

**RESTORING  
DIGNITY**



*Going Upstream*

**CLEANING  
EDUCATION PROGRAM**



"There comes a point where we need to stop just pulling people out of the river. We need to go upstream and find out why they're falling in."

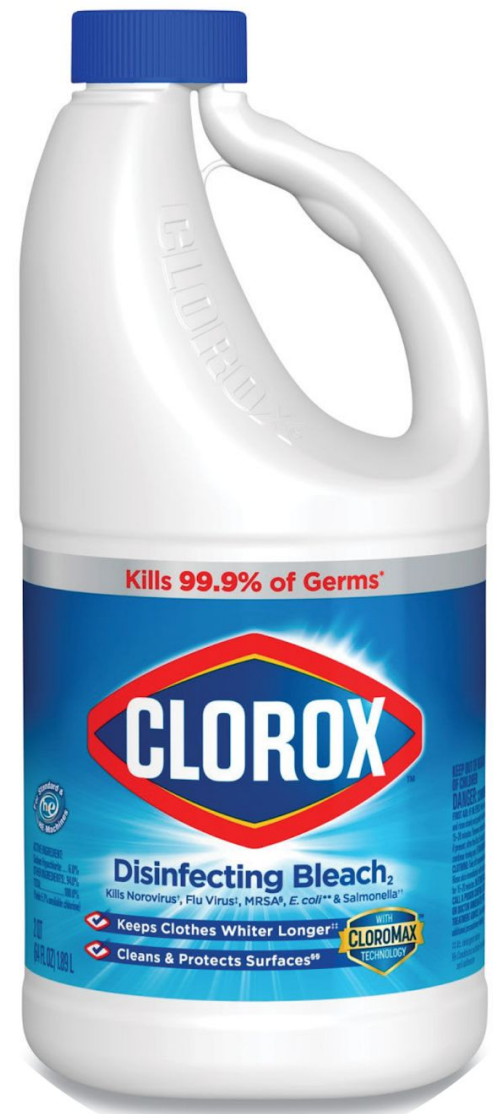
-Desmond Tutu





It all started with bleach. We were assisting a gentleman who came to America as a resettled refugee from Burma. He asked us to help him get his landlord to fix some broken items in his apartment. Before we left, he motioned us to his kitchen. Pulling out a bottle of bleach, he pointed to the stove, which was covered in stuck on grease. “Do you know what I can use to get the grease off?” he asked via the interpreter.

“Every week I go to the store and pick a new cleaning product to try to get the grease off. This week, I bought this bottle.” He demonstrated how he tried pouring bleach on his stove, but it wasn’t working. “No one taught me what to use when I came to America. Do you know what I can use?” Out of that moment sparked the idea of a fully fledged Cleaning Education Program. A program that would provide hands-on teaching for people who were resettled as refugees in our city.



# OUR MODEL



One-on-one classes,  
taught by former  
refugees, in the native  
language of the family

---



Two and four week  
follow-ups for  
reteaching



Each family is given a cleaning  
starter kit -- chemicals are  
labeled with reusable,  
translated, water proof tags

---





# WHY WE DO THIS

When refugees are resettled to the USA, the federal government only allows for **90 days of support**. After that, families have to be 100% self-sufficient. This means finding a job, enrolling kids in school, and being able to pay all bills and rent with no support. Those first 90 days go by in a blur, and there is usually **not enough time** (or resources) to acclimate a family to using American cleaning supplies and taking care of their new living arrangement. Our staff (80% are former refugees) have described the **shock of coming to America**:

- Many families come from refugee camps that have **no** running water, electricity, plumbing or appliances
- In the camps, many families have limited or no access to soap and most have **no experience** using cleaning chemicals
- Moving to America is a culture shock, to put it lightly. Families move into apartments and houses that have appliances **most have never used before**: thermostats, refrigerators, microwaves, dishwashers, stoves, furnaces, air conditioning, sinks and toilets
- If no one **teaches families** how to clean and maintain their home, many end up randomly guessing cleaning supplies at the store (or use water and a rag for all cleaning)
- The vast majority of resettled families do not speak or read English, which presents a **tremendous barrier** in many ways, including choosing items to purchase at the store

Restoring Dignity believes that **every family deserves a clean and healthy home**. For resettled refugees, this means providing quality, hands-on education, to properly acclimate families to their new homes. Our Cleaning Education Program removes barriers, restores dignity within homes, and **provides culturally appropriate support and education** in a respectful manner.





