



AVOID CULTURAL MISUNDERSTANDINGS:  
KNOW YOUR CLIENTS CULTURAL BACKGROUND



Partner



Partly funded by



Project Reference: KA202-2014-006

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## INTRODUCTION

The European countries are getting more and more multicultural and the aim of this project is to strengthen the employees skills in the eldercare sector managing value systems based on different cultural background both in their inter collegial communication and teamwork but also to strengthen the communication skills of the nursing staff communicating with their clients.

Over the past 2 years the Handling Multiculturality in Care Consortium consisting of partners from Denmark, Germany, Italy and the England in the UK have been piloting a series of new training courses and developing dynamic teaching material using care-workers as co-developers. The material and courses were not developed through formal test courses, but as informal training in practice situations using ideas and experiences for every next step we encounter. Most of the tools and materials developed are not typically used to train nurses and care workers in the older people care sector as we know it, but contain models and inspiration to further individualised development. However, some of the material developed like this manual (developed in Bristol UK) is traditional but useful in supporting nurses and care workers working with older people from multicultural backgrounds living in care homes.

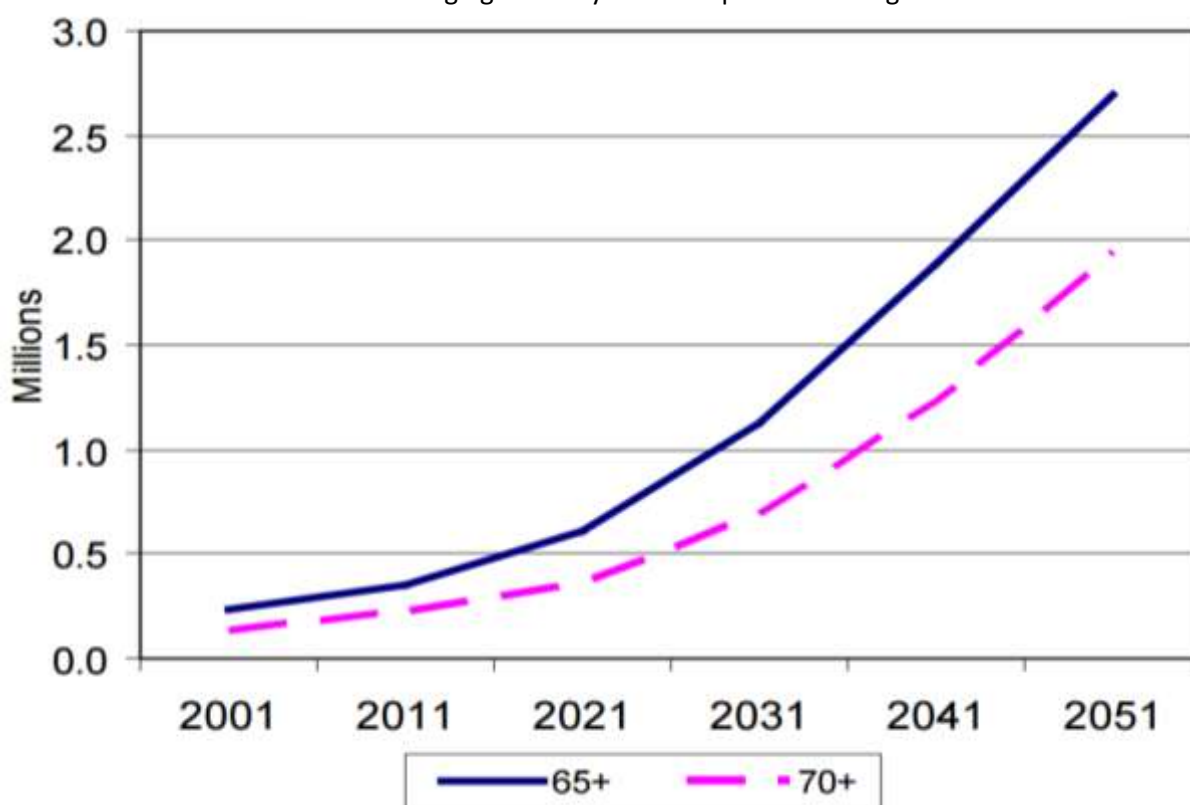
The manual is a live document to be updated overtime as and when new clients from different backgrounds enter care homes to be looked after by healthcare workers. Caring for elderly clients with diversified cultural background as well as working with people from different cultural background that is not one's own could be quite challenging. This comes as a result of the fact that, rules of appropriate behaviour varies both in and across cultures. How people behaviour or interaction could be shaped by their interaction with members of their own culture in comparison to that of other cultures, education, longevity of stay in a country, social class, and other personality traits. Information on what might arise when catering for a culturally diversified setup will help increase cultural awareness for caregivers, and subsequently, help in the management and avoidance of misunderstandings that might arise as a result of culture clash.

## ABOUT THIS HANDBOOK

Ethnic diversity has become a defining feature of the British and European society. Two trends in contemporary Europe are the subject of widespread discussion – and often anxiety. The first is the increasing diversity of our population, and second is the ageing of that population. There is growing evidence that ethnic and cultural differences in older people care can influence the disparity of illness experiences and the use of services by older people from different cultural backgrounds. Understanding the culture of people from different backgrounds is fast becoming a must for health care workers across Europe and the UK.

This booklet was developed by nurses and care workers in Bristol, England in response to the growing numbers of older clients from diverse backgrounds that they must now cater for on a daily basis. By 2051 the numbers of older people in care homes will rise drastically (see Chart 1 below).

Chart 1: Aging Minority Ethnic Population in England & Wales



**Source:** *The Future Ageing of the Ethnic Minority Population of England and Wales (2010)*

Culture care should therefore be a concern for all care givers. It is of great importance for care givers to learn about the traditions, beliefs and way of life of their diverse clients as far as healthcare is concerned. Knowledge gained about how they believe and view healthcare will act as a tool to help caregivers respect and honour those views and beliefs, as well as ease its combination into professional care, thereby delivering a comprehensive care. Clients, their families and caregivers working hand in hand helps bring out a clear picture of what those cultural needs of a client are and how those needs affect their healthcare needs. Sub-cultures exist in every culture, so caregivers need to be aware and use professional tact when dealing with clients. Individual cultural assessment of clients are necessary to know them on an individual base, what kind of people they are, what they want and how they want their care, irrespective of the fact that at times, some client might share same values and norms.

This Handbook attempts to assist nurses, frontline care workers and managers in Bristol, England and those from other parts of Europe with clients from different cultural backgrounds handle the multicultural care of the clients. The handbook is a first step that can be built upon by participating countries in this project.

Bristol is home to a range of cultures, nationalities and languages. Within the city there are nearly 50 different nationalities and over 90 different languages spoken. This handbook looks at the nine most popular cultures, language, values and norms of the 10 most popular cultures - food, dress, greetings, religion, celebrations, and belief about dying, customs and family values. Each section starts with the etiquette of greeting

## Italy



**Language** – Italian

### **Etiquette - (hello, goodbye, yes, no, please thank you)**

Italians shake hands while saying Buon giorno (good morning) or Buona sera (good afternoon).

Ciao – hello and goodbye, Addio – goodbye, Si – Yes, No – no. Per favour – Please, Grazie – thank you.

### **Religious observance**

Religion in Italy is characterised by the predominance of Christianity and an increasing diversity of religious practices, beliefs and denominations. Most Christians in Italy adhere to the Catholic Church.

### **Religious holidays and celebrations**

Religious festivals in Italy are a mixture of religion, faith, pagan elements. In March there are a number different religious processions that are held in streets across the country during Holy Week. During “**Holy Week**”, Southern Italy also hosts many other festivals between sacred and profane festivals. “**Epiphany and Befana**”, according to Christian tradition the festival is held on the 12th day of Christmas when children celebrates the arrival of the holy witch Befana. “**Festa Della Sensa**”, this festival symbolically celebrates the political, cultural and social expansion of Venetian republic. The festival takes place on the 19th and 20th of May every year.

