

Lifting Victims  
Through Service  
and Collaboration

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Training the Trainer

# RESOURCES



CROSS-CULTURAL RESOURCES  
FOR VICTIM SERVICES

# CROSS-CULTURAL RESOURCES FOR VICTIM SERVICES

## **Multilingual posters**

For a federal document in 38 languages to help clients to identify their language, that says (as an example), "Check here if you speak Arabic" in both English and Arabic so that a client could point to his or her own language, go to <http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards.pdf>.

While this document is not a poster per se, the material can be downloaded at no cost, then printed and laminated to be used as posters.

The Massachusetts Department of Public Health has similar "I Speak" sheets available on its web site in 31 languages. It states: "You have a right to a medical interpreter at no cost to you. Please point to your language. A medical interpreter will be called. Please wait." The web site is <http://www.state.ma.us/dph/omh/interp/interpreter.htm>; click under the section titled "DPH Translation Services Poster."

A state jobs site in Florida has signage information available in 21 languages via the Internet. It reads "Attention! If you do not speak English, or if you are deaf, hard of hearing, or sight impaired, YOU can have interpretive and translation services provided at no charge. Please ask for assistance." in 21 languages. However, be careful about this accuracy of this poster. Download from <http://www.floridajobs.org/PDG/PostersforEmployers/IS%20Poster%2011x17.pdf>

To obtain a more attractive poster in 17 languages stating that an organization offers interpreters, go to [www.macmhb.org](http://www.macmhb.org) or call 517-374-6848. (Go directly to <http://www.macmhb.org/LEPDescrp.PDF> for details on the posters. Go to [https://macmhb.org/Order\\_Forms/LEPKit\\_FRM.htm](https://macmhb.org/Order_Forms/LEPKit_FRM.htm) to place an order.) This resource is not free: the whole kit costs \$89 but it may help put an organization in compliance with both Title VI of the Civil Rights Act and state or local language access laws. The kit includes not only four posters but a binder with "I Speak" cards (cards stating what language the client speaks and the correct spelling in English of the client's name—which helps to facilitate locating a client's file) in 17 languages. Appointment cards in these languages are available separately.

Multilingual welcome posters (that is, posters saying "Welcome" in many languages) can be purchased at either <http://www.schofieldandsims.co.uk/prodpost.asp?ID=651> or <http://socialstudies.com/c/@OxOiY3RsWnnUs/Pages/product.html?record@TF14140+af@ep>.

## **Multilingual Appointment Cards and "I Speak" Cards**

For appointment cards in 17 languages, go to the web site mentioned above: [www.macmhb.org](http://www.macmhb.org) (or call 517-374-6848). There is a charge for these cards.

For "I Speak" cards to give to clients that identify the client's language and correct spelling of his or her name, go to [http://www.dss.cahwnet.gov/civilrights/ISpeakCard\\_1304.htm](http://www.dss.cahwnet.gov/civilrights/ISpeakCard_1304.htm)

Any office can print these cards from the web site at no charge: instructions are given on how to print and laminate the cards. The cards are available in nine languages.

## **Cultural calendars**

An ethnic wall calendar that lists multicultural holidays and religious/cultural festivals is available by placing an order at <http://www.tcm.com/calendar>. The calendar includes explanations of holy days and festivals that might be helpful to providers. Important festivals are highlighted, and a one-page summary table of religious days is provided. The calendar includes 12 original ethnic artworks and covers dozens of cultures. The cost is \$14.95 and \$3.50 in shipping charges. For a less detailed calendar (2002-2004) at no charge that lists ethnic religious holidays and observances, with some very brief explanations, go to <http://www.brown.edu/Administration/Chaplains/nccjcal.pdf>.

## **Title VI of the Civil Rights Act**

*No person in the United States shall, on ground of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

### **Title VI of the Civil Rights Act of 1964**

#### **Department of Justice (DOJ)**

*For legal and court interpreters and interpreters for the police.* For general information, go to <http://www.usdoj.gov/crt/cor/13166.htm>. For a copy of the DOJ policy guidance on Title VI of June 18, 2002, go to <http://www.usdoj.gov/crt/cor/lep/DOJFinLEPFRJun182002.htm> or <http://www.usdoj.gov/crt/cor/lep/DOJFinLEPFRJun182002.pdf>.

**For other federal agencies' policy guidance statements, go to**  
<http://www.lep.gov/agencyguide.html>.

#### **Department of Health and Human Services (HHS)**

*For interpreters in health and human services.* For general information on serving LEP residents, go to <http://www.hhs.gov/ocr/lep/>. For the policy guidance on how recipients of Federal funding through HHS are obligated to respect Title VI, a guidance issued on August 4, 2003, go to <http://www.os.dhhs.gov/ocr/lep/revisedlep.html>

#### **NHeLP**

The National Health Law Program (NHeLP) is a nonprofit organization that supports justice in health care for low-income residents. It has many excellent documents by specialists in overcoming language barriers in health care that also may apply to many human services. Their web site is [www.nhelp.org](http://www.nhelp.org). Examples of documents available at that site include:

**Overcoming Language Barriers in Health Care: Costs and Benefits of Interpreter Services** (PDF format, posted May 20, 2004. Excerpt from the *American Journal of Public Health*)

**Survey: Language Assistance Services in Small Health Care Provider Settings for LEP Individuals** (Word format, posted February 2, 2004)

**Census Bureau Issues New Report (Oct. 2003) on Language Proficiency** (Jan. 8, 2004)

**Checklist for Developing a Limited English Proficiency (LEP) Plan** (from the National Association of State Workforce Agencies, Jan. 16, 2004)

**Health Care Interpreters: Are They Mandatory Reporters of Child Abuse?** (posted Dec. 11, 2003)

### **AND ONE THAT EVERYONE SHOULD HAVE...**

*Language Services Action Kit: Interpreter Services in Health Care Settings for People with Limited English Proficiency* (NHeLP and The Access Project, August 2003, revised Feb. 2004) <http://www.healthlaw.org/pubs/2004.lepactionkit.html>.

