



Competencies for The Management of Diversity

A Resource for Practitioners



Part IV Glossary of Commonly Used Terms

Prepared by Inez N. Elliston, Ph.D.

for

Canadian Council for Multicultural and Intercultural Education

Conseil canadien pour l'éducation multiculturelle et interculturelle
(CCMIE/CCEMI)

2004 (Revised 2008)

ISBN: 948-1-1894982-16-0

TABLE OF CONTENTS

1. Introduction
2. Diversity as Defined by Prohibited Categories
3. Terms Commonly Used to Identify People that Make up the Canadian Mosaic
4. Definitions of Commonly used Terms in the Literature
5. Terms from the literature
6. Terms Most Commonly Used in Race Relations, Ethnic Relations and Multiculturalism Education Programs and Practice
7. Terms Commonly Used in Institutional and Community Development Education and Related Areas
8. Terms that identify different parts of the structure of a program



A Glossary of Commonly Used Terms in Diversity Education

Introduction

This glossary of terms is a compendium of words and phrases most commonly used in discussions about diversity in society. It is of particular interest to observe how some conceptions of what particular words and phrases mean change with the context in which these terms are used: whether this be with respect to the geographical location and demographics such as within or outside of Canada; with the focus of the discourse; and or with the audiences to which this is directed.



Accordingly, there is some duplication of words within the text in this attempt to define the terms used. Rather than eliminating such duplications, it was thought both helpful and informative to retain these as a way of showing how meaning evolves and is expanded in the context in which words are used.

It is hoped that the reader will gain insights into the policies, programs goals, and practices aimed at citizenship preparation and accommodation in Canadian Society. To this end, it is important to have knowledge of the characteristics of groups that make up the diversity which is Canada: who they are; how they may perceive themselves; how they are labeled; the circumstances under which they live their lives; and further, how organizational, institutional, and community interests respond—namely, how they seek to have in place strategies that respond to policies that are themselves intended to frame program and practices.

The Glossary is presented in six sections as follows:

1. Diversity as Defined by Prohibited Categories in Human Rights Legislation.
2. Terms Commonly Use to Identify People that Make up the Canadian Mosaic, Including Groups that have become Victims of Prejudice and Discrimination.
3. Commonly Used Terms in the Literature on Multiculturalism and Race Relations.
4. Terms Used in the Literature in Addressing Diversity and Social Justice.
5. Terms Most Common in Race Relations, Ethnic Relations and Multiculturalism Education Programs and Practices
6. Terms Used in Institutions, Community Development Education, and Related Areas.



2. Diversity as Defined by Prohibited Categories

Categories in Human Rights Legislation

Age

The right to be free from discrimination on the basis of 'Age' if the person is at least 18 years old. Individuals are protected against age discrimination if at least 18 and below 65 years. Persons over 65 years of age can be accord preferential treatment (e.g.: discounts for seniors) under the Human Rights Code.



Ancestry and Ethnic Origin

The dictionary definition of 'ethnic' as 'of or relating to large groups of people classified according to common racial, national, tribal, religious, linguistic or cultural origin or background.' Statistics Canada applies the term 'ethnic origin' to the cultural origins of a person's ancestor and for the census and research purposes categorizes ancestry or ethnic origin as British, French, Other Western Europeans, Aboriginal, Arab, West Asian, South Asian, East Asian, Black, Other Africans, Caribbean, Central/South American and Other.

Culture

Refers to the full range of behaviours in a group, not just to literature, music, drama and art. All aspects of each group's aesthetics, law, language, religion, personality patterns, symbols, kinship arrangements, attitudes, customs, traditions, and the like are closely woven into a pattern that is unique to each group. Cultural groups set a range of permissible behaviours for its members.

Disability

Persons with disability (existing, past or perceived) are protected from discrimination under the human rights code.

Family Status

Persons in a 'parent child relationship.' This definition includes both biological and adoptive parents', but also as someone who 'acts in the position of a parent to a child, such as a legal guardian.'

Faith/Religion

One's faith/religion is reflective of deeply felt beliefs expressed in prayer, meditation and good works. Beliefs influence behaviour, practices and identity.

**Gender**

Both men and women are protected from harassment and discrimination at work, regardless of their sex and assumptions about their professional abilities that result in stereotypes about how men and women [should] behave, dress or interact. The (Ontario) Code protects gender and gender identity.

Marital Status

Under the Human Right Code (Ontario), marital status means the status of being married, single, divorced, widowed or separated and includes the status of living with a person of the opposite sex in a conjugal relationship outside of marriage.