# OUR NUMBERS

## 2020 Stats:

- 132 initial cleaning classes taught
- 168 two week follow up classes taught
- 47 four week follow-up classes taught
- 126 families graduated from our cleaning program



**1,117 PEOPLE SERVED**



**347 CLASSES TAUGHT**



**3,107 SUPPLIES GIVEN**



# CLEANING STARTER KIT

In 2020, 132 families received a cleaning kit



Kitchen  
Cleaner (1)



Bathroom  
Cleaner (1)



Wall/Floor  
Cleaner (1)



Stove  
Cleaner (1)



Toilet Bowl  
Cleaner (1)



Glass  
Cleaner (1)



Sponges (2)



Metal  
Pad (1)



Reusable  
gloves (1)



SOS  
Pads (1 box)



Cleaning  
rags (4)



Magic  
Erasers (3)



Saran  
Plastic Wrap



Handsoap (2)



Hand  
Sanitizer (2)



Dish soap



Mop



How Often to Clean Poster



Cloth Face Masks for  
family



Cleaning Tags



Hand soap Refill  
(1)



# COVID-19

Due to Covid-19, we have temporarily changed our teaching method from **in-home to online**. Our cleaning educators deliver cleaning starter kits to family homes, and then **meet them online**, via FaceTime, Zoom or Facebook Messenger Video Chat. From mid-March to mid-July, we were unable to teach classes, due to focusing our attention on Covid-19 relief. However, we have since started classes again, and are back to full teaching capacity.

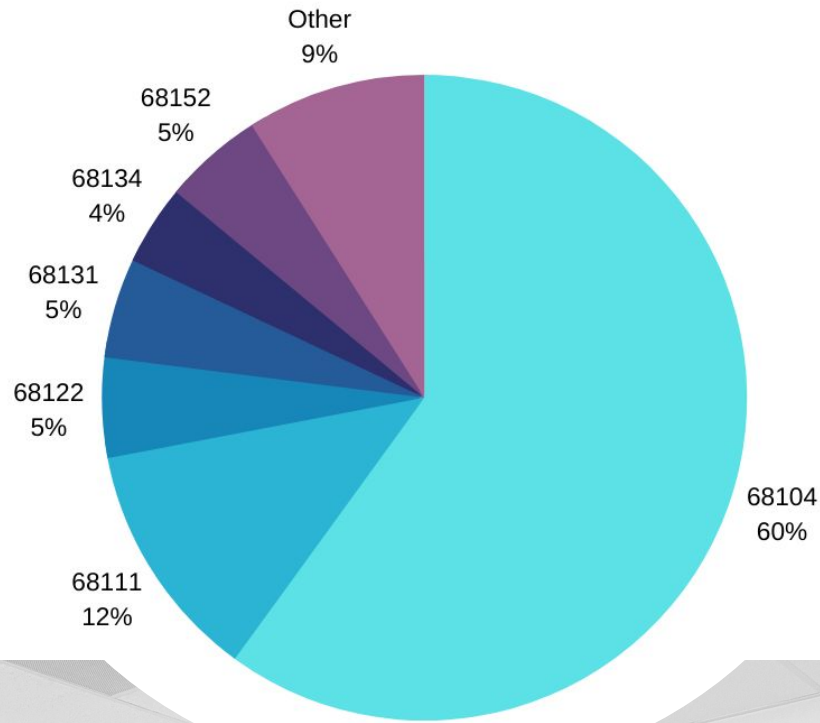
Extra “Covid-19” cleaning supplies are included in each cleaning kit:

- Hand soap refill
- Two bottles of hand soap
- Two bottles of hand sanitizer
- Cloth, reusable masks





# ZIPCODES SERVED



Classes taught in  
eight languages:

- Karen
- Karenni
- Burmese
- Nepali
- Kiswahili
- Kirundi
- Kinyarwanda
- French