This kit is free online. But it is worth ordering the hard copy version of the guide, which is attractive, durable and useful, for \$25.00.

### **Americans with Disabilities Act (ADA)**

For documents, background information and speakers, go to [http://www.ada-ohio.org/general\\_ada\\_documents.htm](http://www.ada-ohio.org/general_ada_documents.htm) or contact ADA-OHIO. ADA-OHIO is a state wide non-profit organization that provides information, technical assistance and training about the ***Americans with Disabilities Act*** (ADA) to individuals, businesses, state and local government agencies or municipalities. In addition, ADA-OHIO provides training and speakers to groups, professional organizations, conferences, workshops, seminars and support groups. This is a wonderful opportunity to obtain a speaker for a workshop panel.

ADA-OHIO operates in large part at the University of Illinois, Chicago. *Contact Information:*

ADA-OHIO  
700 Morse Road, Suite 101  
Columbus, OH 43214

614-844-5410  
1-800-ADA-OHIO  
TTY: 1-800-ADA-ADA1  
614-844-5868  
FAX: 614-844-5537

E-mail: [adaohio@aol.com](mailto:adaohio@aol.com)

Other resources include the Ohio Governor's Council on People with Disabilities at <http://gcpd.ohio.gov/> and:

American Association of People with Disabilities: [www.aapd-dc.org](http://www.aapd-dc.org)

National Organization on Disability: [www.nod.org](http://www.nod.org)

Disability Resources on the Internet: <http://www.disabilityresources.org>

ICan Online: <http://ican.com/>

National Rehabilitation Information Center (NARIC): <http://www.naric.com/>

Center of resources, referral, education, and training for people with and without disabilities: <http://www.axiscenter.org>

Great Lakes Disability & Business Technical Assistance Center:  
<http://www.adagreatlakes.org>

U.S. Department of Justice ADA Home Page: <http://www.usdoj.gov/crt/ada/adahom1.htm>

### **CLAS Standards (Office of Minority Health)**

Federal standards for Culturally and Linguistically Appropriate Services (CLAS Standards) were developed by the Office of Minority Health of the U.S. Department of Health and Human Services. CLAS Standards were created for organizations that offer health services.

This is a historic document: the first set of national standards to guide service delivery to immigrants, refugees and other diverse populations speaking many languages. Its impact extends well beyond health services. Of the 14 standards presented, four target language access; others target cultural barriers, cultural competence and institutional access. For more information, including the whole report, go to: <http://www.omhrc.gov/clas/>. A hard copy of the 184-page report can be ordered at no cost. At least one copy should be ordered for any organization that serves immigrants and refugees.

### **Cultural Competence Web sites**

For information on cultural competence and overcoming language and cultural barriers, the following web sites may be helpful:

<<http://www.diversityrx.org/>> This is one of the richest web sites in the U.S. for articles, discussions and resources related to cross-cultural health care.

<<http://www.xculture.org/resource/library/index.cfm#downloads>> The Cross-Cultural Health Care Program (CCHCP) is the nonprofit organization in Seattle, Washington that pioneered 40-hour medical interpreting trainings in the U.S. It offers many valuable resources (including an interpreter training manual, medical glossaries in 10 languages, and a video for providers on how to work with interpreters). CCHCP also conducts trainings in cultural competence and medical interpreting across the country.

<<http://erc.msh.org/mainpage.cfm?file=5.0.htm&module=provider&language=English>> "The Provider's Guide to Quality and Culture." This site offers an in-depth, highly readable overview of cultural competence and cross-cultural health care. It includes sensitive information on cultural beliefs and health problems as they relate to certain cultures.

<<http://medicine.ucsf.edu/resources/guidelines/culture.html>>

A valuable list of links to resources on cross-cultural health is available on this site.

## **Web Resources on Domestic Violence**

### **General**

Family Violence and Prevention Fund: [www.endabuse.org](http://www.endabuse.org)

### **Asian**

Manavi: [www.research.att.com/~krishnas/manavi/links.htm](http://www.research.att.com/~krishnas/manavi/links.htm)

South Asian Domestic Violence: [www.sakhi.org](http://www.sakhi.org)

Asian Task Force Against Domestic Violence: [www.atask.org](http://www.atask.org)

Asian and Pacific Islander Health Forum, Inc: [www.apiahf.org](http://www.apiahf.org)

### **African American**

Institute on Domestic Violence in the African American Community: [www.dvinstitute.org](http://www.dvinstitute.org)

African American Family Services: [www.aafs.net](http://www.aafs.net)

### **Hispanic:**

National Alliance for Hispanic Health: [www.hispanichealth.org](http://www.hispanichealth.org)

### **Muslim**

FaithTrust Institute, Peaceful Families Project: [www.faithtrustinstitute.org](http://www.faithtrustinstitute.org)

### **Native American**

National Indian Child Welfare Association: [www.nicwa.org](http://www.nicwa.org)

Indian Health Service: [www.ihs.gov](http://www.ihs.gov)

### **Multicultural Resource**

Office of Minority Health: [www.cdc.gov/omh/default.htm](http://www.cdc.gov/omh/default.htm)

## **Issues in health care interpretation**

- The web site of the National Council on Interpreting in Health Care, <[www.ncich.org](http://www.ncich.org)>, provides a number of valuable working papers with information and practical strategies to help implement quality interpreter services.
- In 2002, the National Health Law Program and the Commonwealth Fund released an excellent report: *Providing Language Interpretation Services in Health Care Settings: Examples from the Field*. It is available at the National Health Law Program's web site (discussed above). To look up the report directly, go to <<http://www.nhelp.org/pubs/cmwfreport0502.pdf>>.
- In 2002, the Access Project presented a survey report entitled *What a Difference an Interpreter Can Make: Health Care Experiences of Uninsured with Limited English Proficiency*, available at <[http://www.accessproject.org/downloads/c\\_LEPreportENG.pdf](http://www.accessproject.org/downloads/c_LEPreportENG.pdf)>.