### **Beliefs about deaths and dying**

Rosary beads are used to aid prayer. Burial rather than cremation is the usual practice for older Italians. The priest conducts the last rites in the presence of the family. After death friends and relatives visit the mourning family at their home to pass on condolences. Superstitious beliefs in the Italian culture about death are varied, but in the past there was a fear that a dead person's soul never really leaves the earth and they might wish to come back. Different rituals were performed to allow the deceased to leave the earth successfully, such as burying them with their favourite objects like cigarettes, books, jewellery, photographs, and more. Grief is openly expressed by all the family and mourners who traditionally wear dark colours. Friends and relatives gather at the mourners’ home after the funeral.

### **Cultural norms and customs**

#### Italian Family Values

- The family is the centre of the social structure and provides a stabilizing influence for its members.
- In the north, generally only the nuclear family lives together; while in the south, the extended family often resides together in one house.
- The family provides both emotional and financial support to its members.

#### Italian Style

- The way you dress can indicate your social status, your family's background, and your education level.
- They unconsciously assess another person's age and social standing in the first few seconds of meeting them, often before any words are exchanged.
- Clothes are important to Italians.

#### Catholicism

- Although church attendance is relatively low, the influence of the church is still high.
- Many office buildings will have a cross or a religious statue in the lobby.

- They respect and defer to those who are older, those who have achieved a level of business success, and those who come from well-connected families.

#### Meeting Etiquette

- The usual handshake with direct eye contact and a smile suffices between strangers
- Italians are guided by first impressions, so it is important that you demonstrate propriety and respect when greeting people, especially when meeting them for the first time.
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#### Gift Giving Etiquette

- Do not give red flowers as they indicate secrecy.
- Do not give yellow flowers as they indicate jealousy
- If you bring wine, make sure it is a good vintage. Quality, rather than quantity, is important.
- Do not wrap gifts in black, as is traditionally a mourning colour.

#### Relationships & Communication

- Italians prefer to do business with people they know and trust.
- A third party introduction will go a long way in providing an initial platform from which to work.
- Italians much prefer face-to-face contact, so it is important to spend time in Italy developing the relationship.
- Take the time to ask questions about your business colleagues family and personal interests, as this helps build the relationship

#### **Taboo's**

Italians greet friends with a kiss, usually first on the right cheek, and then on the left. When you meet a new person, shake hands and say piacere (pee-ah-cher-ay) (pleasure).

Italians can be very demonstrative and like to gesture with their arms and hands while talking. There are rare moments of silence and interruptions are common. Italians have many physical gestures that have very specific meanings. Because of this, avoid hand gestures where fingers are pointed or singled out in a descriptive way so you don't offend anyone.

Honour and personal pride are critical. Never insult an Italian, their family, their town, their friends, or their church (which is predominately Roman Catholic).

#### **Clothing**

Italians dress well and seem to have an inborn sense of elegance and style. Presentation and impression are all-important to Italians and are referred to as bella presenza or bella figura (literally 'beautiful presentation or figure'). Italians generally dress well and appropriately, tending to be more formal in their attire than most northern European

Italians judge people by their dress, the style and quality being as important as the appropriateness for the occasion. Italians consider bathing costumes, skimpy tops and flip-flops or sandals with no socks strictly for the beach or swimming pool, and not the street, restaurants or shops. Italians believe that many foreigners are shameless in the way they dress and act in public and have no self-respect.

#### **Food, diet, national dishes**

Food is a means for establishing and maintaining ties among family and friends. No one who enters an Italian home should fail to receive an offering of food and drink. There are special foods for various occasions. There is a special Saint Joseph's bread, Easter bread with hard-boiled eggs, Saint Lucy's "eyes" for her feast day, and the Feast of the Seven Fishes for New Year's Eve. Wine is served with meals routinely.



In Britain, it's traditional to have a good old-fashioned fry-up for breakfast. Sausages, eggs, bacon, beans, mushrooms... the list goes on. It's a particular delicacy for Brits abroad looking to eschew the local culinary treats for something closer to home.

Italians on the other hand, have the right idea. By and large, breakfast in Italy is a refreshingly modest affair in comparison. The typical Italian breakfast runs along the lines of a coffee (such as *caffè latte* or *cappuccino* – although the latter is a no no after 10 am), bread rolls, cookies and pastries. Other popular choices include fruit salad, yoghurt and muesli. Some of these snacks can be eaten later in the morning as a kind of *elevenes*.

But by and large, the reason that breakfast tends to be on the lighter side is because Italians are saving their appetites for the main meal of the day: lunch!



Tomato & Mozzarella Snack



Spaghetti Bolognese



Pizza



## Bangladesh



**Language** - The official language is Bangla, also known as Bengali. It is the first language of more than 98 percent of the population. It is written in its own script, derived from that of Sanskrit. Many people in and from Bangladesh also speak English and Urdu.

### Etiquette

Hello – (Nomo-shkar for Hindus) and (Slama-likum for Muslims)

Goodbye – (Khoda Hafez)

Yes – (jee)

No – (naa)

Please – (onu-groho)

Thank you – (dhon-no-baad)

How are you? - Kemon achhen?

What is your name? - Apnar naam kee?

My name is ... - Amar naam .

### Religious observance

The majority of Bangladeshis are Bengali Muslims, but a small segment of them are Biharis and Rohingyas. Most Muslims in Bangladesh are Sunnis, but there is a small Shia community and an even smaller Ahmadiyya community. However, most still very much mix this with pre-Islam folk traditions. Bangladeshis identify with the folk traditions of Bengali culture. This includes belief in shamanism and the powers of fakirs (Muslim holy men who are exorcists and faith healers), ojhaa (shamins with magical healing powers), and Bauls (religious mendicants and wandering musicians).

### Religious holidays and celebrations

Islam defines many of the festivals in Bangladesh. These include two Eids (one after Ramadan and one after the Hajj) Shab-e-Qadr (the night of power), Milad un-Nabi (birth date of the Prophet Muhammad) and Shab-e-Barat (the night of the fortune). Hindu influences festivals include Durga Puja and Kali Puja (community worshipping of Goddess Durga and Kali). On the whole an entire community participates in each other's religious ceremonies. Ramadan month (June) is divided into three categories the first ten day's name is Rahamon, middle ten days name is Magfarat and end of ten days name is Najat.

### Beliefs about deaths and dying

Muslims are always buried, never cremated. It is a religious requirement that the body be ritually washed and draped before burial, which should be as soon as possible after death. Muslim women never attend burials and it is rare for funeral directors to be involved. Behaviour surrounding death as expected by the Muslim faith is generally adhered to in Britain. Most of the customs followed have been laid down in the Shari'ah (Muslim laws) which are derived from the Hadith (practices and sayings of the prophet Mohammed) rather than the Koran.

### Cultural norms and customs

#### Meeting & Greeting

- Greetings usually take place between members of the same sex.
- The hand shake is common although they may feel rather limp.
- Women will only really be met within business contexts and even so, it is best to wait to see if a hand is extended before doing so.

- The traditional greeting for Muslims is **Asalamu alaikum** to which the response is **wa alaikum salam**.

#### Gift Giving Etiquette

- Gifts are mainly given between family members at religious holidays, especially after Ramadan and Hajj.
- In cities, it is becoming more common for gifts to be given on birthdays.
- In Bangladesh the importance of gifts is in the thought rather than the value. Part of the reason lies in the fact that gifts should be generally reciprocated and it would be considered rude to offer someone a gift that is difficult to reciprocate.

#### Dining Etiquette

- If invited to a meal it is rude to flatly turn the invitation down. One should always use less direct language to suggest that it may be difficult such as "I will try." or "I will have to see".
- Many people eat with their hands and it may be that you share food from a common dish.
- Guests are generally served first then the oldest, continuing in order of seniority.
- Do not start eating until the oldest person at the table begins.
- The left hand is considered unclean so only eat, pass dishes or drink with the right hand.

