



INTERNATIONAL
INSTITUTE
SAINT LOUIS

International Institute of St. Louis

HIRE-St. Louis

Human Resources Toolkit for Workplaces with Immigrants
Responsibilities of Employers/Rights of Employees
Non-profit Resources for Employers & Employees



Immersion • Investment • Inclusion

HIRE-St. Louis Campaign

of the

International Institute of St. Louis

What is HIRE-St. Louis?

HIRE-St. Louis is an educational outreach campaign to educate employers, foreign-born employees, immigrant advocates, and the general public about the rights and responsibilities of workers and employers with regard to the anti-discrimination provisions of the Immigration and Nationality Act. Depending on the audience, “HIRE” means *Hiring Immigrants: Responsibilities of Employers* or *Hiring Immigrants: Rights of Employees*.

Purpose of the Toolkit

The purpose of this HR toolkit is to provide employers with local information about resources and support for hiring and retaining immigrant workers. The information provided in this toolkit will help employers hire a more diverse workforce and will help immigrant workers move in a positive direction toward self-sufficiency, independence and eventual integration into the wider community. While this list is not exhaustive, it provides a good starting point for those who are new to America and to the St. Louis region in general.

At a Glance

Discrimination Prohibition: Immigration and Nationality Act2

Avoiding Discrimination of Job Applicants3

Non-Profit Resources for Employers & Employees

For Employers and Employees

Cross-Cultural and Personnel Training7

Interpretation and Translation Services7

For Employees

English Classes7

Healthcare8

Legal/Immigration Services9

Social Services.....10

Contact Information Back Inside Cover

Discrimination Prohibition: [Immigration and Nationality Act \(INA\)](#)

U.S. citizens and certain work authorized individuals are protected from employment discrimination. The Immigration & Nationality Act's anti-discrimination provision strictly prohibits intentional:

1. Citizenship/Immigration status discrimination

- Discrimination linked to a person's citizenship/immigration status
 - Exceptions:
 - Required by law, regulation, or government contract
 - Employer can "prefer" equally-qualified U.S. citizen
 - Example of discrimination:
 - Refusing to hire asylee/refugee
 - Different hiring procedures for U.S. citizens and immigrants
 - "Citizen-only" hiring policy

2. National origin discrimination

- Discrimination linked to a person's place of birth, country of origin, ancestry, native language, accent, or employer's "perceptions" of the person
 - Examples of discrimination:
 - Refusing to hire qualified candidate because s/he:
 - Appears to be foreign or has foreign-sounding surname
 - Was not born in the United States
 - Does not speak fluent English or speaks with an accent
 - Has parents who were not born in the United States
 - Has a spouse who was not born in the United States

3. Document abuse

- When an employer requests more or different documents than are required to verify employment eligibility or specifies certain documents over others
 - Examples of document abuse:
 - Requiring specific documents (e.g. Social Security card, birth certificate, Green Card, etc.)
 - Greater scrutiny and rejection of valid documents from immigrants/refugees
 - Not allowing employee to choose which documents to submit

4. Intimidation or Retaliation

- When employer intimidates, threatens, coerces, or retaliates against employee
- When an employer interferes with the rights or privileges of employee secured under the law
 - Examples of intimidation/retaliation:
 - Threaten an employee because s/he has or intends to file a charge or complaint against employer
 - Take adverse action against employee for asserting his/her rights (e.g. firing, demoting)

Avoiding Discrimination of Job Applicants

Examples of Illegal Interview Questions

There are certain questions that cannot be asked when interviewing candidates for employment.

1. Questions about location of birthplace, nationality, ancestry, native language, citizenship status, or descent of applicant, applicant's spouse, or applicant's parents.

INAPPROPRIATE

- Are you a U.S. citizen?
- Where were you/your spouse born?
- What is your native language?
- Where were your parents born?

APPROPRIATE

- Are you authorized to work in the U.S.?
- Can you show that you can work legally in the U.S.?
- Do you speak another language that may be useful in this job?
- After hiring, are you aware that a photograph may be required for identification?

2. Questions related to one's sex, gender identity, or marital status.

INAPPROPRIATE

- Are you married, divorced, separated, widowed, or single?
- Do you have plans to get married?
- Who do you live with?
- Do you plan to have a family? When?
- How many children do you have?