## Cultural Profiles

Cultural profiles and ethnic health profiles are valuable tools for staff and volunteers. Most are brief (a few pages or less) and free of charge. They provide information about the culture, language and/or important health issues that affect the population. However, they try to avoid stereotyping or bias. Such documents can be used as a tool to guide services to clients from a particular culture or to stimulate informal discussions among staff, volunteers and interpreters on these complex issues.

Some of the profiles at sites listed below include Arab, Bosnian, Cambodian, Cuban, Ethiopian/Eritrean, Haitian, Iraqi, Kosovar, Kurdish, Laotian, Liberian, Mien, Nigerian, Oromo, Samoan, Somali, South Asian, Soviet Jewish, Sudanese, Ukrainian and Vietnamese cultures, among others:

- Harborview Medical Center, Seattle Washington has many valuable resources, in addition to the cultural profiles, at <http://ethnomed.org>.
- Cross Cultural Health Care Program (CCHCP). The culture profiles are available at <http://www.xculture.org/resource/library/index.cfm#downloads>.
- University of Washington Medical Center offers a series of Culture Clues at <http://depts.washington.edu/pfes/cultureclues.html>.
- The Massachusetts Department of Public Health profiles 17 communities, with a focus on refugees, at <http://www.state.ma.us/dph/orih/tocri99.htm>.
- Baylor University profiles 18 communities, also with a focus on refugees, at [http://www3.baylor.edu/~Charles\\_Kemp/refugees.htm](http://www3.baylor.edu/~Charles_Kemp/refugees.htm).
- New Hampshire Governor's Office of Energy and Community Services profiles 16 cultures at: [http://www.state.nh.us/governor/energycomm/images/ethnic\\_community\\_profiles.pdf](http://www.state.nh.us/governor/energycomm/images/ethnic_community_profiles.pdf)

In addition, a New York State University web site at <http://www.sunyit.edu/library/html/culturedmed/contact/index.html> provides excellent bibliographies on culturally competent health care for several different ethnic groups: African, Arab, Asian, Bosnian, Ethiopian, Hispanic, Hmong, Puerto Rican, Russian and Vietnamese. The site also provides bibliographies on cultural competence and cultural aspects of death and dying, dental care, domestic violence, medical interpreters, mental health, pharmacology, traditional medicine and women's health, among others.

*The Provider's Guide to Quality and Culture* is a joint project of several organizations, including the U.S. Department of Health and Human Services and the Bureau of Primary Health Care. This detailed online guide includes health information on specific cultures and other valuable cultural information for organizations that serve minority, LEP and foreign-born clients. To access the guide at no cost, go to:

<http://erc.msh.org/mainpage.cfm?file=5.0.htm&module=provider&language=English>.

The guide also includes health information on specific cultures.

### **CultureGrams (182 cultures)**

CultureGrams are also cultural profiles but unlike the resources above, they are a commercial product. While they do cost money, they include many countries not covered by the free resources, are organized by country and can be purchased individually (currently at \$4.00 each). In four pages

they offer detailed, organized information in such categories as: Background, People, Customs and Courtesies, Lifestyle, and Society. For more information, go to [www.culturegrams.com](http://www.culturegrams.com). To see a sample at no charge (Bulgaria), go to <http://www.culturegrams.com/demo/world/worldpdfs/Bulgaria.pdf>. To order one particular country or culture, go to <http://www.culturegrams.com>.

This may be a particularly helpful option when free online resources are not available for a particular client's country or culture.

## **Codes of Ethics for Interpreters**

Trained interpreters (whether bilingual staff, volunteers or contract interpreters) follow a code of ethics. *Community* interpreters in victim services should use:

- National Council on Interpreting in Health Care national code of ethics for health care/victim services interpreting: available at [www.ncihc.org](http://www.ncihc.org)

*Legal and court interpreters* should use:

- NCSC and/or NAJIT code for legal/court interpreting (National Center for State Courts and National Association of Judiciary Interpreters and Translators), available respectively at [www.ncsconline.org](http://www.ncsconline.org) and [www.najit.org](http://www.najit.org)

*Ohio* court and community interpreters should also consult the codes of ethics laid down by the Court and Community Interpreters of the Ohio Valley, available at [www.ccio.org](http://www.ccio.org).

All four codes of ethics stress *confidentiality, accuracy, impartiality, professional development*, and other critical dimensions of ethical interpreting.

## **Videos on Victim Services**

*Facing Diversity: Responding to Violence Against Women from Diverse Cultures.*

Although set in Canada, the three vignettes in this 43-minute video apply equally well in the United States. They examine family violence in three cultures—Latino, Asian and Indian—and address the cultural issues that face victim services, first responders and attorneys, with a strong focus on law enforcement.

*Cost:* \$189

*Ordering information:*

Intermedia, Inc.  
1700 Westlake Avenue North  
Suite 724  
Seattle, WA 98109  
1-800-553-8336  
[www.intermedia-inc.com](http://www.intermedia-inc.com)  
[info@intermedia-inc.com](mailto:info@intermedia-inc.com)

### *La Confianza Perdida*

(In Spanish, close-captioned in English.) This 22-minute video from the late 1990s focuses on acquaintance rape and sexual assault. Dramatic scenes, survivor stories, and expert testimony address issues such as rape myths, medical services, and spousal rape. Special issues faced by immigrant women are also discussed.

