Module:

Communication in U.S. Culture

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Lesson:

Verbal Communication

GOALS

In this lesson you will learn about:

- Small talk
- What is okay to talk about with neighbors
- Cultural differences in communication
- Basic skills for phone and text

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NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>verbal</td>
<td>what you say with words</td>
</tr>
<tr>
<td>non-verbal</td>
<td>what you say with no words, for example, by moving your body</td>
</tr>
<tr>
<td>small talk</td>
<td>talking about everyday things</td>
</tr>
<tr>
<td>informal</td>
<td>relaxed, like with friends and family</td>
</tr>
<tr>
<td>formal</td>
<td>with supervisor or older person</td>
</tr>
<tr>
<td>call back</td>
<td>call someone later</td>
</tr>
<tr>
<td>leave a message</td>
<td>tell someone you called, on voicemail or with another person</td>
</tr>
<tr>
<td>voicemail</td>
<td>a recorded message on a phone; you can listen to the message later</td>
</tr>
<tr>
<td>check voicemail</td>
<td>listen to your phone messages</td>
</tr>
<tr>
<td>send a message</td>
<td>send a text to someone</td>
</tr>
<tr>
<td>get a message</td>
<td>see a new phone message or text from someone</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY

- How do you say hello in your country?
- Do you say hello to everyone the same way?
- What do you say when you meet someone new?
DAILY TALK

Greetings and Small Talk

Say “Hi” or “Hello” when you walk by someone. You can say hello in the street, in the store, or other places.

After you say hello, ask, “How are you?” or “How’s it going?”

You can answer “Good” or “Fine.” A short answer is okay.

If you want to talk more, use small talk. Small talk is talking about things that are not important. You can talk about the weather, traffic, or other things.

Meeting Someone New

When you meet someone for the first time, shake their hand and say your first name.

Say, “Hi, my name is ____.”

ACTIVITY: Practice with a partner.

Maria brings her son to school.

She sees Saba, another parent. She does not know Saba.

Maria: Hi, I’m Maria. What’s your name?

Saba: Hello. My name is Saba. It’s nice to meet you.

Maria: Nice to meet you too.
Talk about Work
Many people ask, “What do you do?”
That means “What kind of work do you do?” or “What is your job?”

Maria: What do you do?
Saba: I’m a teacher. I teach English.
What do you do?
Maria: I work at the airport.
Saba: That is interesting! Well, I need to go to work. Bye.
Maria: Me too. Bye.

Ask for Information
When you need help, you can ask someone. You can ask for directions. You can ask for help to find something in a store.

To ask for help, say:
- Excuse me. Can I ask a question?
- Would you please help me?
- Do you have a moment? May I ask a question?
FORMAL OR INFORMAL WORDS

Practice with a partner.

Maria takes her son to school. She sees his teacher.

Maria: Good morning Mrs. Lopez.
Mrs. Lopez: Good morning. How are you?
Maria: I’m very well, thank you. I’m Jose’s mother.
Mrs. Lopez: That’s right. He’s a good student.
Maria: I’m glad. May I ask a question?
Mrs. Lopez: Yes. How can I help you?
Maria: Jose needs help with math. Can he get help after school?
Mrs. Lopez: Yes. I can email you that information.
Maria: Thank you.

Questions:

➢ Who is Mrs. Lopez?
➢ What did Maria ask for?

Marie used formal words to talk to Ms. Lopez. Use FORMAL words to talk to someone important, like a teacher or a community leader.

Use INFORMAL words to talk to friends.

<table>
<thead>
<tr>
<th>FORMAL</th>
<th>INFORMAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello.</td>
<td>Hi! Hey!</td>
</tr>
<tr>
<td>How are you?</td>
<td>What’s up?</td>
</tr>
<tr>
<td>How do you do?</td>
<td>How’s it going?</td>
</tr>
</tbody>
</table>
Very well. Thank you.
And you?
Would you help me please?
It has been a pleasure.
Thank you for your time.
Have a good day.
Good bye.
I’m good. How about you?
Doing great. You?
Can you help me?
See you around.
Got to go.
See you later.
Take care. Have a great day!
See you. Bye.

**ACTIVITY: What do you Say?**

In this lesson and the next lesson you will learn about cultural differences in the U.S.

What do you say?

**Story 1:**

You go to the library. The librarian asks if you need help. What do you say?