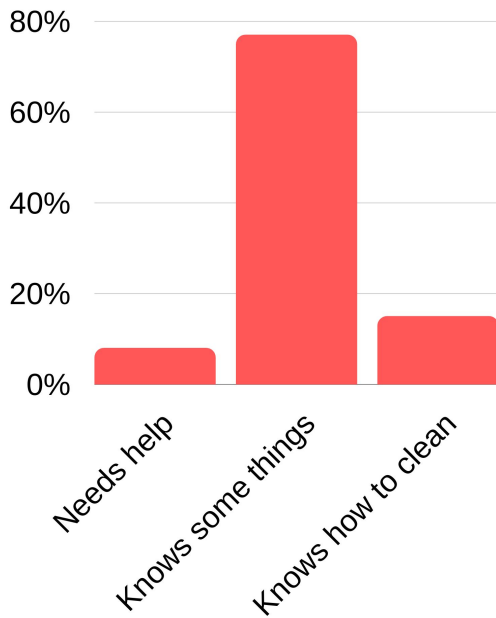


# CLIENT PERCEPTION

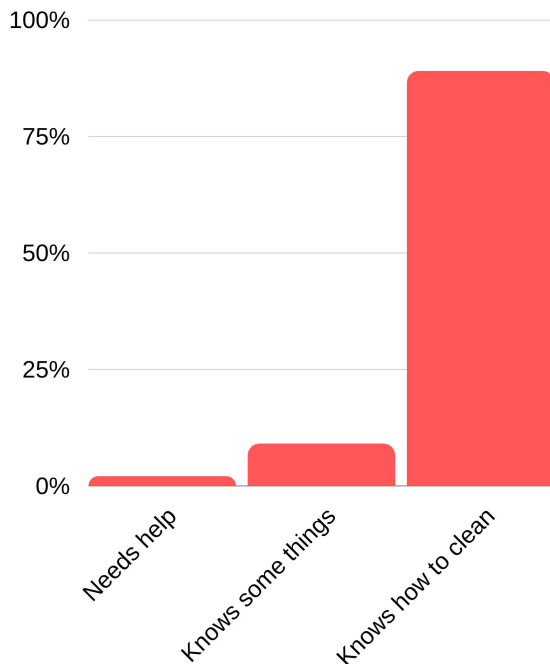
Before the first cleaning class, clients were asked to rate themselves on their knowledge of cleaning in various rooms. Upon graduating the program, clients were asked to rate themselves again.