#### Bangladesh Communication Styles

- Bangladeshis are quite implicit/indirect communicators. They tend to communicate in long, rich and contextualized sentences which only make sense when properly understood in relation to body language.
- It is important for people who come from implicit/direct cultures to understand that their communication styles may be seen as rude and the information provided inadequate.
- Personal space is less of an issue in Bangladesh than many European cultures. Bengalis stand close when speaking to someone of the same gender and touch is common.
- However, when speaking with a woman the space is often increased.

#### Meeting & Greeting

- Business etiquette in Bangladesh is reasonably formal. Proper behaviour is expected.
- Men greet each other with a handshake upon arriving and leaving.
- Foreign men should nod to a Bangladeshi woman unless she extends her hand. Businessmen should be addressed by the term "Bahadur" ("Sir"), while women may be addressed as "Begum" ("Madam"). This may be used with or without the surname.
- Wait until your counterpart moves to a first name basis before you do so.

#### **Hierarchy**

- Bangladesh is a hierarchical society.
- People are respected because of their age and position.
- Older people are naturally viewed as wise and are granted respect.
- Bangladeshis expect the most senior male, by age or position, to make decisions that are in the best interest of the group. This is also valid in businesses, the majority of which will be family owned/run.

#### **Taboo's**

- Beckoning with the index finger and whistling or winking in public is considered very rude. It's also impolite to cross your legs or smoke in the presence of an elder. Pointing the bottom of your shoe at someone lowers their worth.
- Getting divorced, for whatever reason. A man or woman is very likely not to be able to get married again.
- Other taboo's, eating in public, spitting in public, cursing and swearing in public, mixed bathing in public swimming pools.

## Clothing

Sari is women's universal dress, both in the cities and countryside. A sari is a long piece of cloth that they wrap around their waist, tucking it in at the waist, then wrapping it around their shoulders. Usually they also wear a blouse. The top part of the sari can rest around the back of the neck or be pulled over the top of the head, leaving the face uncovered. Some girls and some women wear a Salwar Kameez.

A cotton lungi and a jersey called kurta are the common attire for men in rural areas. A lungi is a loop of cloth, somewhat like a very, very loose skirt or a sarong. It hangs from the waist to the ankles and is gathered in front at the waist and twisted into a sort of half knot, with the ends tucked in so they won't unravel. In the urban areas men have, however, largely adapted to western costume.

## Food, diet, national dishes

It is commonly said that Bangladeshi food in a home is the best – it's cooked with the care and love of a woman's hands. In restaurants, food is cooked by men for quantity.

Bangladesh shares a common Bengali culture, language and history with its neighbours in the nearby Indian state of West Bengal. This shared culture also carries over to its food – many dishes are shared across borders and are commonly referred to as Bengali cuisine.

Bangladeshi cuisine is decidedly South Asian in nature. However, it's unique in its abundant use of fish and its employment of a variety of often fiery pastes made from ground roots, spices and chilies.

### Traditional Bangladesh Snacks

- **Singara:** Much like samosas. Singara are spiced potato and vegetable mixture pockets wrapped in a thin dough and fried.
- **Samosa:** In India, samosas are usually stuffed with potatoes and spices. Bangladeshi samosas tend to be triangular, filled with cabbage and other vegetable
- **Paratha:** A thin fried flat bread that can be found everywhere throughout the country. Most often eaten at breakfast.
- **Chana chaat:** Chickpeas mixed with chopped onions, tomatoes, and spices often topped with popped rice and fried vegetables.

### Traditional Bangladesh Dishes

- **Bhorta:** Mashed potatoes (or other vegetables) often mixed with shrimp or fish. Usually made with onion, green chili peppers, cilantro and mustard oil — lending it an intense flavor.
- **Egg curry:** Hard boiled eggs served up in a creamy curry, served with crispy onions on top.
- **Dal (lentils):** Another staple of the Bangladeshi table. Sautéed spices, onions and garlic stewed to creaminess.



Meat curry (known as tarkhari) served with rice



Bengali peas pulao with Mutton Masala



Jilapi, Traditional Bangladeshi Sweetmeat

## Poland



**Language** – A Slavic language, the Polish alphabet has 9 additional letters to those used in the basic Latin alphabet, making a total of 33. It is the second most spoken Slavic language after Russian, and some of its vocabulary is shared with the languages of other neighbouring Slavic countries - Czech, Slovak, Belarusian, and Ukrainian.

### Etiquette

Hello - Czesc

Goodbye – Do wid-zenia

Yes - Tak

No - Nie

Please - Proszę

Thank you – Dzie-kuje

### Religious observance

Belief in God has been a principle and a mainstay of life in Poland since early times. In fact, the creation of Polish state is associated with adoption of Christianity by its ruler, Mieszko I, in 966. Today the overwhelming majority of the Polish population (around 90%) is Roman Catholic, and a considerable number are practicing Catholics. The church has played an important role in the history of the country and its social and political life. It is widely respected by Poles and perceived as a symbol of Polish heritage and culture.

### Religious holidays and celebrations

**Wianki** – is a pagan festival honouring the midsummer solstice, June of each year. Krakow's Wianki celebrations are second to none, and they include concerts by big-name performers, fireworks displays, and an annual market.

**All Saints' Day** – is accompanied by the beautiful tradition of decorating cemeteries with thousands of glowing candles. On this night, the worlds of the living and the dead come closer to one another. Poles honor their deceased family and friends with memories, church services, and, of course, the flickering candles that brighten graveyards all over Poland on November 1st.

**Advent** – helps to prepare Poles for Christmas through fasting, prayer, and church services. During this time, a special mass, called roraty, is held for church-goers

### Beliefs about deaths & dying

The traditional way of dealing with death in Poland is to mourn and be sad. To keep calm and carry on, to keep smiling, remembering just the happy days and sharing funny stories about the deceased. The funeral home will deal with most things related to the funeral and body on behalf of the family in most urban areas. In some villages there is no custom, nor need, to engage a funeral home. Relatives and friends are notified of the death and details of the funeral. Special death notices called klepsydra (noun, fem.) are often put on the deceased house and their local church, and printed in newspapers.

### Cultural norms and customs

#### Meeting and Greeting

- When greeting someone a good handshake, direct eye contact, a smile and the appropriate greeting for that time of day will suffice.
- Good morning/afternoon is "dzien dobry" and good evening is "dobry wieczor".

- Address people by their honorific title, “Pan” for a man and “Pani” for a woman, and their surname.
- Do not use first names until invited to. Moving from the use of formal to the informal names is such an important step that there is a ritual to acknowledge the changed status and your inclusion in their ‘inner circle’.
- At parties or other social gatherings, your hosts will introduce you, usually starting with the women and then moving on to the men.

#### Dining Etiquette

- If you are invited to a Pole's house, be punctual.
- You may be expected to take off your shoes. (Check to see if your host is wearing slippers)
- Dress conservatively.
- Offer to help the hostess with the preparation or clearing up after a meal is served. This is good manners. This will more often than not be turned down out of politeness.

#### Communication Styles

- Generally speaking, Poles judge others by their personal qualities. They therefore like to spend time getting to know people as individuals. This allows them to size people up.
- Honesty is highly valued in Poland since trust is the cornerstone of business relationships. Building personal relationships is essential for successful business dealings, especially if you are looking for a long-term business relationship.
- Poles are known for being direct communicators, i.e. they say what they are thinking. However they are also very sensitive to other's feelings and let that determine how and

#### Gift Giving Etiquette

- Do not give gifts that are overly expensive; this may embarrass the recipient.
- If invited to a Pole's home for dinner, bring wine, flowers, pastries or sweets for the hostess.
- Give an odd numbers of flowers.
- Do not give yellow chrysanthemums as they are used for funerals. Do not give red or white flowers, especially carnations and lilies.

#### Taboo's

- It is unwise to call in question Polish people's religious belief.
- Although in some countries it's normal to do this, in Poland is not considered appropriate to ask somebody how much money they make. The other person might think you are judging them.
- Don't talk about politics with their friends because everybody has a different political leaning and talking passionately about this might cause serious gaps even to steadfast friendships.
- Never ever make jokes about the late Pope, John Paul II. He's sanctity to many in Poland.
- Polish people are sensitive to body language and watch it carefully. Avoid overly demonstrative or closed off body language. Smile, be yourself, and be moderately expressive as you speak.

