

# Immigrant Procedures and Supports

*Springfield Public Schools*



# English Language Learners in Springfield

- 4,356 Total Population
- 2,204 Elementary
- 2,154 Secondary
- 507 Students With Interrupted Formal Education (SLIFE)
- 696 Immigrants
- High Incidence Languages
  - 3653 Spanish
  - 168 Somali
  - 137 Arabic
  - 102 Nepali
  - 86 Vietnamese
- High Incidence Countries of Origin
  - 3,315 US and Puerto Rico
  - 162 Dominican Republic
  - 137 Guatemala
  - 34 Syria
  - 57 Iraq
  - 53 Nepal
  - 45 Somalia
  - 30 Vietnam

There are currently 41 different languages spoken by Springfield Public School Students



# Intake Process

## Student Registration

- Welcome videos in multiple languages
- Walk-in / Appt for Language Assessment
- Translators Available for Appointments



Reda Othman  
العربية الأسر و المدارس إدارة بين الوصل حلقة  
Arabic Family Liaison



नाराद अघिकारी  
नेपाली कयामेली धनपजन  
Nepali Family Liaison



Dat Dang  
Liên Lạc Viên  
Vietnamese Family Liaison



Nadiya Noor  
Soomali xiriiriye Qoys, Arday iyo Dugsi  
Somali Family Liaison



Sonia Rodriguez  
Asesora de lenguaje  
language assessor



# Translation Assistance

- Big Word
  - On-demand phone interpreting
- Translation Department
  - Email all docs for translation
  - Call or schedule for a translator online
- Parent Facilitators
  - All buildings have bilingual translators
  - Schedule and translate and family communications
  - ELL Liaisons (Arabic, Nepali, Somali, and Vietnamese)



## Over the phone Interpreting

Call us anytime day or night, and within 30 seconds, we'll search over 14,000 experienced interpreters to connect you with the right Linguist for the job. It's a world-renowned service that brands and organizations rely on.





# In School Supports

- SLIFE programs at two high schools
- Family Liaisons
  - Tutoring, home visits, parental assistance, and staff professional development
- Post graduation employment assistance
- Partnership with MGM/Adult Ed.
- Imagine Learning Software
- Middlebury Software
- ELL Coaches
  - Provide support to educators when working with immigrants
- New Educator Orientation
- Paraprofessional Best Practices Professional Development



# Parent Resources

- Adult Education Center
- Parent and Community Engagement Center
- Immigrant Literacy Events
  - Held at libraries and community centers
  - Classes to help teach non-reading parents to “read” with their children using wordless books
- MCAS information sessions for parents
- Hurricane Maria Resource Guide (when applicable)
- Home City Families Support Program Guide



# Professional Development- Nepal

## Cultural Etiquettes & Norms

- \* Taking off shoes when entering/visiting a home is considered civilize.
- \* Accepting an offer, especially tea, coffee or food is considered an honor.
- \* Cows are worshipped and symbolize mothers.
- \* Bulls are regarded as friends to farmers.
- \* Eating beef is considered unholy, while pork and alcohol is restricted.
- \* Kissing and hugging with the opposite sex in public is not considered appropriate.
- \* Speaking softly and politely is part of the culture.





# Professional Development- Somalia

## Cultural Norms in Somalia

- Do greet, but don't Shake hands with opposite sex unless they initiate first.
- During home visits, if offered a drink accept it as a sign of respect.
- Always offer your right hand, the left hand symbolizes uncleanness and is used for personal hygiene.
- Be aware that it is customary for Somali men to greet each other with a hug. This is a sign of friendship.
- Take off your shoes while entering some one home
- Do not shake hands or have any physical contact with opposite sex unless offered
- Do not ask direct personal questions, especially about a female family member, if you have a question about a female student have a female interpreter or a female staff present.
- Do not move away from a Somali person who stands "close" to you during conversation. It is customary for a Somali to stand about one foot away. If you feel uncomfortable, you may politely ask them to have a seat.





# Professional Development Arab Cultures

## SUGGESTIONS FOR SUCCESSFUL MEETINGS

- **Location:** Choose a pleasant quiet, private location away from distractions.
- **Plan a light agenda:** Middle Easterners resist pressure to accomplish too much at an initial meeting. Initial meetings are usually only considered as 'meet and greet' opportunities to judge if negotiation might be possible in the future.
- **Expect tardiness:** The Middle East has a lax mentality on the necessity for punctuality and few wear watches. Tardiness is not a sign of disrespect and does not warrant an apology unless the tardiness is excessive (more than 90 minutes).
- **Greetings:** Spend double the time with greetings and salutations. Greet Arabs in rough order of seniority. Do not attempt to shake hands with an Arab female unless she initiates the handshake first.
- **Greeting Gifts:** Gifts are appropriate particularly if the discussions occur in a home. Gifts must be wrapped. Politely refuse gifts at least twice. Do not open a gift in front of the gift-giver.
- **Manners:** Courtesy is essential. Meetings begin with niceties and small talk.

## ARAB CUSTOMS

### SHAME and HONOR

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

### FAMILY

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

### PERSONAL SPACE

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

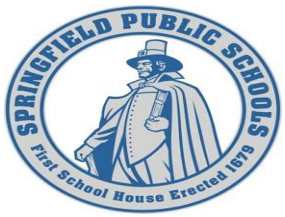
### SOCIALIZATION and TRUST

- When conducting business, it is customary to first shake the hand of all males present, taking care not to grip too firmly.



# Natural Disaster Crisis Intake

- Intake
  - McKinney Vento
  - Supplies and clothes
  - Massachusetts 2-1-1 (a hotline people can reach by dialing 2-1-1) is providing intake services, and the Family Resource Centers are providing local referrals and some case management.
  - Hurricane Maria Resource Guide
    - Welcome letter from the mayor
    - Welcome Center Information
    - Emergency numbers (red cross, FEMA, transportation department etc.)
    - Where to get:
      - Clothing, food, financial assistance, prescriptions, housing, work/career centers, respite etc.



# Contact Information

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