## KITCHEN CLEANING

*Before Classes*

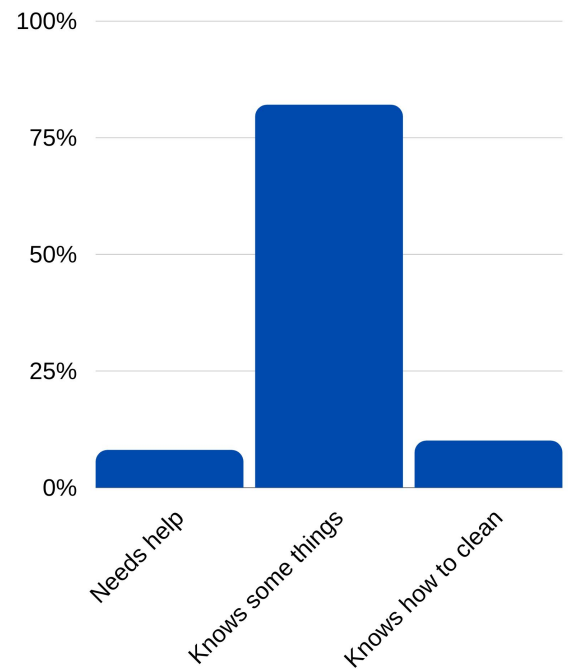


*After Classes*

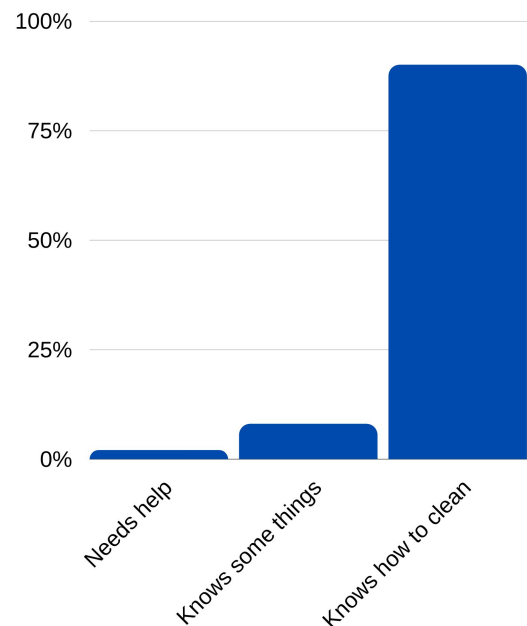


## BATHROOM CLEANING

*Before Classes*

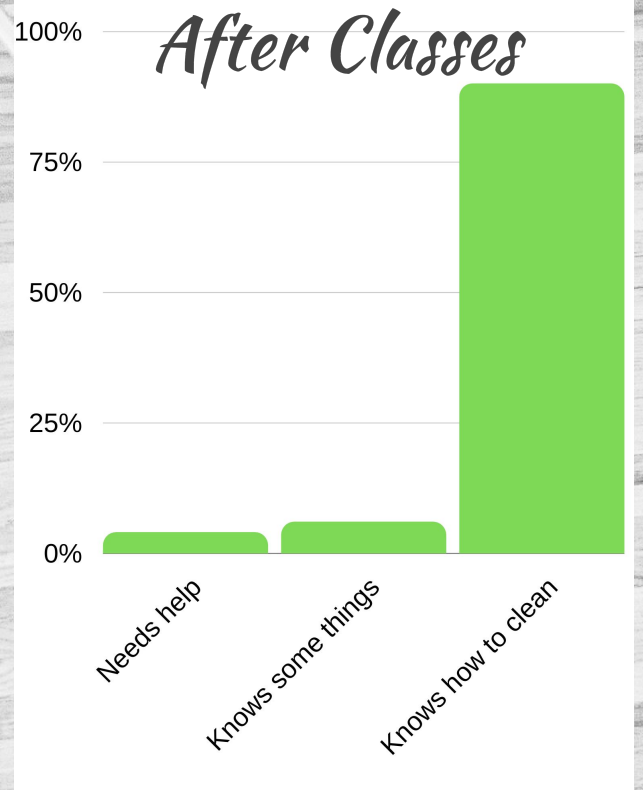
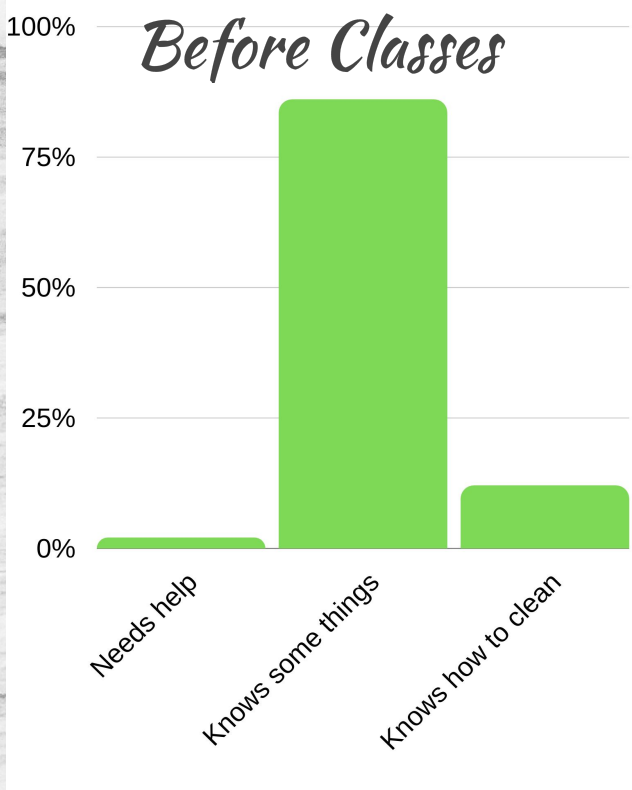