#### **Clothing**

Polish national costume varies by region, though people in most regions wear clothing styles that are brightly coloured and decorated with embroidery and beads. The traditional clothing of most regions in Poland consists of a full skirt and blouse for women and long trousers and a vest for men.

#### **Food, diet, national dishes**

##### Pierogi (Polish dumplings)

Dumplings are made of thinly rolled-out dough filled with a variety of fillings. The most popular fillings are meat, sauerkraut and mushrooms, seasonal fruit (blueberries, strawberries and cherries), buckwheat, sweet cottage cheese or boiled potatoes with fried onions (called Russian dumplings). Pierogi is a Polish food that's always served for Christmas.

Rosół (broth/ chicken soup)

Rosół is the most common soup served in Poland. It tastes best after Sunday's church on cold days. It is very easy and quick to prepare, commonly served with homemade noodles. The ingredients needed for the soup are water, any piece of chicken, onion, small leek, onion, green celery, parsley, cabbage, salt and pepper.

Gołąbki (cabbage roll)

Gołąbki is a typical traditional Polish food made of minced pork with some rice, onion, mushrooms, wrapped in white cabbage leaves. There are also other variations of fillings such as poultry, mutton or without meat. Before serving cabbage are simmered / fried in fat.



Polish sausages with olives & bread



Polish cakes & sweets



Pierogi (Polish dumplings)

## Somalia



### Language

All Somalis speak Somali, the official language. Somali is an Eastern Cushitic language. Somali did not become a written language until January 1973. Somalis frequently use wordplay and humor in everyday communication. Arabic, the language of the Qur'an, is spoken and read for religious purposes. A small percentage of Somalis also speak Italian, and a growing number speak English.

### Etiquette

Hello – Iska Waran

Goodbye – Jaaw

Yes – Haa

No - May

Please – Fadlan

Thank you – Mahadsanid

### Religious observance, fasting periods and reasons

Religion is a major influence on the lives of Somalis. They are Sunni Muslims of the Shafi'ite rite, with great interest in Sufi spiritualism, characterized by chanting, whirling, chewing qat, (a narcotic leaf), and falling into a trance as a way of communing with Allah. They also include the veneration of Somali saints in religious worship.

Mosques can be found in all cities and towns in the UK. In accordance with the Qur'an, men and women pray and study separately, Somali's are to pray five times each day, facing Mecca. They should recite the creed of Islam and observe zakat, or giving to the poor, if able. They should make a pilgrimage to Mecca at least once and should observe the fast of Ramadan.

### Religious holidays and celebrations

Every year in August, the Islamic population of Somaliland, Puntland, and greater Somalia celebrate Eid al-Fitr. This religious holiday marks the end of Ramadan – the holy month during which those of the Islamic faith fast. This day really is a celebration of everyone's efforts and sacrifices. The day is marked with ceremonies in mosques around the region, the gathering of friends and families to enjoy great feasts, and perhaps the most special activity for some – the purchasing of new outfits to wear on the day.

### Beliefs about deaths and dying

Somalis hold the Muslim view that each person will be judged by Allah in the afterlife. They also believe that a tree representing all Muslims grows at the boundary between Earth and Heaven (some believe the boundary is on the Moon). Each person is represented by a leaf on the tree. When an angel shakes the tree on the first day of the new year, in the Islamic month of Muharram, it is said that those whose leaves fall off will die within the coming year. Muslims also believe that a person who dies while fasting during Ramadan is especially blessed by Allah.

When a Somali dies, feasting and celebration are held, as they are at a birth. A Somali wife must mourn her husband's death in seclusion at home for four months and ten days, according to Islamic practice.



## Taboo's

- **Food** - You're eating at someone's house, and you're being served food. You do not start eating until all guests or family members are seated this is especially true if you're eating from a big plate you share with others.
- Somalis believe you shouldn't say something negative about yourself that isn't true.
- The Respectful Gaze- Somali's believe it's ceeb (shameful) to look an elderly person in the eye. You should lower your gaze from them, and show them respect by not meeting their eyes. It's funny because Americans believe the exact opposite. They think a person who doesn't meet your gaze is dishonest or untrustworthy. While we simply see it as something respectful.
- Do not throw Trash at Night- Somali's believe it's bad luck to throw trash out at night. As they believe the devils and jinns make their homes there. This is also an Islamic held belief. So it's best to save the trash for morning or to just throw it out earlier.

## Bathing cleanliness

While on the toilet, one must remain silent. Talking, answering greetings or greeting others is strongly discouraged. When defecating together, two men cannot converse, nor look at each other's genitals. A man should not touch his genitals with the right hand. Eating any food while on the toilet is strictly forbidden.

The anus must be washed with water after defecating. Similarly, the penis and vulva must be washed with water after urinating. This washing is known as istinja. The Qur'an suggests that one should wash one's hands as well.

When leaving the toilet, one is advised to leave with the right foot, and also say a prayer – "Praise be to Allah who relieved me of the filth and gave me relief.

## Clothing

- Women usually wear one of the following dress: Direh, a long, billowing dress worn over petticoats. Coantino, a four-yard cloth tied over shoulder and draped around the waist. Toob, commonly worn throughout Africa. Hijab, and head scarfs are very common.
- Men wear western pants or a flowing plaid ma'awis (kilt} western shirts, and shawls. On their heads they may wrap a colourful turban or wear a koofiyad (embroidered cap).

## Food, national dishes



Chicken Suqaar



Stuffed Sabaayad with Green Onion



Kalluun Duban (Spicy Baked Fish)



## Jamaica

**Language** - English (official), Creole. English is the official language of Jamaica. However, Patois (Creole), a combination of English and some African languages, is spoken in rural areas and is used increasingly in urban areas. Most Jamaicans can speak or understand Patois, but it is not a written language. Jamaican speech, even in English, has a distinctive rhythmic and melodic quality.

### Etiquette

All in the English language (hello, goodbye, yes, no, please thank you)

### Meeting and Greeting

- The most common greeting is the handshake with direct eye contact, and a warm smile.
- Use the appropriate salutation for the time of day: "good morning", "good afternoon", or "good evening".
- Once a friendship has been established, women may hug and kiss on each cheek, starting with the right.
- Men often pat each other's shoulder or arm during the greeting process or while conversing.
- Address people by their honorific title (Mr., Mrs., or Miss) and their surname until a personal relationship has developed, this shows a mark of respect particularly where the elderly are concerned.
- Always wait until invited before using someone's first name.

- As your friendship deepens, you may be asked to call the person by their nickname.

### **Religious observance**

Protestant 61.3% (Church of God 21.2%, Baptist 8.8%, Anglican 5.5%, Seventh-Day Adventist 9%, Pentecostal 7.6%, Methodist 2.7%, United Church 2.7%, Brethren 1.1%, Jehovah's Witness 1.6%, Moravian 1.1%), Roman Catholic 4%, other including some spiritual cults 34.7%.

- Religion is fundamental to Jamaican life, which can be seen in the references to Biblical events in everyday speech.
- The island has the highest number of churches per capita in the world and more than 100 different Christian denominations. Most Jamaicans are Christians; the largest denominations are the Anglicans, Baptists, Methodists, Pentecostals, Brethren and Roman Catholics.

### Rastafarianism

Rastafarians believe they are one of the lost tribes of Israel who were sold into slavery and taken to Babylon (Jamaica) and that they must return to Zion, which they hold to be Ethiopia. The movement does not have organized congregations, it does not have a paid clergy, and it doesn't have a written doctrine.

There are three types of Rastafarians in Jamaica:

1. Members of the Bobo Shanti order wear long robes and tightly wrapped turbans. They function like an independent nation within Jamaica with their own constitution. Their lifestyle closely emulates those of the Old Testament Jewish Mosaic Law, which includes the observation of the Sabbath from sundown on Friday to sundown on Saturday, hygiene laws, and special greetings among themselves.
2. Members of the Nyah-bin-ghi sect focus mainly on Emperor Haile Selassie and they proclaim that he is the incarnation of the Supreme deity. They push for their repatriation to Ethiopia, from where they believe all black people came. Ethiopia plays a major role in this sect.
3. The Twelve Tribes was founded in 1968 by Dr. Vernon 'Prophet Gad ' Carrington and is the most liberal of the Rastafarian orders. Members are allowed to worship in a church of their choosing or within the privacy of their house. They consider themselves the direct descendants of the 12 Sons of David.