(a) “Yes please. Could you help me find a book about citizenship?”

(b) “I need a book about citizenship.”

**Story 2:**

The librarian finds two books about citizenship. She tells you about a citizenship class at the library. She helps you check out the books. What do you say?
(a) “Thank you for your help.”
(b) “Okay, goodbye.”

Story 3:
You see your neighbor. He tells you he was sick last week. What do you say?
(a) “I’m sorry. I hope you are okay now.”
(b) “Last week the weather was very good.”

Answers:
- Story 1
  (a) Say “please” when you ask for help.
- Story 2
  (a) Say “thank you” when you get help.
- Story 3
  (a) Say “I’m sorry” when someone is sick or has a difficult problem.

WHAT’S OKAY TO TALK ABOUT?
People in the U.S. do not like to talk about some things.

For example, do not talk about how old people are, money, politics (voting and government) or religion.

ACTIVITY: Talk
What is okay to talk about with your neighbors? What is not okay to talk about?
Talk together. Use the list below for ideas.

Are these okay to talk about with people you do not know well?

Write a check ✅ for each topic.

<table>
<thead>
<tr>
<th>Okay to talk about</th>
<th>Better not to talk about</th>
</tr>
</thead>
<tbody>
<tr>
<td>weather</td>
<td>✅</td>
</tr>
<tr>
<td>a new movie</td>
<td></td>
</tr>
<tr>
<td>sports</td>
<td></td>
</tr>
<tr>
<td>news</td>
<td></td>
</tr>
<tr>
<td>your family</td>
<td></td>
</tr>
<tr>
<td>age (how old they are)</td>
<td></td>
</tr>
<tr>
<td>body size</td>
<td></td>
</tr>
<tr>
<td>your job</td>
<td></td>
</tr>
<tr>
<td>your pay at work</td>
<td></td>
</tr>
<tr>
<td>voting</td>
<td></td>
</tr>
<tr>
<td>God and praying</td>
<td></td>
</tr>
<tr>
<td>your other neighbors</td>
<td></td>
</tr>
<tr>
<td>things you do for fun</td>
<td></td>
</tr>
<tr>
<td>your home country</td>
<td></td>
</tr>
</tbody>
</table>

Talk with a partner

▷ What is okay to talk about in your country? What is not okay?
TALKING ON THE PHONE

We use the phone every day. Talking on the phone in a different language is not easy.

You can say:

- **Speak slowly please.** = You are talking too fast
- **I’m sorry. I can’t hear you.** = You are too quiet
- **Can you please repeat that?** = Say it again

Make a Call

You want to talk to Saba. You can say:

- Can I please speak with **Saba**?
- Is **Saba** there?

Leave a Message

You want to talk to Saba. Saba is not there. You can say:

- Can I leave a message?
  - Here’s my name and phone number.

Answer the Phone

You get a phone call. Answer the phone. You can say:

- This is **Maria**.
- Hi. It’s **Maria**.
- Hello, **Maria** speaking.

You don’t know the person on the phone. You can ask:
• Excuse me, who is this?
• May I ask who is calling, please?

Ending a Call
You finish talking. You can say:

- Thanks for your time. Bye.
- Have a nice day. Bye.
- It was great talking to you. Bye.
- I have to go. Talk to you later. Bye.

TEXTING
Most people text more than talk on the phone. Texts are fast and easy.

- Who do you text?

You might get texts from a doctor, dentist, etc.

Look at the text.

- Who is it from?
- Why did they send it?
- What should you reply?
COMMUNICATION IN U.S. CULTURE

**TIPS:**
- Check your spelling when you send a text.
- Don’t text during an interview.
- Don’t text when driving.

**Questions**
- Who did you text today?
- How many messages do you send every day?
- How many do you get?

**ACTIVITY: Try it**
Use your phone.
Send a text to a classmate or teacher.
Check your spelling so they understand your message.

**WRAP-UP**
When you talk…
- What is difficult for you?
  - Talking face-to-face
  - Phone
  - Text
• Meeting someone new
• Asking for information

▷ How can you get better at it?

▷ What words from this lesson are good for you to practice?