*After Classes*





# LIVING ROOM & BEDROOM



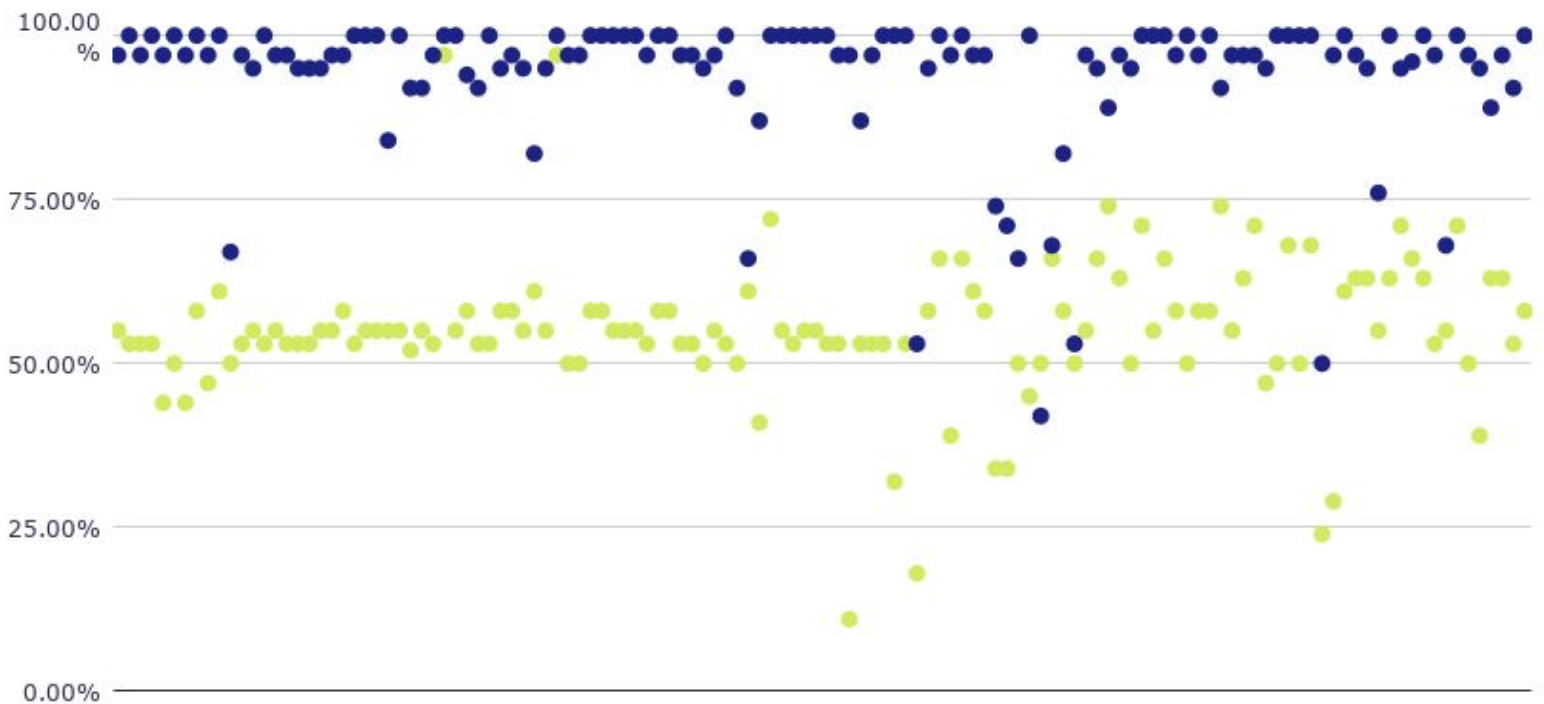


# OVERALL SCORE

Before the first cleaning class and the two and four week follow-up classes, clients were asked to show the cleaning educator how they cleaned a variety of surfaces and rooms in their home. The cleaning educator then graded the client based on the skills they showed.

## Average Score of Cleaning Knowledge and Skills

● Before Classes    ● After Classes





# KITCHEN RESULTS

Percentage of families who successfully demonstrated how to properly clean their stove, refrigerator/freezer, table/countertops, floor, and dishes/pots/pans.