*Cost:* \$189

*Ordering information:* see above

*NOTE: Intermedia has many other videos on the impact of crime on people of diverse communities. Go to the web site for additional information.*

### *Un Nuevo Amanecer (New Dawn)*

This recent 25-minute video from the Texas Council on Family Violence (TCFV) was created entirely in Spanish for Latinos. The video portrays the life of a Latina and the progression of domestic violence through her everyday life (family, friends, work and other systems). The video was designed for public education, outreach and training, and support groups. Production was supported by the Texas Department of Human Services in cooperation with TCFV's Latina Task Force.

*Cost:* \$44.95

#### *Ordering information*

Texas Council on Family Violence  
PO Box 161810  
Austin, TX 78716  
512-794-1133  
[www.tcfv.org](http://www.tcfv.org)

## **Videos on interpreting**

### *Communicating Effectively Through an Interpreter*

This 22-minute video created by the Cross-Cultural Health Care Program is a tool for educating the workplace. It includes three segments on interpreting sessions. The first shows an interview with a Latino patient, an untrained interpreter (a bilingual staff member) and a doctor. The second shows a Cambodian patient, a trained professional interpreter and a provider who appears to have received training on how to work with interpreters. The third segment returns to the first group but this time shows how the doctor can work more effectively with the untrained interpreter.

*Cost:* \$150.

*Ordering information:* Go to [www.xculture.org](http://www.xculture.org) or call 206-860-0329.

### *Mental Health Interpreting: A Mentored Curriculum.*

This video of interpreting shows 11 vignettes on both spoken and sign language interpreting in mental health. It is accompanied by a small nine-chapter text guide. Prepared by Dr. Robert Pollard of the University of Rochester Medical Center.

*Cost:* \$48.00 for both video and text.

Ordering information: Call 585- 275-3544 or send an e-mail to  
Robert\_Pollard@urmc.rochester.edu

*Conversations for Three: Communicating Through Interpreters*

Produced by Deborah Chen, Ph.D., Sam Chan, Ph.D., Linda Brekken, Ph.D., with contributions from Aracelly Valverde

Although the authors do not agree with everything presented in this 60-minute video, it is a valuable resource (a) because it includes examples from educational settings and (b) it addresses the issue of high-context vs. low-context cultures and the impact of this issue on interpreting. It also has a segment on terminology challenges.

Cost: \$75

Ordering information: Available through a variety of sources (check online), but to obtain it from the publisher go to <http://www.pbrookes.com/store/books/chen-4617/>

**Videos on Cultural Competence and Cultural Issues**

*Kaiser Permanente, Clinical Cultural Competency Series*

The Kaiser Permanente/California Endowment Clinical Cultural Competency

Videos come in three sets, each with accompanying facilitator's guide and other materials. Each set costs \$35.00 or \$105 for all 20. The scenarios are from eight to 14 minutes long.

The first of the video series is Cultural Issues in the Clinical Setting, Parts A & B: 10 case studies that deal with obstetrical themes, such as Hmong birth practices; gender and acculturation issues in Iranian immigrants; a Latina diabetic in labor; and a circumcised Somali woman in labor. Other issues covered in the video are: problems with using family interpreters; Southeast Asian refugee psychosomatic issues; etc.

The second is the Multicultural Health Series, Part I: a video with accompanying materials. The third is Multicultural Health Series, Part II, another video with materials. All scripts and scenes were reviewed by an advisory board comprised of physicians, nurses, health educators and other health personnel of varying ethnicity.

To order, send request and payment to:

Attn: Mr. Gus Gaona  
Kaiser Permanente National Video Communications and Media Services  
825 Colorado Blvd., Suite 301  
Los Angeles, CA 90041

For more information, call 323-259-4776.

### *The Letter*

This one-hour video looks at what happens to a small, predominantly white town in Maine when an influx of Somali refugees arrives. The mayor writes the Somali community a public letter, asking them to bring no more relatives and friends to the town. His letter has an electrifying impact on the town that reverberates across the nation, triggering a gripping series of developments.

Fascinating and provocative, this film humanizes everyone presented, including the openly racist groups and individuals who oppose the Somalis, the faith-based community and the Somalis themselves. This wise and compassionate story is told entirely in the voices of the residents.

*Cost:* \$325 for DVD and \$275 for VHS + S&H \$3.85 *Ordering information:* Contact Bert Brown, VP of Production, at bert@hamzehmystiquefilms.com

### **Articles on the Amish**

The following are not all academic articles except the second. Nonetheless, the web sites below provide information that may interest or help providers:

<http://ohioline.osu.edu/hyg-fact/5000/5236.html> (this is a helpful fact sheet put out by the Ohio State University)

[http://geography.ssc.uwo.ca/great\\_lakes\\_geographer/GLG\\_volume7/LoweryNoble.pdf](http://geography.ssc.uwo.ca/great_lakes_geographer/GLG_volume7/LoweryNoble.pdf)

<http://www.religioustolerance.org/amish.htm>

<http://www.amishnews.com/amisharticles/askuncleamos.htm>

### **Services to Refugees**

Refugees are particularly in need of sensitive services. A high percentage of them suffer from post-traumatic stress disorder, depression, substance abuse, and histories of sexual assault, starvation, deprivation and/or ill health at refugee camps. For information regarding their special needs, you may wish to consult the following web sites:

[http://www3.baylor.edu/~Charles\\_Kemp/refugees.htm](http://www3.baylor.edu/~Charles_Kemp/refugees.htm)

Baylor University is well known for the quality of the medical information it provides online.

<http://www.health.state.mn.us/divs/dpc/adps/refugee/refugeepub.htm>.

Minnesota Department of Health offers refugee health assessments in six languages.

### **Bilingual Client Education Materials (Examples)**

## General materials

<http://endabuse.org/programs/immigrant/>

Free brochures on domestic violence prevention ("You Have a Right to be Free from Violence in Your Own Home") in Arabic, Chinese, English, Korean, Russian, Spanish, Tagalog and Vietnamese. The web site also offers a free train-the-trainers manual in Spanish to train counselors and outreach workers working with Latino immigrant women.

