Drug Store, The Doctor”
- 📖 *The Oxford Picture Dictionary, Canadian Edition*: Unit 6, “Health Care”
- 📄 flyers from pharmacies, medication labels
- 👂 CLB Listening/Speaking Resource: Stage I, Health dialogue 18
- 🌐 Health Canada Online: <http://www.hc-sc.gc.ca/english>
- 🌐 Settlement.org: <http://www.settlement.org> (Health, Medication and Health Insurance/OHIP)
- 🔑 **pharmacy, medication**

Topic Outcomes (CLB 1)

Possible outcomes for this topic:

- 🗣️ indicate communication problems with the pharmacist
- 🗣️ give two- to three-word basic instructions, commands
- 🗣️ attract the attention of pharmacy staff
- 🗣️ request assistance
- 👂 identify expressions used to attract attention in a store
- 👂 identify details in a listening text: numbers, letters, a few keywords and short expressions
- 📖 follow short two- to five-word instructions on prescription labels
- ✍️ describe personal situation by filling in blanks in a short three- to five-sentence guided text about medical condition of self or family

Language Focus

Items to help learners achieve the outcomes:

- vocabulary for medicine (*cough syrup, tablets, aspirin, cold medicine*)
- vocabulary for medical conditions and symptoms (*cold, cough, sore throat, headache, backache, stomach ache, fever*)
- numbers and units: metric, imperial
- expressions for requests (*Can you fill this, Could you help me*)
- verbs: *be, have, need*
- pronunciation: names of letters of the alphabet necessary when giving personal information

Sample Tasks

1. In pairs, practice dialogues in a pharmacy where one person gives a few simple instructions (e.g., *Take two aspirins, Rest in bed*) and the other indicates a communication problem.
 - 📖 **Novice:** Open an instructor-made document showing Clip Art pictures of common pharmacy items. Identify items by entering vocabulary from Language Task 1.

Skills: Open, Keyboarding, Print Preview, Print
2. Listen to a dialogue between a pharmacist and a customer getting a prescription filled. Complete sentences by filling in blanks.
3. Match symptoms with the correct medicine (headache – Tylenol).
4. Write about own health by filling in blanks in a short guided text.
 - 📖 **Experienced:** Word-process Language Task 4. Save the document. Also, open an instructor-made file with several different pictures related to health (e.g., exercise, food, medicine). Follow instructions to copy and paste some of the pictures from this document to the one with own writing. Format the pictures, if necessary.

Skills: Open, Keyboarding, Working with Multiple Documents, Copy, Paste, Format Picture (Wrapping), Save

Shopping

Topic Development Ideas

Classes might want to learn more about...

- bargaining practices (e.g., negotiating at garage sales but not in clothing stores)
- delivery and installation
- garage sales and second-hand stores
- Goods and Services and Provincial Sales Taxes
- information on clothing tags regarding cleaning and fibre content
- methods of payment (e.g., cash, credit, cheque, and bank debit)
- product labelling in English and French
- return/exchange policies
- reward programs (e.g., Air Miles)
- sizes (e.g., European vs. North American; men's, women's, and children's)
- store hours
- TV, catalogue, and Internet shopping
- types of stores

Strategies for Learners

Learners find it useful to...

- ask friends to suggest good places to shop
- find information about store location and hours of service in flyers and use a local map to locate stores
- learn abbreviations for sizes
- learn vocabulary for types of fibre in clothing
- practice conversations asking for different items

Resources for Developing and Teaching Topic

- 📖 *A Canadian Conversation Book, Book One*: Unit 5, “Shopping”
- 📖 *Basic Grammar in Action*: Unit 5, “Downtown”; Unit 7, “Money”; Unit 8, “Shopping and Recreation”
- 📖 *Canadian Concepts 1, Second Edition*: Unit 8, “How Much Is It?”; Unit 10, “How’s the Weather?”
- 📖 *English Extra*: Unit 5, “Shop ’til you drop”; Unit 6, “We’re having a yard sale. Can you come?”
- 📖 *Foundations*: Unit 9, “Colors, Clothing, Shopping”
- 📖 *Going Places 1*: Unit 3, “What Size Is the Shirt?”; Unit 4, “Where’s Zabu?”
- 📖 *Ontario Reader 1999*: “Honest Ed’s”
- 📖 *The Oxford Picture Dictionary, Canadian Edition*: Unit 7, “Community”
- 📄 store flyers and catalogues
- 🏪 local shopping centre
- 🎧 *CLB Listening/ Speaking Resource*: Stage I, Shopping dialogues
- 🌐 ELLIS – Intro – Shopping for Food and Clothing
- 🌐 Canada Care Labelling: <http://strategis.ic.gc.ca/SSG/cp01115e.html>
- 🌐 retail web sites
- 🌐 Settlement.org: <http://www.settlement.org> (Consumer Information, Shopping)
- 📍 shopping and city (e.g., **Toronto**), name of store (e.g., **Sears**)

Topic Outcomes (CLB 1)

Possible outcomes for this topic:

- ☞ use and respond to a few basic courtesy formulas
- ☞ indicate communication problems
- ☞ attract the attention of store personnel
- ☞ request assistance (e.g., location, price)
- 👂 identify greetings and other goodwill expressions in speech
- 👂 identify expressions used to ask for repetition and clarification
- 📖 use a simplified map to find departments in a store
- 📖 understand common signs and symbols in stores and on merchandise
- ✂ copy numbers, letters, words, short phrases from a 10- to 20-item list to complete a short writing task
- ✂ describe personal situation by filling in blanks in a short three- to five-sentence guided text

Language Focus

Items to help learners achieve the outcomes:

