

Elements of Culture

- Social Organizations: family patterns and social classes of a culture.
- Customs and traditions: ways people act, what they wear, eat and their laws.

- Language: spoken, written and body language; accents and dialects.
- Art and Literature: dance, music, poetry and oral history.
- Religion: Judaism, Christianity, Hinduism, Islam and others.
- Forms of Government: democratic, socialist, dictatorship and other forms.
- Economic Systems: market, traditional, command(an economy in which production, investment, prices, and incomes are determined centrally by a government) and mixed.



family

culture

ethnicity

language

relationships

employment

Our Cultural Backpack

Language Barrier Video

<https://www.youtube.com/watch?v=R2NcwrPZB>
LM

Cross cultural communication is

- Language/values
- Concept of time
- Concept of space
- Gestures



Iceberg Model: Surface and Deep Culture

Visible

**External (surface) culture
10%**

Easy to see

In awareness

Food
Facial expression
Language **Festivals**
Music **Visual Arts**
Literature **Dance**

Dress

Rules

Norms

Gender roles

Notion of "self"

Nature of friendship

Beliefs

Concept of Justice

Concept of Fairness

Etiquette

Learning style

Thought Process

Assumptions

Perceptions

Emotional response

Leadership styles

Attitudes towards Social Status

Attitudes

Attitudes towards Age

Religious Beliefs

Important of Space

preferences for competition or cooperation

Expectations

Desires

Values

Approaches to Problem Solving

Views on Rasing Children

Difficulte to see

Invisible

**Internal (deep)
culture (90%)**

**Out of
conscious
awareness**

Ten Strategies
for Effective
Cross-Cultural
Communication

Ask
Questions

Distinguish
Perspectives

Build
Self-Awareness

Recognize the
Complexity

Avoid
Stereotyping

Respect
Differences

Listen
Actively

Be
Honest

Be
Flexible

Think
Twice

Communication Breakdown

This video communicates the emotions surrounding the inability to communicate.

[https://www.youtube.com/watch?v=qgE4Zh0Se_s&feature=em-share video user](https://www.youtube.com/watch?v=qgE4Zh0Se_s&feature=em-share_video_user)

The Law

- **Title VI of the Civil Rights Act of 1964**: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
- **Lau v. Nichols, 414 U.S. 563 (1974)**: Recognized that recipients of Federal funding have an affirmative responsibility under Title VI, to provide LEP persons with meaningful opportunity to participate in public programs.
- **Alexander v. Sandoval, 532 U.S. 275 (2001)**: Only the federal funding agency is able to enforce and challenge recipient violations of Title VI.
- **Title III of Americans with Disabilities Act (ADA)**: “No individual shall be discriminated against on the basis of disability in any place of public accommodation.” Includes LEP with disabilities and individuals who are Deaf or Hard of Hearing.
- **Executive Order 13166, signed in August 2000**: Federally conducted programs & agencies must issue plan to meet Title VI standards for serving LEP individuals. Federally funded programs & agencies must issue guidance for service to LEP persons by federal fund recipients.

Oregon Laws and DHS Policy

ORS § 411.970: When bilingual services required.

1. As used in this section:
 - a. (a) “**Non-English-speaking household**” means a household that does not have an adult member who is fluent in English.
 - b. (b) “**Written materials**” includes all forms, notices and other documents that the Department of Human Services or the Oregon Health Authority provides to any English-speaking client for the establishment, maintenance and explanation of eligibility for public assistance or medical assistance.
2. If a Department of Human Services local office has a caseload that consists of 35 or more non-English-speaking households that share the same language, the department shall provide at the local office written materials in that language and access to a bilingual assistance worker or caseworker who is fluent in both that language and English.
3. The Personnel Division of the Oregon Department of Administrative Services shall recruit qualified individuals and shall maintain lists of such individuals for purposes of meeting the requirements of this section. [Formerly 411.062; 2013 c.688 §65]

DHS/OHA Alternate Formats and Language Access Services Policy

Policy number DHS/OHA-010-013 -

1. DHS and OHA shall identify actions that remove barriers to accessing services the agencies provide.
2. Each DHS and OHA program shall include in their delivery of services, access to:
 - a. Translations.
 - b. Oral and sign language interpreters.
 - c. Other alternate methods of communication for non-English speaking persons, limited English proficiency persons, and the blind, Deaf and hearing-impaired persons in our communities

Equality



Equity