______________________________________________________________

______________________________________________________________
Lesson:
Non-Verbal Communication

GOALS
In this lesson you will learn about:

• cultural expectations in the U.S.
• cultural differences you can see and hidden differences
• personal space and body language

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# NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>culture</td>
<td>things people do and think are normal</td>
</tr>
<tr>
<td>rude</td>
<td>not good, something you should not do</td>
</tr>
<tr>
<td>cultural difference</td>
<td>things that people think or do differently in different places</td>
</tr>
<tr>
<td>eye contact</td>
<td>looking at a person’s eyes</td>
</tr>
<tr>
<td>opposite gender</td>
<td>a man, if you are a woman; a woman, if you are a man</td>
</tr>
<tr>
<td>visible</td>
<td>something you can see</td>
</tr>
<tr>
<td>hidden</td>
<td>something difficult to see or notice</td>
</tr>
<tr>
<td>personal space</td>
<td>how close or far away you are comfortable with another person</td>
</tr>
<tr>
<td>gesture</td>
<td>moving your body to talk with no words</td>
</tr>
</tbody>
</table>
IN YOUR COUNTRY, IN THE U.S.

Different countries have different **cultures**. Things that are normal in your country might be **rude** or bad in the US.

**ACTIVITY: Yes or No?**

What is true in your country? What is true in the U.S.?

Circle YES or NO. Talk about your answers.

<table>
<thead>
<tr>
<th></th>
<th>My Country</th>
<th>The U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should be on time for a party.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>It’s important to smile and be friendly.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>Good friends hug when they say hello.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>Women usually take care of kids.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>Men do not cook food or do housework.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>Men and women can be good friends.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>Do not touch people you don’t know.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
<tr>
<td>People think it’s good to work very hard.</td>
<td>YES / NO</td>
<td>YES / NO</td>
</tr>
</tbody>
</table>
CULTURAL DIFFERENCES

Culture Stories

Read the stories. What do you do?

Story 1

You are in a store. You see a person you don’t know. They make eye contact. What do you do?

1. Smile and say hello.
2. Do nothing.

Story 2

You want to go to the park with your friend, but it is raining. What do you say?

1. “That’s okay. Let’s go tomorrow!”
2. “Oh no. I’m so sad.”

Story 3

A friend asks you to dinner at her home at 6 pm. What time do you get there?

1. 6:00 - 6:15 pm.
2. 6:30 - 7:00 pm.
Story 4

In your country, men and women don’t shake hands. You meet someone of the **opposite gender**. What should you do?

1. Shake their hand.

2. Say that you are sorry, but you can’t shake their hand.

Answers

- **Story 1**
  People in the U.S. often smile or say hello if they make eye contact.

- **Story 2**
  Many people in the U.S. will say (a). It’s important to be friendly. Some people think it is not good to look sad or angry.

- **Story 3**
  Get there at 6:00-6:15 pm. Don’t be early, and don’t be very late.

- **Story 4**
  You don’t need to shake hands. You can say, “I’m sorry, I can’t shake hands because of my culture.”
VISIBLE AND HIDDEN CULTURE

Visible differences are easy to see.
Example:
People eat different foods in different countries.

Hidden differences are not easy to see.
Example:
It is okay to be very late in some countries.

Hidden differences can cause problems.
People don’t understand that the culture is different.
They think someone is rude or bad because their culture is not the same.
What’s the Problem?
Read the sentences. Is there a visible or hidden difference?
Circle V for visible and H for hidden.

1. Bisrat says, “In the U.S., everyone is busy. In my country, everyone can relax.”
   Is this a visible or hidden difference?  **V / H**

2. Mai says, “My friend came to my house. He did not take off his shoes. I am surprised!”
   Is this a visible or hidden difference?  **V / H**

3. Lucia says, “Kids drink coffee and milk in my country. In the U.S., kids do not drink coffee.”
   Is this a visible or hidden difference?  **V / H**

4. Amir says, “A man said hello to my wife. He is very rude. He should not talk a woman.”
   Is this a visible or hidden difference?  **V / H**

5. Mateo says, “People in the U.S. stand far away from me. I don’t know why. Do they not like me?”
   Is this a visible or hidden difference?  **V / H**
Answers

2 and 3 are visible differences. It’s easy to see and talk about what is different.

1, 4, and 5 are hidden differences. It’s difficult to know why things are different:

- Bisrat does not know it’s very important to be on time in the U.S.
- Amir does not know men and women often talk in the U.S. The man is friendly, not rude.
- Mateo does not know how close to stand in the U.S. In his country, he stands close to other people.