Race

A concept utilized to classify humankind according to common ancestry or descent and reliant upon differences by general physical characteristics, such as colour of skin, hair type, stature and facial features.

Sexual Orientation

Discrimination on the basis of sexual orientation is a human rights violation. Sexual orientation refers to a person's sexual attraction to persons of another gender and/or one's own gender. This ground protects gays, lesbians, bisexual and heterosexual persons.



3. Terms Commonly Used to Identify People that Make up the Canadian Mosaic

Abo Aboriginal Peoples

(Nat - Natives /First Nations) The inclusive term for Status Indians, non-Status Indians, Inuit and Métis.

Asia Asians

Asians and Asian descendants including ethnic and religious minorities in Asian countries experience specific forms of racism and xenophobia from the legacy of slavery, colonialism, apartheid, indentured servitude, internment and exclusionary migration laws.

Blac Blacks Afro-Canadians

People of African descent whose ancestors first arrived through slavery in the new world and who in contemporary society represent people from all parts of the world primarily Africa, the Caribbean and the Americas.

Disa Disabled

Those physically or mentally challenged who, because of their disabilities, are often victimized.

Eth Ethno -cultural groups

Individuals who share common beliefs, heritage, culture, racial background and traditions.

Ro Gypsies/ Roma

People who as travellers tend to be stateless and are consequently stigmatized and become victims of discrimination.

Immi Immigrants's

People born outside of Canada who have immigrated to Canada by choice as refugees and have attained landed status, that is the legal right to live in Canada.

Mai Mainstream

A designation for the group/ groups who hold membership by virtue of being able to control the majority of resources and decisions in a given institution, region or society. Factors such as colonization, exploitation and other resources have historically given to people of European descent mainstream membership and attendant privileges



Maj Majority

Any group that controls the largest share of scarce resources of wealth, status and power. The majority in this instance may not be the most numerous in demographic terms.

Min Minority

Any group that has limited access to scarce resource of wealth, status and power.

Mu Muslims

The followers of Islam. It is the second largest religion after Christianity with over 900 million followers. Muslims live all over the world especially in Afghanistan, Algeria, Egypt, Indonesia, Iran, Iraq, Jordan, Morocco, Pakistan, Turkey, Somalia, Saudi Arabia and parts of Canada.

Refu Refugees

People displaced through armed conflicts, natural disasters and political upheavals. They are protected under various United Nations Conventions and Acts.

4. Definitions of Commonly used Terms in the Literature

Included as a convenient reference is the list of term which are pertinent to this section and which will repeatedly occur in the section which follow.

Assimilation

Adherence to values, language, and behaviours of the mainstream or majority.

Race, colour, other visible difference and culture then to retard assimilation. Aboriginal Peoples have historically resisted assimilation on the basis of treaty rights which include culture and language retention and governance issues.

Barriers

Barriers usually exist in several forms. The most recognizable are:

Attitudinal/behavioural which operate to exclude some while including others.

Procedural: overt or covert practices that prohibit access for some.

Physical: conditions in the social or work environment that prevent access.

Barriers prevent people from participating to the degree that they are qualified and entitled to because of visible or implied characteristics such as ethnicity, race, gender, physical or mental ability, religion, age, level of literacy, sexual orientation.



Behaviour

This is the outward and observable expression of attitudes and values. Values and attitudes may be communicated verbally (language), or non-verbally' signs, gestures, actions, customs, styles.

Culture

Aspects of individual and group identities that manifest themselves in: language, religion, ethnicity and other practices that define the group.

Diagnosis

Procedures that provide information about: what individuals know and are capable of learning. This includes: performance levels, strength, weaknesses, potential; how institutions and systems function in terms of internal conditions that may be inclusive or exclusive, evidence of equity provisions and practices, external and/or outside factors that influence access and participation.

Disability

Any restriction or lack resulting from an impairment of ability to perform an activity in the manner or within the range considered normal.

Discrimination

An act of differential treatment toward a group or an individual as a member of a group, which usually creates a disadvantage for that individual or group.

Diversity

Often manifested in terms of differential treatment towards an individual or group on prohibited grounds such as: race, ethnicity, gender, sexual orientation, abilities, age, physical characteristics, religion, values and life style.

Employment Equity

A policy which seeks the achievement of equal employment opportunities in the workplace for all people living in Canada. Employment equity means employment practices must correct and prevent conditions that create disadvantages in employment for groups which have been historically advantaged. Aboriginal Peoples, women, persons from visible minority groups, persons with disability, immigrant and migrants, refugees.