## Spanish materials

<http://www.dvalianza.org/>: the National Latino Alliance for the Elimination of Domestic Violence. This site is in English and Spanish. The following brochures in English or Spanish are generic, relatively low-literacy brochures with illustrations designed to be adapted by local programs as needed.

*Creating a Culture of Peace. Together We Can Eliminate Domestic Violence*

*Dating Violence. Find Out What You Can Do*

*Homes Free of Violence: Options and Help*

*Homes Free of Violence: Options and Help for Immigrant or Refugee Women*

*Safety Plan for Abused Women*

From the same web site sharing other information:

**Usted No Esta Sola**, a fotonovela booklet on domestic violence distributed by:

Novela Health Education

Northwest Communities Education Center

121 Sunnyside Ave.

P.O. Box 800

Granger, WA 98932

Phone: 509-854-1900

[http://www.radiokdna.org/novela\\_health\\_education.htm](http://www.radiokdna.org/novela_health_education.htm)

**Lo Que Toda Congregación Debe Saber Sobre la Violencia Doméstica**, plus many other inter-religious brochures that can be purchased.

Faith Trust Institute

2400 N 45th Street #10

Seattle, WA 98103

Phone: 877-860-2255

[www.faithtrustinstitute.org](http://www.faithtrustinstitute.org)

**Are You or is Anyone You Know a Battered Woman? / Para Mujeres ¿Es Tu Vida Complicada?** in English and [en Español \[pdf\]](#) (2000 April, 01) was developed by the Pennsylvania Coalition Against Domestic Violence for use in local Pennsylvania domestic violence programs and other organizations that provide services to victims of abuse. It is a two-sided, five-panel brochure presenting the information in Spanish (en Español) on one side and in English on the other. Go to

[http://www.vawnet.org/PCADVPublications/Brochures/PCADV\\_areu\\_e.php](http://www.vawnet.org/PCADVPublications/Brochures/PCADV_areu_e.php)

Pennsylvania Coalition on Domestic Violence's **Protect Your Phone Privacy / Proteja su Privacidad Telefonica** provides U.S. national information for victims of domestic violence, harassment and stalking about their options in blocking telephone calls using "Caller ID", "Taking a Call", "line blocking", and "per call blocking". Available at <http://www.vawnet.org/PCADVPublications/Brochures/CallBlok.php>

### Spanish low-literacy brochures:

Today there are so many materials in Spanish available free of charge on the Internet that there is almost no need to pay for brochures. It is well worth conducting a serious search online. However, there is one exception to consider that charges for its brochures (e.g. 50 brochures for \$16) because the quality is so high. Journeyworks produces a series of full-color, low-literacy brochures with many illustrations and strong graphic appeal that tackle a wide variety of health issues, including date rape and AIDS. These brochures have proved popular with Spanish speakers in the author's local area. For a free catalog and review pamphlets, go to <<http://www.journeyworks.com/samples.htm>> or call **1-800-775-1998**.

### Asian cultures

*Asian Pacific Islander Domestic Violence Institute:* For the following translated materials, go to: <http://www.apiahf.org/apidvinstitute/ResearchAndPolicy/materials.htm>

- Power and control wheels, agency brochures, informational brochures for immigrant battered women, for queer abused women, guides re: marriage and divorce, restraining order forms, and more.
- Languages include Arabic, Bengali/Bangla, Cambodian/Khmer, Chinese, Farsi, Gujarati, Hindi, Hmong, Japanese, Korean, Laotian, Oriya, Punjabi, Samoan, Tagalog, Tamil, Thai, Tongan, Urdu, and Vietnamese. Most of these have accompanying English translations.
- Materials available from national organizations and/or web sites are listed below, please contact them directly.
- **Technical Assistance:** Let the Institute know what you are looking for, and they can locate it and/or send you a copy. [apidvinstitute@apiahf.org](mailto:apidvinstitute@apiahf.org) Tel: 415-954-9988 ext. 315

### Materials in specific languages, listed at [apiahf.org](http://www.apiahf.org):

Arabic	You have a right to be free from violence in your home: Questions & answers for immigrant and refugee women	Family Violence Prevention Fund San Francisco, CA <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Cambodian/Khmer	No one has the right to hurt you: Questions & answers for refugee women	California Department of Health Services: Refugee Health Section, 916.327.1037

Chinese	A criminal protective order was issued against me	Judicial Council of California San Francisco, CA, <a href="http://www.courtinfo.ca.gov/forms/forms">www.courtinfo.ca.gov/forms/forms</a>
Chinese	A domestic violence restraining order was issued against me	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms/forms">www.courtinfo.ca.gov/forms/forms</a>
Chinese	Are you hurting your wife or girlfriend?	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Chinese	Can a domestic violence restraining order help me?	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Chinese	Coiled spring of domestic violence	API Institute on Domestic Violence San Francisco, CA apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Chinese	Domestic violence glossary	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Chinese	How does a criminal protective order help me?	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Chinese	Lifetime spiral of gender violence	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Chinese	Managing your divorce: A guide for battered women	The National Council of Juvenile and Family Court Judges, Reno NV <a href="http://www.ncjfcj.unr.edu">www.ncjfcj.unr.edu</a> , 775-784-6012
Chinese	No one has the right to hurt you: Questions and answers for refugee women	California Department of Health Services: Refugee Health Section, 916.327.1037
Chinese	Resource booklet for children and families	Department of Health and Human Services Washington, DC, <a href="http://www.hhs.gov">www.hhs.gov</a> , 1.877.696.6775
Chinese	Restraining order forms and instructions	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>