### **Religious holidays and celebrations**

Typically, Jamaicans celebrate New Year's Day, Ash Wednesday, Good Friday, Easter Day, Easter Monday, Labour Day – May 23<sup>rd</sup>, Emancipation Day 1<sup>st</sup> August – Slavery in the British Empire ended 1<sup>st</sup> August 1834, Jamaica Independence day – Independence from the UK 1962, October 16<sup>th</sup> – National Hero's Day, Christmas Day and Boxing Day.

### **Trust**

- Jamaicans have a healthy distrust of those in authority and prefer to put their faith in those they know well, such as their extended family and close friends who are treated as if they were family.
- This can be seen in the fact that many still prefer to form a "partner" with friends and family rather than go to a bank to secure a loan. A partner is a financial arrangement between friends and neighbours. Each person in the group agrees to contribute a set amount into the partner for a specific number of weeks. Accumulated funds are used to make down payments for large purchases such as buying a house or a business.
- The basic requirement of the partner is trust. To become a member of the elite group, a person must be recommended by a friend or relative.

### Beliefs about deaths & Dying

One distinctive Jamaican element of mourning and burial is known commonly as “nine night.” Nine night is a form of “set up,” or wake that takes place on the ninth night after a person’s death, before the funeral and burial. According to traditional Jamaican belief, the journey from this world to the next is not complete until nine nights after the death of the body. A malevolent ghost, or duppy, of a deceased person might linger after death, inhabiting its old house, or exacting revenge on persons who have mistreated it. On the ninth night, it is said to depart permanently, at which time its friends must give it a party as a celebratory send-off.

### Taboo’s

- Sharing “box food” without gravy. This is food that is bought at cook shops and served in styrofoam containers. How are we to eat dry rice? (rice with no gravy is a no no)
- Disrespecting elders. Though this has been increasing in the latter years people usually intervene if they spot an elder being wrongfully disrespected.
- Having a dirty house when neighbours stop by. This will be a sure fire way to have your name littering the community as you seem nasty.
- Being an atheist; since we are a very religious nation. If you declare atheism you will definitely be met upon with condescending or incriminating stares that you're a devil worshipper.

### Cleanliness, skin care and hair

People from the Jamaica, the Caribbean and Africa view skin care as an essential daily function from birth, throughout childhood and adulthood. When washed, skin can very frequently feel tight and dry which feels uncomfortable. It is common practice to use skin care lotions and creams to make the skin feel supple.

The same could be said for hair care. In most cases hair care is also an essential care function, if left unattended hair will feel very uncomfortable and may become unmanageable. Within the family setting all women largely control hair care duties for the whole family, it is not uncommon to see grandmother, mother daughter, daughters plating hair. Not only is this done for aesthetic and hygienic reasons but also forms a close bond with each member of the family. However, in saying this it is also very common for women to frequent hair dressers and mobile hair dressers to keep themselves groomed regardless of age.

### Food, national dishes



Ackee & Salt Fish with festivals



Jerk Chicken

Coffee beans







## Spanish

### Language

The official language is Spanish, also called Castilian, and is the first language of over 72% of the population. Galician is spoken in the region of Galicia and Basque by increasing numbers of the population of Euskadi, the Spanish Basque Country

### Etiquette

Hello – Hola

Goodbye – Adiós

Yes – Sí

No – No

Please - Por favor

Thank you - Gracias

### Religious observance

The majority of Spaniards are formally Roman Catholic, although different religious beliefs are accepted. (Roman Catholic 94%, other 6%). During the history of Spain, there have been long periods of where different religious groups have coexisted, including Muslims, Jews and Christians. Still some traditions manifest more like a cultural event than a religious one. During Holy Week, many participants of the

processions wear peaked, black hats as the sign of a penitent and walk barefoot, carrying a burden of some kind. Religious history is apparent in every small town, where the most grandiose building is typically the church. In the large cities the Cathedrals are almost museums.

### **Religious holidays and celebrations**

From 20<sup>th</sup> – 27<sup>th</sup> March, the Semana Santa holy week is among the most important festivals in Spain. It is a religious celebration among the Catholics who mourn the final days of Christ on Earth and at the same time sympathize with the grief of the Virgin Mary.

It is held on the week leading to Easter Sunday. Throughout the entire week, processions consisting of big floats are usually paraded all over the streets. The climax of the celebrations is the procession of Good Friday whereby the floats leave the churches in the middle of the night and they are carried throughout the night to their final destination: the cathedral.

### **San Fermin Fiestas Pamplona**

This festival takes place from July 6th to the 14th each year. It is a festival that brings the party to every corner of the city of Pamplona. The festival starts by setting off the pyrotechnic Chupinazo from the mayor's balcony.

The celebration is full of dance, song and the famous running with the bulls which takes place each day during the week long festivities. The bull running run starts from the Plaza Santo Domingo and winds through the ancient streets of Pamplona ending at the bullring.

### **Beliefs about deaths & dying**

Every culture has its own traditions and customs regarding death, funerals, and burials. In Spain, one of the most notable national holidays is called All Saints' Day. On this day, family members dress up in their finest, purchase flowers, and visit the graves of their loved ones.

In Spain, a burial or cremation may occur very quickly following the death of a loved one, often within 24 hours. In many regions throughout Spain, plans for funerals and burials are usually begun when it is known someone is on their deathbed. Communion and last rites are offered, followed by a blessing.

Following the death of a family member or loved one, someone within the family is usually chosen to stay with the body to keep them company and to make sure they are treated properly.

### **Cultural norms and customs**

- When introduced expect to shake hands.
- Once a relationship is established, men may embrace and pat each other on the shoulder.
- Female friends kiss each other on both cheeks, starting with the left.
- People are often referred to as Don or Dona and their first name when in formal occasion as a general rule.
- Many men use a two-handed shake where the left hand is placed on the right forearm of the other person.
- If invited to a Spaniard's home, you can bring chocolates, pastries, or cakes; wine, liqueur, or brandy; or flowers to the hostess.

### **Taboo's**

- Cultural taboos in Spain include being overly friendly or engaging in close body contact with someone, such as hugging or patting someone's back, who isn't a close friend or family member. Standing too far away during conversation or moving the hands a lot while speaking is also not appropriate, even if the Spanish person models the behaviour.
- A salt shaker should not be passed from hand to hand (it must be placed on the table, for the other person to pick it up themselves)

- Never toast with a glass of water,  
(if you do it, you'll get seven years' bad sex)

**Bathing, cleanliness, skin care and hair** – No special requirements

**Clothing** – *No special requirements*

**Food, national dishes**

Paella de Marisco – Spanish Seafood Rice. Paella Valenciana originated in the fields of Valencia, where country folk mixed rice with rabbit, snails and vegetables and cooked it over an open fire. It has evolved into Spain's most well-known dish, where fish, shellfish, meat, pork and/or chicken may be used



Casserole Seafood Paella



Fritters



## India



### Language

The different states of India have different official languages, some of them not recognized by the central government. Some states have more than one official language.

Bihar in east India has three official languages - Hindi, Urdu and Bengali - which are all recognized by the central government. But Sikkim, also in east India, has four official languages of which only Nepali is recognized by the central government. Besides the languages officially recognized by central or state governments, there are other languages which don't have this recognition and their speakers are running political struggles to get this recognition. Central government decided that Hindi was to be the official language of India and therefore it also has the status of official language in the states.

### Etiquette

Hello - Namaste

Goodbye - Alavida

Yes - Haan

No - Nahin

Please - Krpya

Thank you - Dhany-avaad

### Hierarchy

All relationships involve hierarchies. In schools, teachers are called gurus and are viewed as the source of all knowledge. The patriarch, usually the father, is considered the leader of the family. The boss is seen as the source of ultimate responsibility in business. Every relationship has a clear-cut hierarchy that must be observed for the social order to be maintained.