Talk

▷ What are other visible differences?
▷ Can you think of any hidden differences?
▷ What problems happen because of hidden differences?
PERSONAL SPACE

- Find a partner from a different country
- Stand about 6 ft (2 m) from your partner. Is this a good distance to talk? Is it too far or too close?
- Stand about 4 ft from your partner. How do you feel?
- Stand 3 ft and 2 ft from your partner.
- Circle your answers:

<table>
<thead>
<tr>
<th>YOUR ANSWERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 feet is…</td>
</tr>
<tr>
<td>4 feet is…</td>
</tr>
<tr>
<td>3 feet is…</td>
</tr>
<tr>
<td>2 feet is…</td>
</tr>
</tbody>
</table>

- Do you have the same answers as your partner?
- Does everyone in the class have the same answers?
**Personal space** is how far you like to be from other people.

- Do people in your country stand closer or farther away than people in the U.S.?

Personal space can also change with different people.

- Are you okay standing close to a man or a woman?
- Are you okay standing close to your sister or a woman on the bus?

In the U.S, personal space is important.

Stand about 3 feet away from someone you don’t know.

Don’t touch people who are not your good friends.

**GESTURES**

**Gestures** are the ways you move your body to say something.
What gestures do you use for...

- Hello!
- Yes
- No
- I don’t know
- That way
- Me
- You
- Good!
- Money
- Please be quiet
- I can’t hear you
- Let’s talk or call me
- Numbers (1, 2, 3, 4, 5…)
- Money
- I hope
- Come here
- Stop
- Sit down
- Okay
- ________________?

Talk

- What gestures are the same in your country and other countries?
- Which are different?
- What gestures should you NOT do?
- What gestures are rude in your country?
- Do you know gestures that are rude in the U.S.?

WRAP-UP

Talk

- What cultural differences do you know about in the U.S.?
- Are they hidden or visible differences?
- How much personal space do you like?
- Talk to your partner for 30 seconds. Use only gestures, no words.
Lesson:

Personal Information

GOALS

In this lesson you will learn about:

• personal documents and cards
• personal information
• when and where to tell people your information
• how to keep important papers

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Documents, Cards, and Forms ........................................27
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# NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>personal</td>
<td>belonging to you and no one else</td>
</tr>
<tr>
<td>document</td>
<td>an important paper or form</td>
</tr>
<tr>
<td>records</td>
<td>important information; for example, the information about you from your school, bank, hospital or government</td>
</tr>
<tr>
<td>bank statement</td>
<td>a paper from your bank; it shows how much money you have, how much you got, and how much you spent</td>
</tr>
<tr>
<td>fill out</td>
<td>write down all the answers on a document or form</td>
</tr>
<tr>
<td>form</td>
<td>a paper with many questions that you answer</td>
</tr>
<tr>
<td>secure</td>
<td>safe</td>
</tr>
<tr>
<td>identity theft</td>
<td>using someone’s personal information to make money or do something not legal</td>
</tr>
<tr>
<td>pay stub</td>
<td>a paper that says how much money you made at work for one pay period</td>
</tr>
<tr>
<td>shred</td>
<td>cut something into very small pieces</td>
</tr>
</tbody>
</table>
**DOCUMENTS, CARDS, AND FORMS**

**ACTIVITY: Personal Documents**

Something **personal** belongs to one person. People have different cards and **documents** (important papers).

Write the names of the personal cards and documents under the pictures.

<table>
<thead>
<tr>
<th>credit card</th>
<th>driver’s license</th>
<th>birth certificate</th>
<th>medical records</th>
</tr>
</thead>
<tbody>
<tr>
<td>passport</td>
<td>social security card</td>
<td>bank statement</td>
<td>insurance card</td>
</tr>
</tbody>
</table>

**Image: dol.wa.gov**

---

**driver’s license**

---

**social security card**

---

**bank statement**

---

**insurance card**
Talk about these cards and documents.

- Do you have any?
- What are they for?
- When do you need them?

*Example:* I have a credit card. I use it to buy things in stores and online.
ACTIVITY: Filling out Forms

A form is a paper. You write information on the paper.

Filling out the form means writing your information on the paper.