Empowerment

Give people the skills and competencies to see opportunities and to take advantages of those opportunities:

- to make good and workable decisions,
- to pursue goals (educational, social, economic)
- to achieve success,
- to participate socially, culturally and politically in Canadian society,
- to contribute to civil society.

Ethno-centricism

The tendency to judge all other cultures by the norms and standards of one's own culture.

Equal opportunity

Having access to economic, social and political participation regardless of race, colour, language, origins or other defining characteristics.

Ethno-centricism

The belief that one's ethnic roots or national culture is inherently better than that of other people. Observable differences between groups tend to reinforce ethnocentricity.

Evaluation

The assessment of the achievement of defined goals and objects using objective measures and strategies.

Harassment

Unwarranted physical advances, abusive behaviours, comments or insults about a person due to affiliation or perceived affiliation or membership based on race, religion, gender, sexual orientation, disability, or origin.

Inclusion

Equitable participation in institutions, in the social and economic life of the community and the society as learners, clients, stakeholders, employees, and citizens.

Institutional Change

A planned approach to developing and implementing inclusive policies, programs and practices that are adaptive to the needs of a diverse and evolving society. Successful institutional change results in the removal of all structural, attitudinal and behavioural barriers that limit access to services and inhibit the full participation of all members of society in all aspects and in all levels of institutions.



Intentional Discrimination

Intentional discrimination is evident from practices that, in spite of evidence of suitability and the ability to perform and contribute, individuals and/or groups are deliberately excluded from opportunities-social, economic and/or political-purely on the basis of race, colour, ethnicity, gender, sexual orientation, religion, age or other prohibited characteristics.

Multiculturalism

The Government of Canada recognizes the diversity of Canadians as regards ethnicity, national or ethnic origins, colour, religion as a fundamental characteristic of Canadian society and is committed to a policy of multiculturalism designed to preserve and enhance the multicultural heritage of Canadians while working to achieve the equality of all Canadians in the economic, social and cultural life in Canada.

(Canadian Multiculturalism Act, Chapter 31, 1998).

Organizational Culture

The values, custom and traditions that members of an organization share as a group.

Racism

Belief based on the superiority of one's own ethnicity over that of another. Any discriminatory form of behaviours towards other races on the basis of such beliefs. Racism refers not only to social attitudes toward non-dominant ethnic and racial groups but also to social structures and actions which oppress, exclude, limit and discriminate against such individuals and groups.

Stereotyping

Negative labelling due to personal attributes such as race, colour, religion gender, sexual orientation, age, country of origin, etc.

Systemic Discrimination

Values: Systemic discrimination is usually associated with practices in the workplace. Policies and procedures often lead to practices that impose limits to opportunities for work, benefits, and mobility on certain identifiable groups such as women, visible minorities and the disabled. That which is desirable or worthy of esteem for its own sake; having intrinsic worth.



5. Terms from the literature

Addressing Diversity and Social Justice

Racism

Discrimination

The differential allocation of goods, resources, and services and the limitations of access to full participation in society based in individual membership in particular social groups.

Race

A social construct that artificially divides people into distinct groups based on characteristics such as physical appearance particularly color, ancestral heritage, cultural affiliation, cultural history, ethnic classification, and the social, economic, and political needs of a society at a given period of time. Racial categories subsume ethnic groups. Ethnicity A social construct which divides people into smaller social groups based on characteristics such as shared sense of group membership, values, behavioral patterns, language, political and economic interests, history and ancestral geographical base. Examples of different ethnic groups are Cape Verdean, Haitian, African American (Black) Chinese, Korean, Vietnamese (Asian); Cherokee, Mohawk, Navajo (V Native American); Cuban, Mexican, Puerto Rican, (Latino); Polish, Irish, F and French (White).

Racial and Ethnic Identity

An individual's awareness and experience of being a member of a racial and ethnic group; the racial and ethnic categories that an individual chooses to describe him or herself based on such factors as biological heritage, physical appearance, culture affiliation, early socialization and personal experience.

Racism

The systemic subordination of members of targeted racial groups who have relatively little social power, for example in the United States (Blacks, Latinos, Natives Americans) by the members of the agent racial group who have relatively more social power (Whites) This subordination is supported by the action of individuals, cultural norms and values, and the institutional; structures and practices of society.