### Religious observance

India known as the land of spirituality and philosophy, was the birthplace of some religions, which even exist today in the world.

The most dominant religion in India today is Hinduism. About 80% of Indians are Hindus. Hinduism is a colourful religion with a vast gallery of Gods and Goddesses. Hinduism is one of the ancient religions in the world. It is supposed to have developed about 5000 years ago. Later on in ancient period other religions developed in India.

Around 500 BC two other religions developed in India, namely, Buddhism and Jainism. Today only about 0.5% of Indians are Jains and about 0.7% are Buddhist. In ancient times Jainism and specially Buddhism were very popular in India. Indians who accepted Buddhist philosophy spread it not only within the Indian sub-continent but also to kingdoms east and south of India.

These three ancient religions, Hinduism, Buddhism and Jainism, are seen as the moulders of the India philosophy. In 'modern' period new religions were also established in India.

One comparatively new religion in India is Sikhism and it was established in the 15th century. About 2% of Indians are Sikhs.

HINDUISM - about 82%, ISLAM - about 12%, CHRISTIANITY - about 2.5%, SIKHISM - about 2%,  
BUDDHISM - about 0.7%, JAINISM - about 0.5%, JUDAISM - about 0.0005%.

## **Religious holidays and celebrations**

### Holi

Holi (also called Holaka or Phagwa) is an annual festival celebrated on the day after the full moon in the Hindu month of Phalgun (early March). It celebrates spring, commemorates various events in Hindu mythology and is time of disregarding social norms.

### Diwali

Diwali, from the Sanskrit word Dīpāvali, meaning "row of lights" is a Hindu festival of lights lasting five days. For many Hindus, Diwali is also New Year's Eve. Diwali is held on the final day of the Vikram calendar, a type of Hindu calendar followed by North Indians.

### Mahashivaratri (Shiva Ratri)

Mahashivaratri (also called Shiva Ratri) is the Great Festival of Shiva. It is held on the 14th day of the dark half of the lunar month of Phalgun. Mahashivaratri is especially important to Saivites (devotees of Shiva), but it is celebrated by most Hindus.

## **Beliefs about deaths, dying, births, weddings, rites of passage**

In most cases, the procedures are conducted almost immediately, within a 24-hour period. When a parent has died and the children live far away, other family members hold the body until the children arrive to do the last rites. According to Hindu tradition and its sacred texts, only a male family member (such as a husband, father or son) can perform the last rites.

The ritual marks of the community, along with sacred ash, may be applied on the person's body, under the guidance of the priest who chants holy mantras, which vary in different Hindu communities. Before the body is cremated, the immediate family members put flowers on the body, rice in the mouth (as nourishment for the departed soul), and coins in the hands.

## **Cultural norms and customs**

### Family

- Family values are highly respected throughout India and are fundamental in daily life
- The structure of the family is patriarchal; a woman must obey her father, her husband, her son.
- Arranged marriages are commonplace
- The urban middle class population of India have begun to move away from arranged marriages
- Families often live with three or four generations in the same household
- Traditionally sons inherit and daughters receive a dowry
- Child care is provided by the female family members

### Arts, Humanities & Popular Culture

- The most popular musical instrument in India is the sitar, an instrument similar to a guitar
- India is well regarded for its rugs, craft, metalwork, bronzes, stone carving, pottery, woodwork, and jewellery.
- Traditional sports include camel racing and cock fighting
- Folk dances are regional and often celebrated during festivals
- Bollywood is the informal name given to the popular Mumbai-based film industry
- Bollywood has the largest output in the world in terms of number of films produced and, possibly, number of tickets sold.

## **Taboo's**

- Talking about menstruation in public is wrong, it is definitely not a part of our culture and people who do it are not well-cultured or rooted. A girl undergoing menstruation is unclean, and thus should not be allowed to pray or do certain other things.
- One should not be married outside of one's own religion, it will only add to the population of the other religion.
- Drinking or smoking is catastrophic for health, no matter what quantity of alcohol you consume, you will reach a stage where you will be unable to fathom the reality and thus you will end up in danger. India is not a westernized nation, and no, alcohol cannot be a part of anybody's lifestyle here.
- Dressing inappropriately and showing skin also regarded as bad thing.
- Smoking in or near temples is strictly prohibited

## **Bathing and hair care**

### Bathing - An Ancient Method

Bathing is an important daily ritual in Hinduism. Every person belonging to Hinduism will complete the ritual daily 1-3 times. Oil bath (Abhyangana Snanam) is one of the ancient techniques in bathing. Coconut oil, Cow Ghee, Castor oil or sesame oil with a special homemade bath powder (Nalugu Pindi) are used in this special type of bathing. One of the oils is applied on the body and gently massaged to all parts of the body which should be done for 30 minutes. Later after massage, the bath powder is used as the cleansing solution on the body. By this bath, several skin diseases, toxins, bad odors would be eliminated. This bathing benefits with good sleep, nourishes the skin, improves digestion and gives strength to all parts of the body.

### Hair Care

Indian women don't wash their hair every day. Two to three times a week are enough. So the hair and the scalp have time to re-grease. The natural grease is a great protection for your hair against all bad environmental influences like too much sun, too dry air, smog, dirt and dust for example.

Never use brushes or combs with metal prongs, rubber material or plastic.

In India the women do not style their hair in strict or bun hair styles. They tie their hair in a casual way with a loose band of any natural material

Indian women use certain oils for hair care. They put coconut oil into their hair for hours before they wash it again. This is like a mask. With this oil mask your hair will be protected and keep shining after you washed it out with a mild shampoo.

## **Clothing**

In India, traditional clothing varies hugely in different parts of the vast country. It is common to see draped, flowing outfits, such as the sari for women, and the dhoti for men. In recent years a passion for bright colours and shiny and ostentatious jewellery and accessories has become more apparent in female dress. In urban areas, it is common to see both men and women wearing more Western-influenced clothes, and in a business context suits and ties for men are the norm.

## **Food national dishes**



## Arabia

### Language

Arabic is considered, in its standard form and dialects, a single language; it is spoken by perhaps as many as 422 million speakers (native and non-native) in the Arab world,[9] making it one of the five most spoken languages in the world.

The modern written language (Modern Standard Arabic) is derived from the language of the Quran (known as Classical Arabic or Quranic Arabic). It is widely taught in schools and universities, and is used to varying degrees in workplaces, government, and the media. The two formal varieties are grouped together as Literary Arabic, which is the official language of 26 states and the liturgical language of Islam. Modern Standard Arabic largely follows the grammatical standards of Quranic Arabic and uses much of the same vocabulary.

Arabic has influenced many languages around the globe throughout its history. Some of the most influenced languages are Persian, Turkish, Urdu, Kurdish, Bosnian, Kazakh, Bengali, Hindi, Malay, Maldivian, Indonesian, Pashto, Punjabi, Tagalog, Sindhi and Hausa and some languages in parts of Africa. During the Middle Ages, Literary Arabic was a major vehicle of culture in Europe, especially in science, mathematics and philosophy. As a result, many European languages have also borrowed many words from it. Many words of Arabic origin are also found in ancient languages like Latin and Greek. Arabic influence, mainly in vocabulary, is seen in European languages, mainly Portuguese and Spanish owing to both the proximity of Christian European and Muslim Arab civilizations and 800 years of Arabic culture and language in the Iberian Peninsula, referred to in Arabic as al-Andalus.

### **Etiquette**

Hello – Mar-habaan

Goodbye – Wada-eaan

Yes – Nem fielaan

No – La

Please – Raja'

Thank you – Shu-kraan

### **Religious observance, fasting periods and reasons**

Arab identity is defined independently of religious identity, and pre-dates the spread of Islam, with historically attested Arab Christian kingdoms and Arab Jewish tribes. Today, however, most Arabs are Muslim, with a minority adhering to other faiths, largely Christianity, but also Druze and Baha'i.