*Before Classes*

*After Classes*



**6%**



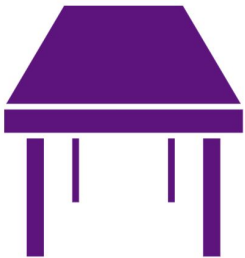
**95%**



**6%**



**97%**



**8%**



**97%**



**28%**



**98%**



**52%**



**99%**



On average, families  
who graduated  
from our program  
**improved** their  
knowledge and  
cleaning skills in  
the kitchen from  
**20% to 97%**

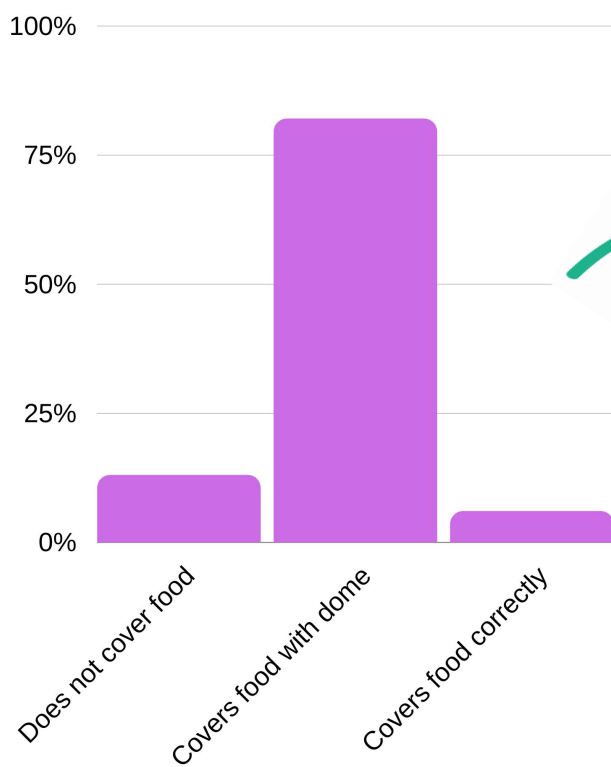




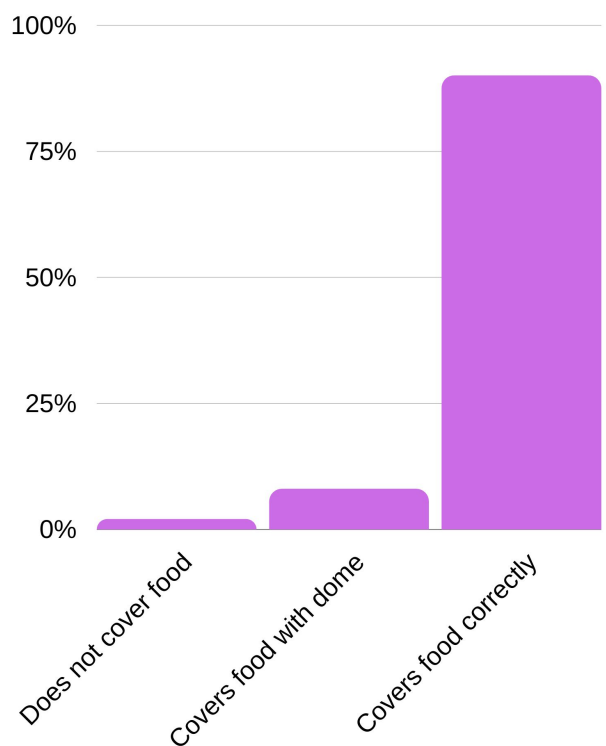


# FOOD STORAGE

*Before Classes*



*After Classes*



# BATHROOM RESULTS

Percentage of families who successfully demonstrated how to properly clean their bathtub, outside & inside of toilet, and bathroom sink.