Individual Racism

The beliefs, attitudes, and actions of individuals that support or perpetuate racism. Individual racism can occur at both an unconscious and conscious level, and can be both active and passive. Examples include telling a racist joke, using racial epithet, or believing in the inherent superiority of Whites.



Active Racism

Actions which have as their stated or explicit goal the maintenance of the system of racism and the oppression of those in the targeted racial groups. People who participate in active racism advocate the continued subjugation of members of the targeted groups and protection of the rights of members of the agent groups. These goals are often supported in the inferiority of People of Colour and the superiority of White people, culture, and values and protection of traditions.

Passive Racism

Beliefs, attitudes and actions that contribute to the maintenance of racism, without openly advocating violence or oppression. The conscious or unconscious maintenance of attitudes, beliefs, and behaviors that support the system of racism, racial prejudice and racial dominance (pp. 88-89)

Culture

Aspects of a social environment that are used to communicate values such as what is considered good and desirable, right and wrong, normal, different, appropriate, or attractive. The means through which society creates a context from which individuals derive meaning and prescriptions for successful living within that culture (language and speech patterns, orientation towards time, standards of beauty, holidays that are celebrated, images of a "normal" family.

Cultural Racism (Racism at the Cultural Level)

Those aspects of society that overtly and covertly attribute value and normality to white people and Whiteness, and devalue, stereotype and label People of Color as "other" different, less than or render them invisible. Examples of these norms include defining white skin tones as nude or flesh colored, having a future time orientation, emphasizing individualism and opposed to a more collective ideology, defining one form of English as a standard, and identifying only Whites as the greater writers or composers.



Institutions

Established societal networks that covertly or overtly control the allocation of resources to individuals and social groups and that set and influence cultural norms and values. Examples of social institutions include the legal and criminal justice system, various forms of media, banks, schools, and organizations that control access to, or the quality of employment and education. In addition, some religious groups, family groups, governmental bodies, and civic organizations influence social norms, policies, and practices. These agencies can also be defined as social institutions.

Institutional Racism (Racism at the institutional Level)

The network of institutional structures, policies, and practices that create advantages and benefits for Whites, and discrimination, oppression, and disadvantage for people from targeted racial groups. The advantages created for Whites are often invisible to them, or are considered rights available to everyone as opposed to "privileges" awarded to only some individuals and groups.

White Privilege

The concrete benefits of access to resources and social rewards and the power to shape the norms and values of society which Whites receive, unconsciously or consciously, by virtue of their skin color in a racist society. Examples include the ability to be unaware of race, the ability to live and work among people of the same racial groups as their own, the security of not being pulled over by the police for being suspicious, the expectation that they speak for themselves and not for their entire race, the ability to have a job or promotion and not affirmative action (McIntosh, 1992).

Collusion

Thinking and acting in ways which support the system of racism, White people can actively collude by joining groups which advocate white supremacy. All people can collude by telling racist jokes, discrimination against a Person of Color, or remaining silent when observing a racist incident or remark. We believe that both White and People of Color can collude with racism through their attitudes, beliefs or actions.

Horizontal Racism

The result of people of targeted racial groups believing, acting on, or enforcing the dominant (White) system of racial discrimination and oppression. Horizontal racism can occur between members of the same racial group (an Asian person telling another Asian wearing a sari to "dress like in American", a Latino telling another Latino to stop speaking Spanish), or between members of different, targeted racial groups (Latino believing stereotypes about Native Americans; Blacks not wanting Asians to move into a predominantly Black neighborhood).



Internal Racism

The result of people of targeted racial groups believing, acting out, or enforcing the dominant system of beliefs about themselves and members of their own racial group. Examples include Blacks using creams to lighten their skin, Latino believing that the most competent administrators or leaders are white; Native Americans feeling that they cannot be as intelligent as Whites, Asians believing that racism is the result of People of Color not being able to raise themselves "by their own bootstraps" (pp.97-98).

Ally

A white person who actively works to eliminate racism. This person may be motivated by self-interest in ending racism, a sense of moral obligation, or commitment to foster social justice, as opposed to a patronizing agenda of "wanting to help those poor People of Color" A White ally may engage in anti-racism work with other Whites and /or People of Color.

Empowered Person of Color

An empowered Person of Color has an understanding of racism and its impact on one's life without responding to the events and circumstances as a victim. Rather, being empowered means [having] the capacity to engage individuals and institutions with an expectation of being treated well.