You write your information on forms when you…

• Go to the doctor
• Get a bank account
• Get an apartment
• Take a driver’s license test
• Get a job

Talk

▷ What other times do you need to fill out a form?
▷ What information do you need?
Fill out this form:

**Student Registration Form**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Birthdate (m/d/y)</th>
<th>Gender</th>
<th>Social Security Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>Apt. #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
<th>Home</th>
<th>Cell</th>
<th>Work</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Previous School Name</th>
<th>Years Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- What is this form for?
- Can you answer the questions?
- Do you need your Social Security Number?

**TIP:** If you can’t answer a question, you can write **N/A**.
For example, if you don’t have a middle name, write N/A.
N/A means “no answer” or “not applicable.”
SECURE INFORMATION

Some information is okay to tell other people.

Other information should be **secure**. Secure means safe.

Be careful with secure information. Do not tell it to people.

What should be secure?

**Secure**

- name
- social security number
- phone number
- bank account number
- medical records
- driver’s license number
- email address
- email password
- home address
- birthdate (day, month, year)
- passport number
- credit card number

**Less Secure**

- It’s usually okay to tell people this information.

- name

- social security number

- phone number

- bank account number

- medical records

- driver’s license number

- email address

- email password

- home address

- birthdate (day, month, year)

- passport number

- credit card number
ACTIVITY: Social Security Numbers

When do you need your social security number (SSN)?

When you…

1. YES / NO …get a new job
2. YES / NO …do your taxes
3. YES / NO …get a new bank account
4. YES / NO …get money from the state (like unemployment)
5. YES / NO …get an apartment
6. YES / NO …go to the doctor
7. YES / NO …get a credit card
8. YES / NO …buy a car
9. YES / NO …start your child in school
10. YES / NO …call your bank on the phone

Answers

#1-4: Yes, you need your SSN, if you have one.

#5-8: You probably need your SSN. If you do not use your SSN, they can decide not to help you.

#9: You do not need an SSN to start school. The school can ask. It is okay not to tell them.

#10: Do NOT tell your SSN to the bank on the phone. They might ask you to say the last 4 numbers (xxx-xx-1234). That is okay.
ACTIVITY: Keep Your Information Safe

Identity theft is using someone’s personal information to make money or break the law.

If someone knows your information, they can cause problems.

<table>
<thead>
<tr>
<th>(A) credit card information</th>
<th>(B) email address and password</th>
</tr>
</thead>
<tbody>
<tr>
<td>(C) insurance information</td>
<td>(D) social security number</td>
</tr>
</tbody>
</table>

Write A, B, C or D:

1. If someone knows your ____________, they can write emails to your friends and family. They can change your password so you can’t see your email.

2. If someone knows your ____________, they can buy things online. They can use your money.

3. If someone knows your ____________, they can go to the doctor. They can get health care. You or your insurance pays for them.

4. If someone knows your ____________, they can do many things. For example, they can file taxes with your information. They can get a credit card that uses your name.
ACTIVITY: What’s in Your Wallet?

Keep important cards and documents in a safe place.

What cards or documents are in your wallet or purse?

What is in a safe place at home?

Write them in the pictures.

In your wallet:  

Safe at home:

Talk about your answers with the class.

TIP:

Make copies of important cards and documents.

Put them in a safe place.

If you lose something, it is good to have a copy.
ACTIVITY: Sending Personal Information

Be careful when you tell other people your personal information.

Talk:

➤ How safe is ______?

- email
- in person
- Facebook Messenger
- phone calls
- the post office
- text messages

<table>
<thead>
<tr>
<th>VERY SAFE: in person</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you know and trust someone, you can tell your information in person.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SOMETIMES SAFE: phone calls, the post office</th>
</tr>
</thead>
<tbody>
<tr>
<td>The post office is usually safe.</td>
</tr>
<tr>
<td>You can use registered mail. The post office asks for a signature before they deliver the mail.</td>
</tr>
<tr>
<td>Phone calls are safe, if you are talking to a person you trust.</td>
</tr>
<tr>
<td>Be careful! Never tell passwords, your pin number, or your SSN over the phone.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NOT SAFE: email, text messages, Facebook Messenger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email, text messages, and Facebook use the internet.</td>
</tr>
<tr>
<td>Sometimes other people can see the information.</td>
</tr>
<tr>
<td>Never send secure information this way.</td>
</tr>
</tbody>
</table>
ACTIVITY: Keep or Shred?

How long should you keep important documents?