Chinese	Understanding child abuse laws in New York	The Coalition for Asian American Children and Families <a href="http://www.cacf.org">www.cacf.org</a> , 212.809.4675
Chinese	What every congregation needs to know about domestic violence	Center for the Prevention of Sexual and Domestic Violence, Seattle, WA <a href="http://www.cpsdv.org">www.cpsdv.org</a> , 206.634.1903
Chinese	What is child custody mediation?	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Chinese	You have a right to be free from violence in your home: Questions & answers for immigrant and refugee women	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Chinese	Friends, Family, Community (For LGBT community)	Queer Asian Women's Services San Francisco, CA, <a href="http://www.sfaws.org">www.sfaws.org</a> , 415.751.7110
Chinese	You deserve to be healthy and safe in your relationship (For LGBT community)	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Hindi	Understanding child abuse laws in New York	The Coalition for Asian American Children and Families <a href="http://www.cacf.org">www.cacf.org</a> , 212.809.4675
Hmong	Equality wheel	Available from API Institute <a href="mailto:apidvinstitute@apiahf.org">apidvinstitute@apiahf.org</a> , 415.954.9988 ext. 315
Hmong	Hmong power and control wheel	Hmong American Friendship Assoc. Refugee Family Strengthening Project Milwaukee, WI, <a href="http://www.hmongamer.org">www.hmongamer.org</a> , 414.344.6575
Hmong	It's against the law to hurt anyone, including any member of your own family	Hmong American Friendship Assoc. Refugee Family Strengthening Project. <a href="http://www.hmongamer.org">www.hmongamer.org</a> , 414.344.6575
Hmong	Kev Tsim Txom: Muaj Tsis Paub Kawg	Refugee Family Strengthening Project <a href="http://www.hmongamer.org">www.hmongamer.org</a> , 414.344.6575

Hmong	Mus Rau Qhov Chaw Kom Koj Siab Nqig	Refugee Family Strengthening Project, Catholic Social Services, Milwaukee, WI. 888.345.5898 (24 hour hotline)
Hmong	No one has the right to hurt you: Questions and answers for refugee women	California Department of Health Services: Refugee Health Section, 916.327.1037
Hmong	Power and control wheel	Domestic Violence Training Project
Hmong	Refugee family strengthening project: Information	Hmong American Friendship Assoc. Refugee Family Strengthening Project. <a href="http://www.hmongamer.org">www.hmongamer.org</a> , 414.344.6575
Hmong	Southeast Asians batterers education group	Hmong American Friendship Assoc. Refugee Family Strengthening Project. <a href="http://www.hmongamer.org">www.hmongamer.org</a> , 414.344.6575
Hmong	The Southeast Asian family strengthening program information	Hmong American Friendship Assoc. Refugee Family Strengthening Project <a href="http://www.hmongamer.org">www.hmongamer.org</a> , 414.344.6575
Japanese	Coiled spring of domestic violence <b>Institute Publication!</b>	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Japanese	Domestic violence glossary	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Japanese	Lifetime spiral of gender violence <b>Institute Publication!</b>	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Japanese	Power and control wheel	Domestic Violence Action & Research Group, Japan. Available from API Institute apidvinstitute@apiahf.org
Japanese	You have a right to be free from violence in your home: Questions and answers for immigrant and refugee women	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Japanese	Friends, family, community  (For LGBT community)	Queer Asian Women's Services <a href="http://www.sfaws.org">www.sfaws.org</a> , 415.751.7110

Korean	A criminal protective order was issued against me	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Korean	A domestic violence restraining order was issued against me	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Korean	Can a domestic violence restraining order help me?	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Korean	Coiled spring of domestic violence	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Korean	Cycle of violence	Korean American Family Services Los Angeles, CA <a href="http://www.kafscla.org">www.kafscla.org</a> , <a href="mailto:admin@kafscla.org">admin@kafscla.org</a> 213.637.9354
Korean	Equality wheel	Korean American Family Services <a href="http://www.kafscla.org">www.kafscla.org</a> , <a href="mailto:admin@kafscla.org">admin@kafscla.org</a> 213.637.9354
Korean	Exit instructions	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Korean	How does a criminal protective order help me?	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Korean	Lifetime spiral of gender violence Institute Publication!	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Korean	Managing your divorce: A guide for battered women	The National Council of Juvenile and Family Court Judges, <a href="http://www.ncjfcj.unr.edu">www.ncjfcj.unr.edu</a> , 775-784-6012
Korean	Peaceful homes, healthy families	Shimtuh, Oakland CA 510.547.2360 <a href="http://www.kcceb.org">www.kcceb.org</a> , <a href="mailto:Shimtuh@kcceb.org">Shimtuh@kcceb.org</a>
Korean	Power and control wheel	Korean American Family Services kafsc@hotmail.com, 213.389.6755
Korean	Resource booklet for children and families	Department of Health and Human Services <a href="http://www.hhs.gov">www.hhs.gov</a> , 1.877.696.6775

Korean	Restraining order forms and instructions	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Korean	Understanding child abuse laws in New York	The Coalition for Asian American Children and Families <a href="http://www.cacf.org">www.cacf.org</a> , 212. 809.4675
Korean	What is child custody mediation?	Judicial Council of California <a href="http://www.courtinfo.ca.gov/forms">www.courtinfo.ca.gov/forms</a>
Korean	What you need to know if a child is being abused or neglected	Center for the Prevention of Sexual and Domestic Violence <a href="http://www.cpsdv.org">www.cpsdv.org</a> , 206.634.1903
Korean	You have a right to be free from violence in your home: Questions and answers for immigrant and refugee women	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Laotian	Equality wheel	Available from API Institute <a href="mailto:apidvinstitute@apiahf.org">apidvinstitute@apiahf.org</a> , 415.954.9988 ext. 315
Laotian	No one has the right to hurt you: Questions and answers for refugee women	California Department of Health Services: Refugee Health Section, 916.327.1037
Laotian	Power and control wheel	Available from API Institute <a href="mailto:apidvinstitute@apiahf.org">apidvinstitute@apiahf.org</a> , 415.954.9988 ext. 315
Laotian	What every congregation needs to know about domestic violence	Center for the Prevention of Sexual and Domestic Violence <a href="http://www.cpsdv.org">www.cpsdv.org</a> , 206.634.1903
Punjabi	Coiled spring of domestic violence	API Institute on Domestic Violence <a href="mailto:apidvinstitute@apiahf.org">apidvinstitute@apiahf.org</a> , 415.954.9988 ext. 315
Punjabi	Lifetime spiral of gender violence	API Institute on Domestic Violence <a href="mailto:apidvinstitute@apiahf.org">apidvinstitute@apiahf.org</a> , 415.954.9988 ext. 315
Tagalog	Coiled spring of domestic violence	API Institute on Domestic Violence <a href="mailto:apidvinstitute@apiahf.org">apidvinstitute@apiahf.org</a> , 415.954.9988 ext. 315