(Ref. Charmaine LWijeyesinghe, Pat L Griffin and Barbara Love. 1997 "Racism Curriculum Design". In Adams, M; Bell, Lee Anne; and Griffin, Pat (Eds.) Teaching for Diversity and Social Justice A Source Book. New York: Routledge.



Sexism

Sexism

The individual, institutional, and societal/cultural beliefs and practices that privilege men and subordinate women, and designate women as of lesser identified value.



Heterosexism

The societal/cultural, individual, and institutional beliefs and practices based on the belief that heterosexuality is the only natural, normal and acceptable sexual orientation.

Sexual Orientation

The desire for intimate emotional and sexual relationships with people of the same gender, (lesbian, gay), the other gender (heterosexual) or with either gender (bisexual).

Homophobia

The fear, hatred, or intolerance of lesbians and gay men or any behavior that falls outside the traditional gender roles. Homophobic acts can range from name-calling to violence targeting lesbian and gay people.

Biphobia

The fear, hatred, or intolerance of bisexual women and men.

Heterosexual Privilege

The benefits and advantages heterosexuals receive in a heterosexual society. Also, the benefits lesbian, gay men, and bisexual people receive as a result of claiming heterosexual identity or denying homosexual or bisexual identity.

Heterosexual Ally

Heterosexual people who take action against homophobia and heterosexism because they believe it is beneficial to lesbian, gay, and bisexual people and because they believe it is in their own self interest as well.

Gender Identity

One's psychological sense of one's self as male or female.

Biological Sex

The physiological and anatomical characteristics of maleness or femaleness with which a person is born.

**Transexual**

A person whose biological sex does not match their gender identity and who, through gender reassignment surgery and hormone treatment, seeks to change their physical body to match their gender identity. Transsexuals' sexual orientation can be heterosexual, homosexual, or bisexual.

Transgender Person

A person whose self-identification challenges traditional notions of gender and sexuality. Transgender people include transsexuals and others who do not conform to traditional understanding of labels like male and female or heterosexual and homosexual.

Cross-Dresser

A person who enjoys dressing in clothes typically associated with the other gender. Also called transvestites, many cross-dressers are heterosexual married men.

Queer

Originally a derogatory label used to refer to lesbian and gay people or to intimidate and offend heterosexuals. More recently this term has been reclaimed by some lesbians, gay men, bisexual people, and transgender people as an inclusive and positive way to identify all people targeted by heterosexism and heterophobia. Some lesbians and gay men have similarly reclaimed previously negative words such as "dyke" and "faggot" for positive self-reference.

Pedophile

An adult who is sexually attracted to children. People can be male or female and heterosexual or homosexual. Most pedophiles are heterosexual men attracted to female children. Some pedophiles are attracted to children of either gender. It is a myth that most gay men are pedophiles. Police statistics show that well over 90% of all reported cases of child molestation involve heterosexual adult males and female children.

Drag Queen

A gay man who dresses in clothes, typically flamboyant and glamorous styles, associated with female movie stars or singers, all with theatrical intent and sometimes with the intention of poking fun at gender roles.

(Ref. Pat L Griffin and Bobbie Harro. 1979. "Heterosexual Curriculum Design for Diversity and Social Justice ". In Adams, M; Bell, Lee, Anne; and Griffin, Pat (Eds.) Teaching for Diversity and Social Justice A Source Book. New York: Routledge (pp. 162-163)



Anti-Semitism

Anti-semitism

"Semitic" originally referred to a family of languages that included Hebrew. But it came to be applied to hatred against Jews. Anti-semitism is the systemic discrimination against, denigration, or opposition of Jews, Judaism, and the cultural, intellectual, and religious heritage of the Jewish people.

Jew

The term Jew is derived from Judea, one of the ancient kingdoms of the Hebrew people. Since the scattering of the Jewish people, after the destruction of Judea and Israel, the Jews have thought of themselves as a people, a religion a culture, joined by a common history. Whether they assimilate or remained separate, Jews in medieval Europe were " the other" on the basis of their non-Christian religious practice and culture. In Modern Europe they were the "other " on the basis of racial hierarchies (Aryans, Serbs, Semites)

Gentiles

Derived from the Latin word "pagan", it has been used by Jews to refer to all non - Jews.

Stereotype

An unidentified, simplistic attribution that involves a judgment of traits, abilities, or expectations and is assigned as a characteristic to all members of a group regardless of individual variation and with no attention to the relation between the attributions and the social context in which they have arisen.