- vocabulary for clothing and household items, numbers, money, store departments, sizes, colours, common store signs and symbols
- expressions for courtesy formulas (*Hello, How are you? Fine, Thank you, You're welcome*)
- expressions for indicating communication problems and asking for repetition and clarification (*Sorry, Pardon, I don't understand, Please repeat*)
- expressions for attracting attention and requesting assistance (*Excuse me, Hello, Can you help me?*)
- adjectives
- demonstrative pronouns
- wh- questions
- verb *be*
- pronunciation: /s/ and /z/ in prices (*two dollars and ten cents*)

Sample Tasks

1. Practice short dialogues in a store using a few basic courtesy formulas.
2. Listen to dialogues between a store clerk and a customer. Circle name of item, price, size, and location on a worksheet.
3. Match clothing-care labels with appropriate vocabulary.
 - 🏠 **All Levels:** Go to a site showing a fabric-care symbols guide (e.g., <http://strategis.ic.gc.ca/SSG/cp01115e.html>). Print. Match the symbols for textile care with vocabulary on a worksheet.
 - Skills:** Internet Basics, Browsers, URL, Mouse Skills, Print
4. Complete sentences to describe what you are wearing.
 - 📖 **Novice:** Word-process Language Task 4. Add sentences to describe classmates' clothing. Number the sentences.
 - Skills:** Keyboarding, Insert Bullets and Numbering

Supermarket

Topic Development Ideas

Classes might want to learn more about...

- bulk buying
- coupons, discount cards, and rain checks
- home delivery
- information on packages (e.g., nutritional information and best-before date)
- lineup protocols, including express, cash only, and self-bagging
- methods of payment
- purchasing alcoholic beverages
- reduced items and specials
- returning goods or foodstuffs
- shopping safely (e.g., purses, children in carts)
- specialty shops and ethnic food markets
- store brands and no-name brands
- supermarket departments
- supermarket flyers
- units of weight and volume

Strategies for Learners

Learners find it useful to...

- ask for identification of unfamiliar grocery items
- make a grocery list in English to help learn vocabulary
- match simple information on coupons with signs on shelf
- understand and use gestures such as pointing
- use picture dictionary to learn new vocabulary related to shopping
- use pictures of items in flyers to identify sale items

Resources for Developing and Teaching Topic

- 📖 *A Canadian Conversation Book, Book One*: Unit 5, “Shopping”
- 📖 *Canadian Concepts 1, Second Edition*: Unit 8, “How Much Is It?”
- 📖 *Foundations*: Unit 8, “Food, Supermarkets, Restaurants”
- 📖 *Going Places 2*: Unit 15, “Where’s the Supermarket?”
- 📖 *More Picture Stories*: Unit 2, “At the Supermarket”
- 📖 *Picture Stories*: Unit 3, “Checkout Counter”; Unit 13, “Pickles”
- 📖 *The Oxford Picture Dictionary, Canadian Edition*: Unit 4, “Food”
- 📖 *Word by Word Picture Dictionary*: “The Supermarket”
- 📄 store flyers
- 🏪 local supermarket or outdoor market
- 👂 CLB Listening/Speaking Resource: Stage I, Shopping dialogues
- 🌐 ELLIS – Intro – Shopping for Food and Clothing
- 🌐 Ministry of Agriculture, Food and Rural Affairs: <http://www.gov.on.ca/OMAFRA/index.html>
- 🌐 Settlement.org: <http://www.settlement.org> (Consumer Information, Shopping)
- 🗝️ food marketing Ontario

Topic Outcomes (CLB 1)

Possible outcomes for this topic:

- 🗣️ use and respond to a few basic courtesy formulas
- 🗣️ indicate communication problems
- 🗣️ attract the attention of store personnel
- 🗣️ request assistance (e.g., ask for location, price)
- 👂 follow simple two- to five-word instructions to find items in a store
- 👂 identify details in a listening text: numbers, letters, a few keywords and short expressions
- 📖 use a simplified, short common form, simplified map or diagram (e.g., receipt, community map, floor plan)
- 📖 understand common signs and product labels
- ✂️ copy numbers, letters, words, short phrases from a 10- to 20-item list for personal use or to complete a task
- ✂️ describe personal shopping habits by filling in blanks in a short three- to five-sentence guided text

Language Focus

Items to help learners achieve the outcomes:

- vocabulary for food, colours, numbers, money, containers, supermarket departments, common store signs and symbols
- expressions for courtesy formulas (*Hello, How are you? Fine, Thank you, You're welcome*)
- expressions for indicating communication problems (*Sorry, Pardon, I don't understand, Please repeat*)
- expressions for attracting attention and requesting assistance (*Excuse me, Hello, Can you help me?*)
- adjectives
- nouns: singular, plural, count, non-count
- partitives
- prepositions of location
- questions: wh-, yes/no
- verb *be*
- pronunciation: linking and intonation in wh-questions (*Where's the cheese?*)

Sample Tasks

1. Ask a partner questions to find the location of items in a supermarket. Use a chart or diagram to answer your partner's questions.
 - 📄 **Novice:** Open an instructor-made file with a table listing colours as column headings. Insert food words under appropriate colours. Preview, print, and compare with a partner.
 - Skills:** Open, Keyboarding, Print Preview, Print
2. Listen to the instructor read prices for a list of supermarket items. Circle the prices you hear on a worksheet.
3. Match a list of food vocabulary with appropriate supermarket departments.
4. Prepare a shopping list by referring to a supermarket flyer and copying item names and prices. Compare with a partner.
 - 📄 **Novice:** Enter the items and prices from Language Task 4 in a simple spreadsheet. Find the total by using the AutoSum button.
 - Skills:** (Excel) Insert Labels and Values, AutoSum