*Before Classes*

*After Classes*



**6%**



**91%**



**23%**



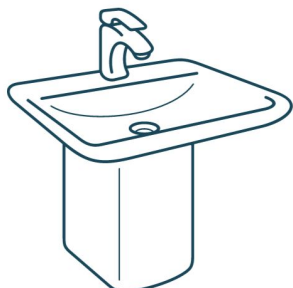
**98%**



**6%**



**93%**

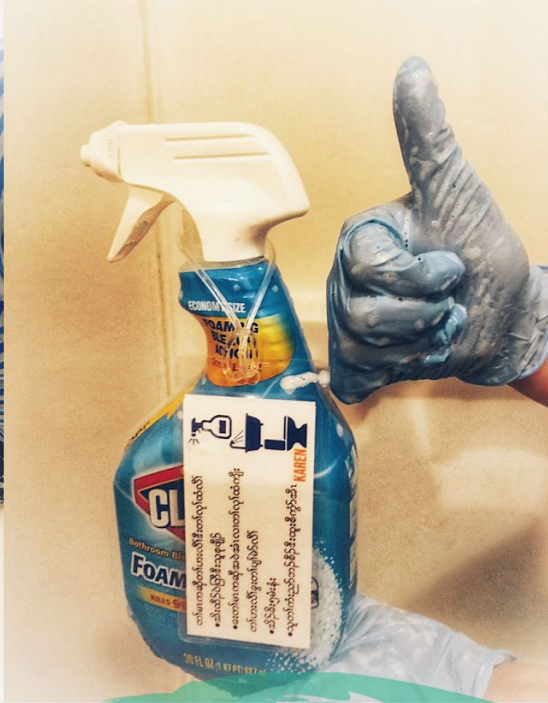


**10%**



**94%**

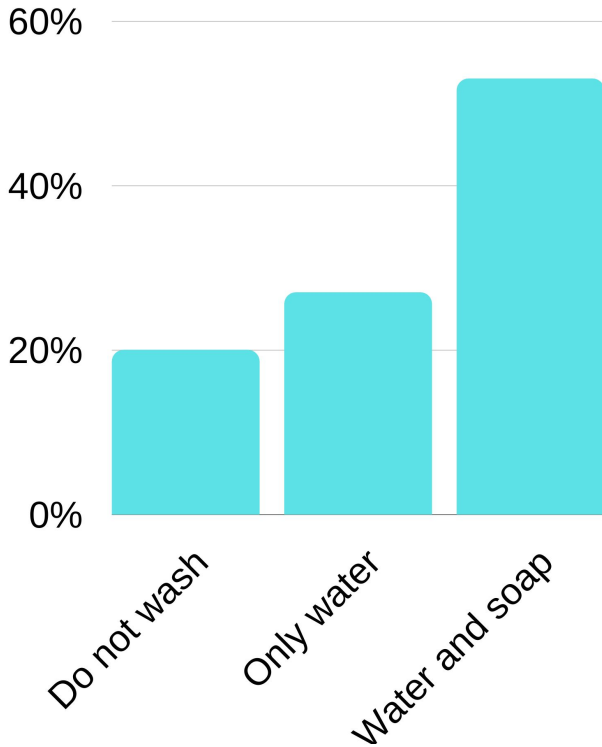




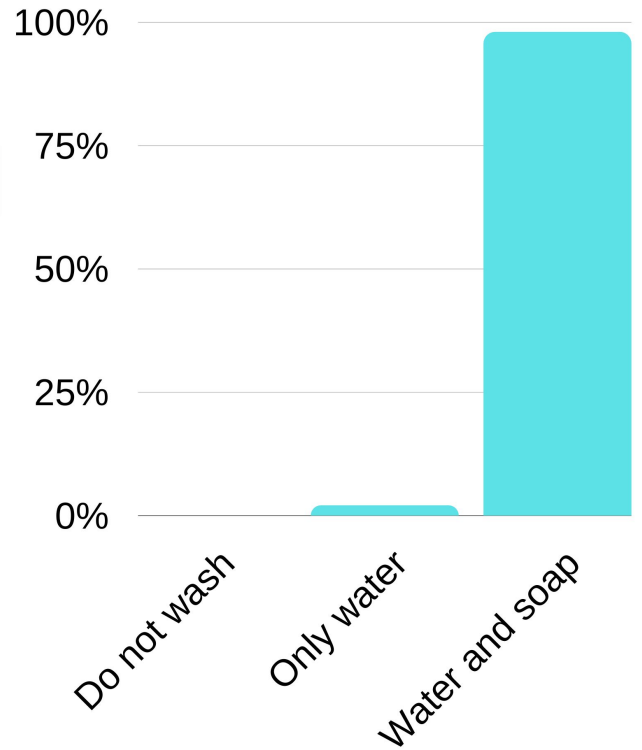
On average, families  
who graduated from  
our program **improved**  
their knowledge  
and cleaning skills  
in the bathroom  
from **11% to 94%**