(Ref. Gerald E Weinstein and Donna Mellen. 1997. " Anti-semitism Curriculum Design for addressing Diversity and Social Justice". In Adams, M; Bell, Lee Anne; and Griffin, Pat. (Eds) New York: Routledge (p.75)



Definition of Disability

Major types of disabilities include: perceptual, illness-related, physical, developmental, mental: emotional, chronic/acute, and environmental

Handicapped Individual

Any person who. has a physical or mental disability which for any such individual constitute or result in a substantial handicap to employment "

(The rehabilitation Act of 1973)

Impairments

Physical abnormalities.

Disabilities

Limitations in functional performance stemming from impairments. Someone is disabled if he or she "a) has a physical or mental impairment that substantially limits one or more major life activities, b) has a record of such impairment; or c) is regarded as having such an impairment" (The American Disability Act of 1990)

Handicaps

Resulting disadvantages that may take the form of arbitrary barriers constructed, consciously or unconsciously, by society. World Health Organization. Mc Neil, J.M (1993 American with Disabilities, 1991/92; date from Survey of Income and Program Participation, Washington. (US Dept. of Commerce, Economics, and Statistics Administration Bureau of the Census.

(Ref. Laura Rauscher and May McClintock. 1977. "Ableism and Curriculum Design for Addressing Diversity and Social Justice ". In Adams , M; Bell, Lee Anne; and Griffin, Pat (Eds.) Teaching for Diversity and Social Justice A Source Book. New York: Routledge (pp 175, 217, 218)



Classism

Class

Relative social rank in terms of income, wealth, status, and /or power

Classis

The institutional, cultural, and individual set of practices and beliefs that assign differential value to people according to their socio-economic class; and an economic system which creates excessive inequality and causes basic human needs to go unmet.

Class Indicator

A factual or experiential factor that helps determine an individual's class

Class Continuum

The ranking of individuals and families in a society by income, wealth, status, or power, the range of experiences out of which particular class identities are defined. Lines may be drawn at different points along the continuum, and labeled differently. Class experience varies depending on whether we look up or down the continuum. However, it is clear that everyone at the top end is mostly agent/dominant, while everyone at the bottom is mostly target/subordinate.

Target	Mostly Target
Mostly Agents	Agents
Lower class/Working Class	Middle Class
Ownig Class	Poor
Ruling Class	

Class Identity

A label for one category of class experience, such as ruling class, owning class, middle class, working class, lower class

Ruling Class

The stratum of people who hold positions of power in major institutions in society

Owning Class/Rich

The stratum of the families who own income-producing assets sufficient to make paid employment unnecessary

Middle class

The stratum of people [the Middle class] with higher incomes due to professional jobs and /or investment income.

**Lower Middle Class**

The portion of the Middle Class with lower and less estate incomes due to lower-skilled or unstable employment

Working Class

The stratum of families whose income depends on hourly wages for labor.

Lower Class

The stratum of families with income insufficient to meet basic human needs (p. 238)

Individual Classism

This term refers to classism on a personal or individual level, either in behavior or attitudes, either conscious and intentional or unconscious and unintentional. Examples include the thought or belief that a certain type of work is beneath you, or the assumption that everyone has the financial resources to go out to an expensive restaurant.

Institutional Classism

Refers to the ways in which conscious or unconscious classism is manifested in .. various institutions .. examples. some schools (colleges) give preference to children of alumni, thus making it harder for first generation college applicants to get in, some schools reserve the most convenient parking spaces for faculty even though they usually work more flexible hours than support staff.

Cultural Classism

Refers to the ways in which classism is manifested through our cultural norms and practices. It can often be found in the ideology behind something, as in the commercial for peanut butter "choosy mothers choose Jif" implying that if you buy the less expensive store brand you care less about your kids (p 245)

Internalized Classism

Acceptance and justification of classism by working class and poor people, such as feelings of inferiority to higher-class people, hostility and blame towards other working-class or poor people, and believe that classist institutions are fair.

Privilege

One of the many tangible or intangible unearned advantages of higher-class status, such as personal contacts with employers, good childhood health care, inherited money, speaking the same dialect and [in the same] accent as people with institutional power.