Tagalog	Lifetime spiral of gender violence	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Tagalog	Power and control wheel	Available from API Institute apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Tagalog	You have a right to be free from violence in your home: Questions and answers for immigrant and refugee women	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Urdu	Understanding child abuse laws in New York	The Coalition for Asian American Children and Families <a href="http://www.cacf.org">www.cacf.org</a> , 212. 809.4675
Vietnamese	Are you being abused?	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Vietnamese	Coiled spring of domestic violence	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Vietnamese	Domestic violence glossary	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Vietnamese	Lifetime spiral of gender violence!	API Institute on Domestic Violence apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Vietnamese	Power and control wheel	Available from API Institute apidvinstitute@apiahf.org, 415.954.9988 ext. 315
Vietnamese	You have a right to be free from violence in your home: Questions and answers for immigrant and refugee women	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900
Vietnamese	Friends, Family, Community (For LGBT community)	Queer Asian Women's Services <a href="http://www.sfaws.org">www.sfaws.org</a> , 415.751.7110
Vietnamese	You deserve to be healthy and safe in your relationship (For LGBT community)	Family Violence Prevention Fund <a href="http://www.endabuse.org">www.endabuse.org</a> , 415.252.8900

## **Bilingual Outreach Materials: Examples**

Bilingual materials for outreach are also available online. Here are a few examples:

1. Florida Coalition Against Domestic Violence has educational materials available online at <http://www.fcadv.org/immigrants.html>. These materials include: *Providing Domestic Violence Services to Immigrants and Refugees*. This Haitian Advocacy presentation for agencies and organizations serving Haitian communities and battered women and their children is a praiseworthy general PPT slide show. It addresses issues common to many immigrant victims from around the world. Also available on the same site: this same presentation is available in Spanish and Haitian Creole (although currently there is some trouble with the Haitian Creole link: a message says that they are working on this problem).
2. The Women's Justice Center has an outreach sheet in English and in Spanish specifically addressing the needs and concerns of immigrant victims of domestic violence. It is well worth studying and is available at [http://www.justicewomen.com/tips\\_immigrant\\_women.html](http://www.justicewomen.com/tips_immigrant_women.html)
3. Korean Victims of Domestic Violence (Canada): This flier is available in English, Korean and Japanese at <http://www.projectbluesky.ca/english/cultural/korean.html>

## **Ohio: Documents of Special Interest**

Fischer, Bonnie *et al* (2003). Services and Programming for Older Abused Women: The Ohio Experience. *Journal of Elder Neglect and Abuse*, 15(2): 67-83.

Shoaf, Lisa Contos (2004). *Domestic Violence in Appalachian Ohio: The Victim's Perspective*. Columbus, Ohio: Ohio Office of Criminal Justice Services. Available at [http://www.jrsa.org/pubs/sac-digest/ruraloh\\_dv\\_appalachian.pdf](http://www.jrsa.org/pubs/sac-digest/ruraloh_dv_appalachian.pdf)

Summit County Sheriff's Office and Lorain City Police Department (2005). *The Summit/Lorain Project: Resource Document for Law Enforcement: Interpretation and Translation Procedures*. This 111-page pdf document is a vital document for any victim services/law enforcement agency seeking to develop policies and procedures on serving Limited English Proficient clients of victim services. Available at <http://www.co.summit.oh.us/sheriff/LEP.pdf>

*The Proposed Rules of Superintendence* on interpreting in courts in Ohio. This document was prepared by The Interpreter Services Subcommittee of the Supreme Court of Ohio's Racial Fairness Implementation Task Force. Please note that these rules have not been approved or implemented as of yet by The Ohio Supreme Court. These rules may therefore *not* be reproduced or copied for any reason other than for CLE seminars without the express permission of the Ohio Supreme Court. Please contact Keith Bartlett Ohio Supreme Court Assistant Administrative Director at 614-466-1551 for further information. To read the proposed rules, go to <http://ccio.org/CCIO-Superintendence.htm>

## General articles and reports

Alianza Latina en contra la Agresión Sexual (ALAS: Latina Alliance Against Sexual Aggression) *Eliminating Barriers to Services for Latina/o Survivors of Sexual and Intimate Partner Violence: A Position Statement*. - May 2004. Available at [http://www.artesana.com/alas\\_position\\_statement\\_2004.pdf](http://www.artesana.com/alas_position_statement_2004.pdf)

Campbell JC, Campbell DW (1996.) Cultural Competence in the Care of Abused Women. *Journal of Nurse-Midwifery*. 41(6): 457-462.