Today, Arabs primarily inhabit the 22 Arab states within the Arab League: Algeria, Bahrain, Comoros, Djibouti, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Qatar, Saudi Arabia, Somalia, Sudan, Syria, Tunisia, United Arab Emirates, and Yemen.

Arabs are a diverse group in terms of religious affiliations and practices. In the pre-Islamic era, most Arabs followed polytheistic religions. Some tribes had adopted Christianity or Judaism, and a few individuals, the hanifs, apparently observed monotheism. Today, Arabs are mainly adherents of Islam, with sizable Christian minorities. Arab Muslims primarily belong to the Sunni, Shiite, Ibadi, Alawite, Druze and Ismaili denominations. Arab Christians generally follow one of the Eastern Christian Churches, such as the Maronite, Coptic Orthodox, Greek Orthodox, Greek Catholic, or Chaldean churches.

### **Religious holidays and celebrations**

Muharram (1 Muharram): The Islamic New Year

The month of Muharram marks the beginning of the Islamic liturgical year. The Islamic year begins on the first day of Muharram, and is counted from the year of the Hegira (anno Hegirae) the year in which Muhammad emigrated from Mecca to Medina (A.D. July 16, 622).

The Islamic new year is celebrated relatively quietly, with prayers and readings and reflection upon the hegira.

#### Mawlid al-Nabi (12 Rabi 1): Prophet Muhammad's Birthday

This holiday celebrates the birthday of Muhammad, the founder of Islam. It is fixed as the 12th day of the month of Rabi I in the Islamic calendar. Mawlid means birthday of a holy figure and al-Nabi means prophet.

The day is commemorated with recollections of Muhammad's life and significance. Fundamentalist Muslims, such as the Wahhabi sect, do not celebrate it.

#### Eid al-Fitr (1 Shawwal): The Celebration concluding Ramadan

Ramadan, the month of fasting, ends with the festival of Eid al-Fitr. Literally the "Festival of Breaking the Fast," Eid al-Fitr is one of the two most important Islamic celebrations (Eid al-Adha is the other). At Eid al-Fitr people dress in their finest clothes, adorn their homes with lights and decorations, give treats to children, and enjoy visits with friends and family.

A sense of generosity and gratitude colors these festivities. Although charity and good deeds are always important in Islam, they have special significance at the end of Ramadan. As the month draws to a close, Muslims are obligated to share their blessings by feeding the poor and making contributions to mosques.

#### Eid al-Adha (10 Dhu'l-Hijjah): The celebration concluding the Hajj

Eid al-Adha, or the Feast of Sacrifice, commemorates the prophet Abraham's willingness to obey Allah by sacrificing his son Ishmael. According to the Qu'ran, just before Abraham sacrificed his son, Allah replaced Ishmael with a ram, thus sparing his life.

One of the two most important Islamic festivals, Eid al-Adha begins on the 10 day of Dhu'l-Hijja, the last month of the Islamic calendar. Lasting for three days, it occurs at the conclusion of the annual Hajj, or pilgrimage to Mecca. Muslims all over the world celebrate, not simply those undertaking the hajj, which for most Muslims is a once-a-lifetime occurrence.

The festival is celebrated by sacrificing a lamb or other animal and distributing the meat to relatives, friends, and the poor. The sacrifice symbolizes obedience to Allah and its distribution to others is an expression of generosity, one of the five pillars of Islam.

#### **Beliefs about deaths & dying**

Muslims are always buried, never cremated. It is a religious requirement that the body be ritually washed and draped before burial, which should be as soon as possible after death. Those carrying out this duty should be immunised against hepatitis B and be aware of the hazards of AIDS. Muslim women never attend burials and it is rare for funeral directors to be involved. Muslim jurists from the Arab world can justify organ transplantation, but those from the Indian subcontinent are against it. They are united in the belief of the sacredness of the human body and thus deplore post-mortem examinations.

Muslims prefer to die in their own homes. They believe in the day of judgment and the life hereafter, and that on approaching one's death it is important to ask for forgiveness of violations against humans before asking for forgiveness from God for ones sins.

## **Cultural norms and customs**

### What is an Arab?

- Over 200 million Arabs worldwide.
- To be an Arab, is not to come from a particular race or lineage.
- To be an Arab, like an American, is a cultural trait rather than racial.
- The Arab world includes Muslims, Christians and Jews.
- Any person who adopts the Arabic language is typically called an Arab.
- Arabic is the official and the original language of the Qur'an, the Islamic holy book.

### SHAME and HONOR

- Admitting, "I don't know" is distasteful to an Arab.
- Constructive criticism can be taken as an insult. Be careful not to insult.
- Women wear headscarves as a show of respect, even if wearing Western clothing.

### FAMILY

- Family is the center of honor, loyalty, and reputation for Arabs.
- Males are always the head of the Arab family.

### PERSONAL SPACE

- Most Arabs DO NOT share the American concept of "personal space" in public situations, and in private meetings or conversations. It is considered OFFENSIVE TO STEP OR LEAN AWAY! Women are an exception to this rule. DO NOT stand close to, stare at, or touch a woman

### SOCIALIZATION and TRUST

- When conducting business, it is customary to first shake the hand of all males present, taking care not to grip too firmly.
- Allocate plenty of time for refreshment before attempting to engage in business. It is important to first establish respect and trust.
- Arabs are restricted by Islamic conventions from eating pork, most carnivorous animals, and unscaled fish.
- Alcohol is forbidden.
- Meat must be butchered in line with Qur'anic ritual (known as Hallal = "permitted")
- The staple of the Arab diet is dark pita bread.
- Lamb is the most common meat.
- When served a beverage, accept with the RIGHT HAND ONLY! When eating, drinking, offering, or passing use right hand only!
- When eating with Arabs, especially when taking food from communal dishes, the left hand must never be used, it is considered unclean.
- Not eating everything on one's plate is considered a compliment. It is a sign of wealth when an Arab can afford to leave food behind. If invited to an Arab home, leave shortly after dinner. The dinner is the climax of conversation and entertainment. Avoid discussions on political issues (national and international), religion, alcohol, and male-female relations over dinner or tea.

### **Taboo's**

Some things are just plain awkward to talk about. When it comes to Arabs and Muslims, there are at least seven social taboos that are especially uncomfortable to discuss. Bring up any one of these topics around us, and the first thing you're likely to notice are shifting pairs of eyes and a chorus of clearing throats. Shortly thereafter, a resounding silence fused with uncertainty and ridicule will set in. There are principle subjects Arabs will reframe from discussing in public, these are; Culture vs. Religion, Apathy, Gender Roles, Religiosity, Classism, Racism and Sex and same sex relationships.

## Israel

# Jewish



### Language

**Hebrew** and **Yiddish** are languages spoken by Jews all over the world. Interestingly, Hebrew and Yiddish are very dissimilar even though both languages use the Hebrew alphabets in their scripts. While Hebrew is a Semitic language (subgroup of Afro-Asiatic languages) like Arabic and Amharic, Yiddish is a German dialect which uses many Hebrew words but with a very distinctive Ashkenazic pronunciation.

### Etiquette

Hello - Hela

Goodbye - Zay gezunt

Yes - Yo

No - Keyn

Please - Bite

Thank you - Adank

### Religious observance

Much of Jewish religious observance is centred in the home. This includes daily prayers which are said three times each day - in the morning, the afternoon, and after sunset.

Congregational prayers usually take place in a synagogue, a Jewish house of prayer and study. On Mondays, Thursdays, the Sabbath, festivals and High Holy Days, the synagogue service includes readings in Hebrew from the Torah and the Prophets.

The synagogue service can be led by any knowledgeable member of the congregation. In most synagogues this function is performed by a cantor or by a rabbi, an ordained religious teacher, who has studied in a yeshiva, a Jewish religious seminary.

Among his professional duties, a rabbi is expected to conduct weekly or daily study sessions for members of the congregation. The rabbi can also be called upon to give informed decisions concerning application of Jewish religious law and tradition to daily life. This may include adjudication of personal disputes. More serious matters, such as religious divorce, are referred to a beit din, a local Jewish religious court.