Stereotypical View of Class Groups

Ruling Class

Cultured, upright, refined, sophisticated, condescending, greedy

Owning Class

Effete sobs, incapable of anything physical, greedy, cultured

Middle Class

Normal, regular, boring, wannabe, sturdy

Working Class

Tacky, blue collar, bigoted stupid, bad taste

Poor people

Trailer trash, irresponsible, can't delay gratification, lazy, stupid, disorganized, criminals
(p, 242)

(Ref. Falice Yeskel and Betsy Leondar-Wright. 1997 "Classism Curriculum Design for addressing Diversity and Social Justice". In Adams, M; Bell, Lee Anne; and Griffin, Pat (Eds,) Teaching for Diversity and Social Justice A Source Book. New York: Routledge (pp. 242, 245, 248)



6. Terms Most Commonly Used in Race Relations, Ethnic Relations and Multiculturalism Education Programs and Practice

A Guide to Conflict Resolution and Management in Elementary School, 1992
Scarborough Board of Education Toronto District School Board)



Cultural Pluralism

Policies and practices that have the primary objective of maintaining and expanding ethnic and cultural diversity within society.

Culture

Refers to the full range of behaviours in a group, not just in literature, music, drama, and art. All aspects of each group's culture (aesthetics, law, language, religion, personality patterns, symbols, kinship arrangements, attitudes, customs, traditions), and are closely woven into a pattern that is unique to each group. Cultural groups set a range of permissible behaviors for its members. There are, for example, alternative ways of being angry, of being co-operative and competitive, of expressing shape and experiencing time etc.

Discrimination

The conscious act of dealing with a person or person on the basis of prejudicial attitudes and beliefs (rather than on the basis of individual merit) Thus prejudice is a state of mind, while discrimination is an action.

Ethnic Groups

People who have lived together as a single cultural group for many generations and who have an identical combination of beliefs, language, religion, territory of natural origin, customs and history in common

Ethnicity

The classification of human populations utilizing the criteria of ancestry in conjunction with such socio-cultural criteria as nationality, language and religion,

Ethno-centricity

Regarding one's own race or culture as most important and judging other cultures as wrong or inferior simply because that do things differently.

Ethno-cultural Education

Implies the same goals and objectives as multicultural/multiracial education with the distinction of intercultural communication.



Eye Contact

There is variation across cultures in the way in which people make eye contact with each other. During a conversation, some cultures maintain constant eye contact while others have very little.

Fact

Observable activity or desirable experience which is distinguishable from imagination, speculation or theory

Hidden Curriculum

The tacit teaching of social and economic norms and expectations in the schools. These norms and expectations are so much a part of schooling that they are seldom questioned or consciously examined.

Integration

To incorporate as equals into society or an organization individuals of different groups (as races). A process, clearly distinct from assimilation, by which groups and /or individuals become able to participate fully in the political, economic, social and cultural life of the country.

Majority or Dominant Group

Generally refers to the group of people within a given society that is either the largest in number or that successfully shapes or controls social, economic, political or religious power. The term may suggest superior social position.

Minority or Subordinate Group

Generally refers to the group of people that is either small in number or that has little or no access to social, economic, political, or religious power within a given society. The term may imply inferior social position.

Multicultural/Multicultural Education

Education which values highly the presence of many cultures within the school system. It accepts cultural diversity as a fact of life as in Quebec and Canada.

Two principles are fundamental:

- 1) that such education is humanistically based on the strength of diversity, human rights, freedom and alternative choices in life, and social justice for all;
- 2) that neither assimilation nor segregation must be perceived as final goals or objectives.



Multiculturalism Policy

One which promotes the integration, not the assimilation of minority groups into society while at the same time assisting those who so wish to maintain their distinctive cultural identities (e.g. Canadian "cultural mosaic"). The term is usually used to include a multiracial element.



Opinion

A view, judgment or appraisal formed in the mind about a particular event, situation, or experience.

Outreach Program

A program designed to increase the awareness of the general public and / or specific client groups concerning the facilities and services provided by an organization, or to increase their participation.

Pause Length

Pauses between participants in conversation vary across cultures. Pauses in conversation to signal turn-taking, if the other person does not begin to speak after an appropriate pause, the speaker feels free to keep talking.

Pluralistic Society

One which is comprised of persons belonging to several different ethnic groups, racial, linguistic or religious groups. Some may result primarily from historical demographic (e.g. Switzerland, Yugoslavia, many African States) while others result primarily from immigration) (e.g. Canada, United States, and Australia).

Prejudice

Literally to pre-judge; a mental state in which an individual passes judgment (generally unfavourable) on a person he or she does not know, usually attributing to that person a variety of characteristic which are attributed to a group of which the person is a member. It is an attitude in contrast to behaviour.

Racial Discrimination

Any distinction, exclusion, restriction or preference based on race, colour, descent, national or ethnic origin that has the purpose of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life.

