

## Module 4 – Activity 1. Case Study 1 – Maryam



Caption: A staff is working on Resettlement Programme. A woman is carrying a baby, queueing at the counter. A man and a woman are queueing behind her. Maryam, a woman with a hearing disability, is accessing the office where she has a resettlement interview.

In your operation, resettlement is used as a durable solution for a small number of refugees at high risk. During the screening and resettlement interviews, identified refugees are counselled and informed about the process and possible outcomes. Maryam, a woman with a hearing disability, receives an invitation for an interview. On the day of the interview, the Resettlement Officer seems very surprised when Maryam signs “Hello” using sign language.

- **Which of the following statements would most accurately reflect Maryam’s situation?**
  - **Statement 1.** Maryam is facing a situation of discrimination on the basis of her disability.
  - **Statement 2.** Maryam can’t hear, that is why she cannot have access to her resettlement interview.
  - **Statement 3.** Maryam is facing communication barriers to access her resettlement interview.

## DISCUSSION

- **Which of the following strategies would you undertake if you were the Resettlement Officer in this situation?**
  - **Strategy 1.** Maryam could be automatically included in the resettlement submission as part of her family unit, as she will need additional support in the destination country which her family could provide.
  - **Strategy 2.** The Resettlement Officer could find an alternative way to communicate with Maryam (e.g. in writing) and postpone the interview, sharing that a sign language interpreter will be present in the next interview.
  - **Strategy 3.** The Resettlement Officer could cancel the interview and provide information to Maryam about partner organizations providing services for persons with disabilities, such as assistive devices and rehabilitation.