# HANDWASHING RESULTS

*Before Classes*

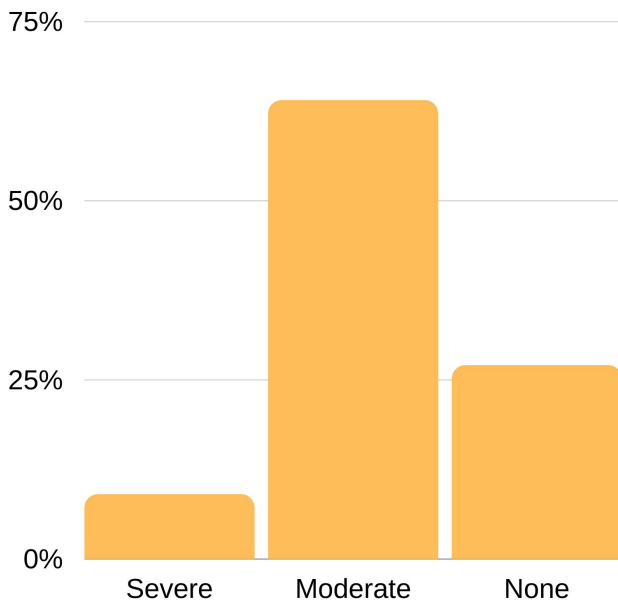


*After Classes*

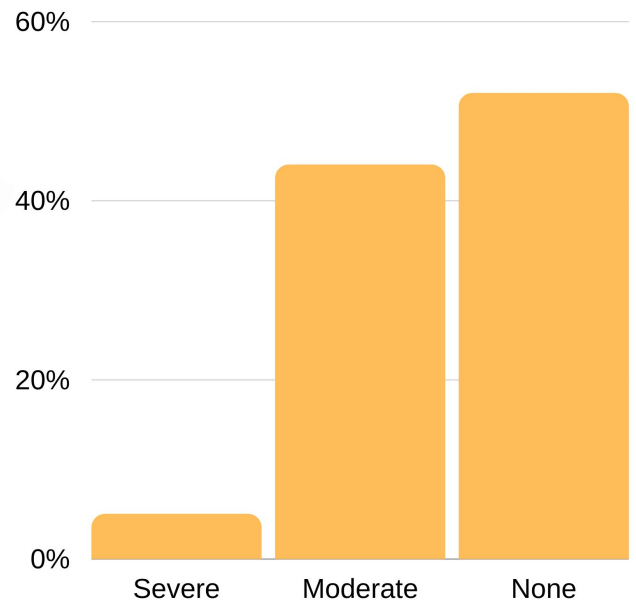


# INFESTATION RESULTS

*Before Classes*



*After Classes*





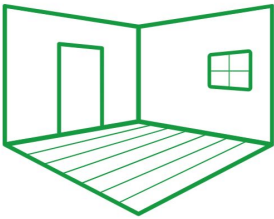
# LIVING ROOM/BEDROOM

## RESULTS

Percentage of families who successfully demonstrated how to properly clean their living room and bedrooms, walls, floors/carpeting and windows.

*Before Classes*

*After Classes*



**12%**



**90%**



**28%**



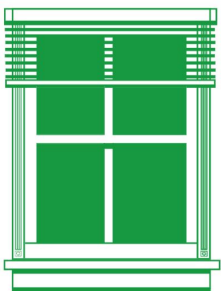
**97%**



**2%**



**88%**



**13%**



**98%**



On average, families  
who graduated  
from our program  
**improved** their  
knowledge and  
cleaning skills in  
the living room &  
bedrooms from  
**14% to 93%**