**Racist**

An individual, institution, or organization whose beliefs, actions, or programs imply or state that certain races have distinctive negative or inferior characteristics determined by hereditary factors.

Racist Behaviour

Aggressive, abusive or dangerous acts directed towards racial or ethnic minorities.

Racial Incidents

Racist assumptions and beliefs expressed through banter, racist jokes, name-calling, teasing, discourteous treatment, graffiti, stereotyping, threats, vicious insults, physical violence, and genocide.

Racial Slurs

Insulting and disparaging statements directed towards a particular racial or ethnic group.

Accessory Roles

Less overt acts such as having low academic expectations for minority students as well as overt acts such as laughter, silence, or non-intervention. All of these imply approval or racial prejudice.

Reverse Discrimination

A term used (generally by opponents of affirmative action programs) to refer to the perceived exclusion of some majority group individuals from positions as a result of affirmative action programs.

Sanctions

A component of anti-discrimination policies, generally legislation which prohibits discriminatory acts and /or provides legal remedies for victims of such as for example the Canadian Human Rights Act, the Charter of Rights and Freedoms and the Provincial Human Rights Acts.

Segregation

The separation or isolation of a race, class or ethnic group by enforced or voluntary residence in a restricted area, by barriers to social intercourse, by separate educational facilities, or by other discriminatory means.

Settlement Programs

Programs designed to assist newly-arrived immigrants to integrate into a society. Typically they would include language, orientation, housing and counseling services.

**Slurs**

Deliberate labeling; attempt to put down which focuses on some obvious or inferred differences.

Social Distance

The distance people stand from each other during conversation varies across cultures and varies with different situations within a culture. Social distance expresses itself in the willingness or unwillingness of individuals and or groups to associate, communicate, or interact, due to perceived feelings of superiority or inferiority of race, circumstances, or power.

Stereotype

A fixed image attributing certain characteristics or habits to a specific racial or ethnic group.

Victim

The person who is the subject of an attitude, insult, or harassment because of racial or cultural differences.

Victimization

To harass, insult or attack a person or group on the basis of observable or implied differences.

(Ref. See " Equality Now" (1984) The Report of the Special Committee on Visible Minorities, House of Commons, Government of Canada)



7. Terms Commonly Used in Institutional and Community Development Education and Related Areas

Allegiance

Devotion or loyalty to a person, group, or cause.

Cultural Allegiance

Devotion or loyalty to one's own ethno-cultural groups

Client

The person in need of services including interpreting services if from a different cultural context than the service provider.

Cultural Broker

One who is an advocate for his/her community dealings with other communities or, more often, institutions. The advocacy would take the form of promotion or defense of cultural integrity or related rights.

Cultural Interpreter - (CI)

One who interprets using awareness of cultural concepts and related background to facilitate full communication between the parties in an interaction. Also referred to as a community Interpreter.

Service Provider

The staff or employee of an institution or mainstream agency who is the immediate dispenser of or link to the service of that organization: health, settlement, housing, information, legal service etc.

Targeted Group/s

Those at whom a program is aimed /those for whom a service is intended. The target group for the training program consists of both the trainees and the users of the eventual interpreting service that they will provide.

Users

Usually the service provider, the person who is using he services of the cultural interpreter in order to communicate with a client.

Ministry

Ontario Ministry of Citizenship (MC) formerly Ministry of Citizenship and Culture (MCC). Part of the provincial Ministry's mandate was the support of multicultural communities through a range of programs, by the provision of consultative services and project or organizational funding.



8. Terms that identify different parts of the structure of a program

Program

used to mean all aspects of a training course including its administration and upkeep.

Curriculum

the documentation or concept of the unity of topics, resources, instruction methodologies and modes of delivery that make up a training or academic course or program.

Course

the part of a program that is the actual training. The course usually outlines the purpose, objectives, contents and activities for training.

Module

a large unit of a course, consisting of a set of training objectives, a series of related activities, support materials, and ways to use them for one area of topics.

Session

training over a given period of time, usually one day or part of a day. A session could be built around one activity, or use a combination of activities. It can have its own particular objectives/s, or be part of a process in advancing towards the module's objectives.

Activity

a distinct unit of a module, consisting of a central exercise with accompanying suggestions for discussion formats (small / large group etc.) and questions to facilitate / direct the discussion: and with resources for the activity either identified or included. It can have its own objectives/s, although these will usually reflect or express part of the module or session objectives.

(Source: Adapted from Ministry of Culture Ontario, Training Manual for Community Service Givers).