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>HOW LONG?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tax Records</td>
<td>_____years</td>
</tr>
<tr>
<td>2. Pay Stubs (from your work)</td>
<td>_____ year, until you do taxes</td>
</tr>
<tr>
<td>3. Credit Card Statements</td>
<td>_____days</td>
</tr>
<tr>
<td>4. Bank Statements</td>
<td>_____ year (or longer for taxes)</td>
</tr>
<tr>
<td>5. Insurance Records</td>
<td>_____ years AFTER you get new insurance</td>
</tr>
<tr>
<td>6. Medical Records</td>
<td>_____ to_____ years after you get better</td>
</tr>
<tr>
<td>7. Bills for your water, electricity, phone, etc.</td>
<td>Until you pay the bill</td>
</tr>
</tbody>
</table>

Information from [https://www.atg.wa.gov/what-shred](https://www.atg.wa.gov/what-shred)

Answers

(1) 7 years  (2) 1 year  (3) 45 days  (4) 1 year  (5) 5 years  (6) 1 to 5 years
Questions

What do you do with old documents?

For example, after 7 years, what do you do with your tax records?

(a) Put them in the trash

(b) Recycle them

(c) **Shred** them

Answer

(c) Shred papers you do not need.

People can take your papers from the trash or recycling bins. (a) and (b) are dangerous.

Use a shredder to cut papers into very small pieces. Use scissors to cut old credit cards or ID cards.

You should shred papers with:

- Your bank account number
- Your birthdate
- Passwords or PIN numbers
- Your signature
- Your SSN
You can also shred papers with:

- Your full name
- Your address
- Your phone number
- Your email address

**Tip: If you need a shredder, you can…**

1. *Find place in your city to shred papers. Ask at your library or community center.*
2. *Ask your case manager for help shredding old papers.*
3. *If you do not have many papers, you can use scissors and cut the papers yourself.*

**WRAP-UP**

**Talk**

- What personal cards and documents do you have?
- When do you need your social security number?
- What are three ways to keep your personal information safe?
Lesson:

True vs False Information

GOALS
In this lesson you will learn about:

- what a scam is
- email scams and phone scams
- what junk mail is

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## NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>scam</td>
<td>information that is not true used to trick people</td>
</tr>
<tr>
<td>phishing</td>
<td>trying to get personal information from people</td>
</tr>
<tr>
<td>spam</td>
<td>email that you don’t want</td>
</tr>
<tr>
<td>urgent</td>
<td>you need to see or do something very soon</td>
</tr>
<tr>
<td>eligible</td>
<td>you can have or do something</td>
</tr>
<tr>
<td>Caller ID</td>
<td>on your phone, it tells the name and number of the person calling</td>
</tr>
<tr>
<td>robocall</td>
<td>a phone call from a machine, not a real person</td>
</tr>
<tr>
<td>snail mail</td>
<td>paper mail that comes to your house</td>
</tr>
<tr>
<td>junk mail</td>
<td>paper mail that you don’t want</td>
</tr>
</tbody>
</table>
WARM-UP

Look at the picture.

- Is it real?
- How do you know?
- Do you get strange emails or phone calls?

WHAT IS A SCAM?

We get many emails, phone calls, and texts every day.

Some of the information is true. Some is not true.

People might want money or your information. They say things that are not true. This is a scam.

A scam can use the phone, mail, social media, or email.

For example, a person can call you.

They can say, “Hello. I am from the bank.” They can ask for your personal information.

It is not true, but it sounds true.
**TIPS:** Do NOT tell your information to someone you do not know.
The bank or government will not ask for personal information on the phone or in an email.
How do you know if something is a scam? You can ask a friend, teacher, or case manager.

---

**EMAIL SCAMS**

Do you read your email every day?
Many people get too much email.
90% of email is not important.
It is ads and scams.

**ACTIVITY: Is This Email Real?**

- Is it real? Is it a scam?
- Underline things that look strange or bad.

---

TIPS: Do NOT tell your information to someone you do not know.
The bank or government will not ask for personal information on the phone or in an email.
How do you know if something is a scam? You can ask a friend, teacher, or case manager.

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EMAIL SCAMS

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ACTIVITY: Is This Email Real?

- Is it real? Is it a scam?
- Underline things that look strange or bad.
Answers

This email is a scam.