### Religious holidays and celebrations

**Yom Kippur** — the Day of Atonement. Next to the Sabbath, it is considered to be the most sacred day of the Jewish calendar. Yom Kippur is given over to prayer and self-reflection. Jews who have reached the age of religious maturity (13 for boys, 12 for girls), and whose health would not be compromised, are expected to fast from sunset to sunset.

Together, Rosh HaShana and Yom Kippur are often referred to as Yamim Noraim, the Days of Awe. Indeed, the 10 days that begin with Rosh HaShanah and conclude with Yom Kippur are filled not only with prayer but with soul searching, pleas for forgiveness and a commitment to spiritual and moral renewal.

**Chanukah** — not a “Jewish Christmas,” either in importance or history! Commemorates the battles in Ancient Greece fought by Jews determined to maintain Jewish life and customs. Also known as the Festival of Lights. This reference recalls the rededication of the Holy Temple and the miracle that a day’s worth of oil used to light the eternal light in the Holy Temple, lasted for eight days, the time needed to press additional oil for the lamp.



**Passover** — commemorates the Israelites' Exodus from Egypt. Outside of the High Holidays, Passover is likely the most widely observed holiday of the Jewish calendar. Celebrated for eight days (seven in Israel and by Reform Jews), Passover begins with a ritual meal called a Seder, an hours-long celebration filled with food, discussion and singing that enables Jews to fulfill the commandment to retell the story of our going out from Egypt.

**Tisha B'Av** — literally the ninth of Av, a day of mourning recalling the destruction of both Holy Temples in Jerusalem. The last holiday of the Jewish calendar, Tisha B'Av, falls in late summer and is the most somber day in Jewish history. It is a day of fasting and other restrictions meant to drive home the point that all of Israel is in mourning on this day.

### **Beliefs about deaths and dying**

As a sign of respect, Jewish funeral traditions require that from the moment of death until burial, the body is watched over by a shomer, or guardian, who says t'hillim (psalms) in a continuing recitation of prayer. The body is ritually washed and readied for burial by specially trained members of the chevra kedisha, the Jewish burial society. Men prepare the bodies of males for burial, and women perform the same rituals for deceased females.

The deceased are dressed in simple white garments called tachrichim and are buried in a pine box. Jewish burial customs dictate simplicity; neither flowers nor music are part of a Jewish funeral. Just prior to the funeral's start, the immediate relatives of the deceased tear their garments (such as a collar or a lapel). Some mourners pin a torn black ribbon to their clothes instead. Both actions symbolize the mourner's loss. Jewish law requires burial within 24 hours of death. Circumstances (transporting the deceased, traveling long distances to attend the funeral) may require a delay, but burial should still occur as soon as possible.

Jewish funerals are not held on the Sabbath or any other holiday. Funeral services are held at a synagogue, funeral home or at the gravesite. Viewing of the deceased's body, whether public or private, is not in keeping with Jewish tradition.

Following the funeral service the casket is lowered into the earth and mourners take turns filling the grave using the wrong side of the shovel (to symbolize the upheaval of grief and one's world being out of order). The Kaddish prayer is recited after burial is complete and as mourners leave the cemetery, or before entering the house of mourning, it is tradition to wash one's hands, symbolically leaving behind not grief's hold, but death's.

### **Taboo's**

According to Jewish dietary law found in the Torah, all food must be kosher. The term is derived from a Hebrew word meaning "proper [for consumption]." Despite popular belief, kosher food does not need to be blessed by a rabbi; the designation simply means that it is permissible. For example, pork and shellfish are not kosher. Beef and cheese prepared in accordance with Jewish dietary law are independently kosher, but a cheeseburger isn't because it is not kosher to mix meat and dairy products. The consumption of non-kosher food items is taboo particularly among Orthodox Jews.

While Judaism is considered a major world religion; it is also frequently viewed as an ethnic identity. This identity is associated with a variety of cultural norms and taboos regulating interpersonal relations. For example, Jews are expected to wed other Jews. Jews are also expected to be honest in their dealings as explained in the Torah in Exodus 23; 4-13. Violations of these practices, be it marrying a non-Jew or dishonesty, would be considered a violation of halakah and taboo.

Dress etiquette varies greatly among Jews. It is common for Jewish men to wear a small hat called a yarmulke, this is particularly true during religious services. Strict Orthodox Jews have more distinguishable garments where men may wear dark pants and long overcoats over white shirts. Men may also grow their sideburns. Orthodox women may wear particularly modest clothing that usually consists of a head covering

and a long, dark skirt. Among strict Jews, particularly Orthodox Jews, violation of these dress standards may be taboo.

## Clothing

### Kippah: Head Covering



A kippah can be worn conveniently under a street hat, as was the custom of most Jews in the first half of the 20th century. It is still the practice of many Orthodox Jewish men to wear a head covering throughout the day, not just during prayer. (One tradition holds that a Jewish man should not walk more than four cubits in any direction with an uncovered head.)

### Tallit: Prayer Shawl



Traditionally, men wear a tallit during morning services; in non-Orthodox synagogues, many women also wear a tallit. In some Orthodox congregations, only married men wear a tallit. One may see people gathering the tzitzit in their left hand and kissing them when the paragraph from the Torah referring to them is recited.

A list of Bristol's common community languages and the countries in which they are spoken.

Language	Country
Albanian	Albania
Amharic	Ethiopia
Arabic	Algeria, Bahrain, Egypt, Eritrea, Iraq, Jordan, Lebanon, Libya, Saudi, Arabia, Somalia, Sudan, Syria, Tunisia, Yemen, Qatar, Oman
Bengali	Bangladesh, India
British Sign Language	Deaf people in Britain
Bulgarian	Bulgaria
Chinese, Cantonese, Mandarin	China Cantonese tends to be spoken by people from Hong Kong region. Standard Mandarin is the official language in the largest part of mainland China and Taiwan, and is spoken by one of the four people in Singapore.
Czech	Czech Republic
Dari (Farsi, Persian)	Iran, Afghanistan
Eritrean	Ethiopia, Eritrea
Farsi (Dari, Persian)	Iran, Afghanistan
French	France, Belgium, Benin, Burkina, Burundi, Cameroon, Canada, Central African Republic, Chad, Congo, Democratic Republic of Congo, Cote d'Ivoire, Djibouti, France, Gabon, Guinea, Haiti, Luxembourg, Madagascar, Mali, Monaco, Niger, Rwanda, Senegal, Seychelles, Switzerland, Togo, Vanuatu
German	Germany
Greek	Greece, Cyprus
Gujarati	India
Hindi	India
Hungarian	Hungary
Italian	Italy
Japanese	Japan
Korean	Korea, china Japan

Kurdish	Turkey, Iraq, Iran, Syria, Armenia
Kurdish Badini	Dialects of Kurdish, the Iranian language spoken in Turkey and Iran and Iraq and Syria and Russia.
Kurdish Sorani	
Kumanji	
Lingala	Congo, Central African Republic
Lithuanian	Lithuania
Pashto	Afghanistan, Pakistan
Persian (Farsi, Dari)	Iran, Afghanistan
Polish	Poland
Portuguese	Portugal, Brazil, Mozambique, Angola, Cape Verde, East Timor, Guinea-Bissau
Punjabi	Pakistan, India
Romanian	Romania
Russian	Russia, Latvia, Ukraine, Kyrgyzstan, Kazakhstan
Slovak	Slovakia
Somali	Somalia, Ethiopia, Kenya
Spanish	Argentina, Bolivia, Chile, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Spain, Uruguay, Venezuela
Swahili	Tanzania, Kenya, Congo
Sylheti	Bangladesh
Tamil	Sri-Lanka, India, Malaysia, Singapore
Thai	Thailand
Tigrinya	Eritrea, Ethiopia
Turkish	Turkey
Twi/Fante	Ghana, Ivory Coast
Ukrainian	Ukraine
Urdu	Pakistan, India, United Arab Emirates, Oman, Guyana
Vietnamese	Vietnam