Dabby, Firoza *Chic Trafficking: Considerations and Recommendations for Domestic Violence Advocates*. Report by Asian & Pacific Islander Institute on Domestic Violence, available at <http://www.apiahf.org/apidvinstitute/CriticalIssues/trafficking.htm>

Enos, V. Pualani (2003). Battered Immigrant, Refugee and Indigenous Women Involved with CPS: Learning from the Experiences of Battered Immigrant Refugee and Indigenous Women Involved with Child Protective Services to Inform a Dialogue among Domestic Violence Activists and Advocates (July 2003), Family Violence Prevention Fund, Asian and Pacific Islander Institute on Domestic Violence. Available at <http://www.apiahf.org/apidvinstitute/CriticalIssues/child.htm>

“Gender Violence and Cultures of Patriarchy” Proceedings from the National Summit on Domestic Violence in Asian and Pacific Islander Communities, June 2002. Available at [http://www.vawnet.org/DomesticViolence/Research/VAWnetDocs/AR\\_immigrant.php](http://www.vawnet.org/DomesticViolence/Research/VAWnetDocs/AR_immigrant.php)

Jang, Deanna, JD, Asian and Pacific Islander American Health Forum *Linguistic Accessibility and Cultural Competency Issues Affecting Battered Women of Color in Family Court*. Reprinted with permission of the National Council of Juvenile and Family Court Judges Family Violence Department from SYNERGY newsletter. Available at <http://www.andvsa.org/Court%20Interpreter%20Synergy%20article.pdf>

Kim, Mimi, Innovative Strategies to Address Domestic Violence in Asian and Pacific Islander Communities: Examining Themes, Models and Interventions. Report by Asian & Pacific Islander Institute on Domestic Violence, June 2002. Available at <http://www.apiahf.org/apidvinstitute/ResearchAndPolicy/innovative.htm>

Senturia, Kirsten *et al*, Cultural Issues Affecting Domestic Violence Service Utilization in Ethnic and Hard-to-Reach Populations. Final report submitted to the National Institute of Justice. *NIJ Journal*, Issue No. 250. Available at <http://ncjrs.org/pdffiles1/jr000250i.pdf>

Sudha Shetty, J.D. and Janice Kaguyutan, J.D., *Immigrant Victims of Domestic Violence: Cultural Challenges and Available Legal Protections*, February 2002. Available at Violence Against Women Online Resources, at <http://www.vaw.umn.edu/documents/vawnet/arimmigrant/arimmigrant.html>

Zárate, Laura, *Suggestions for Upgrading the Cultural Competency Skills of Sexual Assault Response Teams* (2001). Available at [http://www.arte-sana.com/articles/suggestions\\_upgrading\\_article.htm](http://www.arte-sana.com/articles/suggestions_upgrading_article.htm)

**Also:**

International Institute of New Jersey has a Newsletter issue devoted to "Domestic Violence in Immigrant Populations" at [http://www.iinj.org/MOSSAIC\\_NEWSLTR\\_Summer\\_2001.pdf](http://www.iinj.org/MOSSAIC_NEWSLTR_Summer_2001.pdf)  
*Multicultural Issues and Domestic Violence Resource Guide*. This guide, put out by the National Center for State Courts, is available at [www.ncsconline.org/WC/Education/KIS\\_FamVioCultureGuide.pdf](http://www.ncsconline.org/WC/Education/KIS_FamVioCultureGuide.pdf). It features detailed sections on:

- Knowledge & Information Services
- Benchbooks & Resources for Judges
- Domestic Violence in Specific Populations:
  - African Americans
  - American Indians
  - Asians
  - Hispanics/Latinos
  - Immigrants
  - Other Minorities
- Curriculum, Tools and Strategies

*Judges Checklist: Reducing the Influence of Cultural Misinformation*. Available at the web site of the Family Violence Prevention Fund, at [www.endabuse.org/programs/display.php3?DocID=87](http://www.endabuse.org/programs/display.php3?DocID=87)

**Books**

*It is easy to order used books at low cost over the Internet through online booksellers such as Amazon.com, Powells.com and other Internet book services.*

Brian K. Ogawa (1999). *Color of Justice: Culturally Sensitive Treatment of Minority Crime Victims*. Needham Heights, MA: Allyn & Bacon.

This in-depth treatment has been endorsed by OVC and TTAC.

Leslye E. Orloff and Rachael Little (1999). *Somewhere to Turn: Making Domestic Violence Services Accessible to Battered Immigrant Women*. Washington, DC: Ayuda.

*This whole book, a rich and quite extraordinary resource, is available at no cost online:*

<http://www.vawnet.org/DomesticViolence/ServicesAndProgramDev/ServiceProvAndProg/BIW99summ.php>

Maria Ramos, (1999). *Cultural Considerations in Domestic Violence Cases: National Judges' Benchbook*. San Francisco, CA: Family Violence Prevention Fund.

Go to [www.endabuse.org](http://www.endabuse.org) for more information.

Geri-Ann Galanti (1997). *Caring for Patients from Different Cultures: Case Studies from American Hospitals*. Philadelphia, PA: University of Pennsylvania Press.

This volume addresses cultural issues and offers a cornucopia of true stories that illustrate a broad variety of cultural themes in health care.

Rena C. Gropper (1996), *Culture and the Clinical Encounter: An Intercultural Sensitizer for the Health Professions*. Yarmouth, ME: Intercultural Press.

This book contains exercises that offer fascinating opportunities for group discussion or volunteer in-services. Each cross-cultural encounter or critical incident is presented with possible solutions with feedback given on the choices made.

Rachel E. Spector (2000). *Cultural Diversity in Health & Illness*, 6<sup>th</sup> ed. Upper Saddle River, NJ: Prentice Hall.

This book offers a wealth of detailed information on traditional healing practices, traditional healers and folk medicine.

**For Background: A "Must" Read**

Anne Fadiman (1997), *The Spirit Catches You and You Fall Down*. New York, NY: Farrar, Straus and Giroux. 341 pages. \$14.00.

If you read just one book on how cross-cultural communications impact health care, this could be the one. (It would also make an excellent gift for volunteer providers.) Widely available, the book is a runaway word-of-mouth success within the health care community.