Here are 4 strange things.
There might be more!
1. Dear customer (not your name)
2. Spelling mistake (plese, not please)
3. Download (do NOT download a file from your email)
4. File (a real company will not send a file to your email)
COMMUNICATION IN U.S. CULTURE

ACTIVITY: TRUE/FALSE

1. Always click on links in your email.  
2. You can delete an email that says you will get a lot of money.  
3. It is okay to download all files from your email.  
4. Emails from your bank are always scams.  
5. Your doctor might send you an email.  

T F  T F  T F  T F  T F

Answers

1. False Only click on a link from someone that you know.
2. True An email that says you will get a lot of money is never real.
3. False Do not download files from someone you do not know.
4. False Your bank can send information to your email. First, you need to tell them your email address.
5. True Your doctor can send you email. You can call the doctor’s office and ask if it is real.

TIP: Tell your children not to click on links or download files in email. They can ask you first.
PHONE SCAMS
When you get a phone call, the Caller ID tells you who is calling.
- If your phone says “Caller Unknown,” you can ignore it.
- If it is important, they will leave a message.
- Many new phones tell you about scams. The message says Scam Likely or Scam Alert.

ACTIVITY: Unknown Caller
Read the stories. What would you do?

Story #1
A woman calls.
She says she works with your case manager at DSHS.
You do not know this woman.
She asks for your Social Security number.

What should you do?
1. Tell her your SSN. She is very nice.
2. Tell her you will call your case manager. You can tell your SSN to your case manager.

Story #2
You get a voice message from the power company.
If you do not call them back and pay, they will turn off your power.
What should you do?

1. Nothing.
2. Call them back and tell them your credit card information.

Story #3

You get a voice message on your phone:

“To cancel your order, please press ‘1’. Please call to talk with our Customer Support Team.”

What should you do?

1. You do not want to cancel your order. Press 1 or try to call them back.
2. Erase the message.

Answers

Story #1

2. Tell her you will call the case manager yourself. Do not tell your SSN to a person you do not know.

Story #2

1. Do nothing. The power company will not tell you to pay a bill on the phone.

Story #3

2. Erase the message. It is a robocall, a message from a machine, not a real person. It is sent to many people.

TIP: If the caller will not tell you their name or company, it is a scam.
JUNK MAIL

Junk mail is any mail (email or paper mail) that you do not need.

Some mail looks very important.

What do you need to keep?

What can you recycle or shred?

ACTIVITY: Your Mail

Look at the mail pictures.

What is important?

What is junk mail?

Do you want to keep, recycle, or shred this mail?

- Keep papers that are important. For example, bills you need to pay.

- Recycle papers that are not important with no personal information.

- Shred papers that are not important with your personal information.
| Mail 1 |
|------------------|---|
| ![Image of Seattle City Light Bill] |
| Mail 2 |
| ![Image of Pacific Northwest and Safeway ads] |
| Mail 3 |
| ![Image of CreditOne card] |
| Mail 4 |
| ![Image of “Welcome Here’s Your Explanation of Benefits” document] |

Lesson: True vs False Information
Beginning Level
Answers

Mail 1
Utility Bill: Keep.
A bill is a paper that tells you to pay money.
Keep any bill that says: Payment Due.
It is important to pay before the Date Due.

Mail 2
Store Flyer: Recycle.
A store flyer shows you good prices in stores near you.
You do not need to keep this, and it does not have personal information.

Mail 3
Credit Card Application: Shred.
Be careful! Credit card applications can have your personal information.

Mail 4
Account Information: Keep.
This paper tells you how much you need to pay later.
It says “This is Not a Bill.” You do not need to pay now.
WHOLE FOODS WANTS TO GIVE ME MONEY?

Here is the story from the beginning of the lesson. Look at the message.

Talk with a partner.

▷ Do you think is real or a scam?
▷ How can you check?

Answer

You can ask:
Send a message to Whole Foods.
Ask if the information is real.

@WholeFoods hello... I would like to know if this is real

6:37 PM · Jun 17, 2020 · Twitter for Android
What happened?

Whole Foods answered the same day.
They said that it was not true. It was a scam!

Whole Foods Market • Jun 17
Hi Diana, thanks for checking. No this was not an official communication from Whole Foods Market and is likely a scam phishing attempt. We recommend that you not engage with the sender or provide them with any personal information. Take care!

WRAP-UP

Talk

- Do you get a lot of junk mail?
- Do you know about any scams?
- How do you know if something is a scam?