APPROPRIATE

- Do you have responsibilities or commitments that will prevent you from meeting your work schedule?
- Will you need to be absent from work on a regular basis? If so, please explain the circumstances.
- Would you be willing to move/relocate for the job?
- Travel is an important part of the job. Would you be willing to travel as needed?
- This job requires overtime. Would you be able to work overtime?

3. Questions related to race, ethnicity or color.

INAPPROPRIATE

- Are you part of a minority group?
- What is your race or ethnicity?
 - **There are no legal ways to ask this. *Do not talk about it.***

4. Any questions related to religion or religious days of observance.

INAPPROPRIATE

- Are there holidays or days of the week you cannot work?
- What religion do you practice?
- What church do you attend?

APPROPRIATE

- We often work holidays and weekends. Is there anything that would prevent you from working on the weekend?
- Will you need to be absent during the year for any reason?

5. Any questions related to physical disabilities or handicaps.

INAPPROPRIATE

- Do you have any physical disabilities or handicaps?
- When did you last have a physical examination?
- When/how did you lose your ability to ... ?

APPROPRIATE

- Do you have any physical condition or handicap that may limit your ability to perform the job?
- If you have a physical condition or handicap, what can be done to accommodate your limitations?

6. Any questions related to health or medical history.

INAPPROPRIATE

- Do you have any pre-existing health conditions?
- Can you please complete the following medical history?
- Have you had any recent or past illnesses or operations?
- Have you ever taken sick-leave?

APPROPRIATE

- Are you able to perform this job with or without accommodations from the employer?
 - *This question is only appropriate if the interviewer has described the job requirements.*

7. Any questions related to pregnancy, birth control, or childcare.

INAPPROPRIATE

- Are you planning on having children soon?
- Are you currently pregnant?
- What child care arrangements have you made?

APPROPRIATE

- Do you have responsibilities that will prevent you from being at work?
- Will you be absent from work on a regular basis? If so, please explain the circumstances.

8. Any questions related to age, year of graduation from school, or date of birth.

INAPPROPRIATE

- When did you graduate from school?
- What is your date of birth?
- How old are you?

APPROPRIATE

- Do you meet the minimum age requirement set by law in our area?
- If hired, can you produce proof of your age?
- Are you over 18 years of age?
- If you are a minor, can you prove your age with a work permit or birth certificate?

9. Any questions related to clubs or social organization memberships that might indicate race, sex, religion, sexual orientation, or national origin.

INAPPROPRIATE

- What clubs or social organizations do you belong to?

APPROPRIATE

- Do you belong to any groups or organizations that you consider relevant for you to perform this job?

10. Any questions related to height or weight.

INAPPROPRIATE

- How tall are you?
- How much do you weigh?

APPROPRIATE

- As it is part of the job, are you able to lift 50 pounds and carry it 100 yards?
- Are you able to reach items on a shelf that is five feet tall?
 - *Questions about height and weight are not acceptable unless these standards are essential to the safe performance of the job.*

Non-Profit Resources for Employers & Employees

For Employers and Employees

Cross-Cultural & Personnel Training

AAIM Education Services

1600 S Brentwood Blvd # 400
St. Louis, MO 63144-1307
(314) 968-3600

www.aaimstl.org

Member association offering education, HR consulting, and peer networking services.

International Business Solutions Center International Institute of St. Louis

3654 S. Grand Blvd.
St. Louis, MO 63118
(314) 773-9090 x 150

www.iistl.org

Diversity Training for the New Millennium: customized fee-based training to improve cross-cultural communication, resolve cultural conflicts, and build high-performing multicultural teams.

Interpretation & Translation

International Institute Language Services International Institute of St. Louis

3654 S. Grand Blvd.
St. Louis, MO 63118
(314) 773-9090 x 152

www.iistl.org

Accurate specially trained professional interpreters and translators in 45 languages with industry-specific communication skills.

Language Access Metro Project (LAMP)

8050 Watson Rd. #340
St. Louis, MO 63119
(866) 948-7133

www.lampinterpreters.org

Medical interpreting for immigrants and refugees seeking health care and support services in St. Louis region.

For Employees

English Classes

(Many of these programs are available without cost to participants due to funding by the State of Missouri through its Adult Education and Literacy (AEL) funding)

International Institute of St. Louis

3654 S. Grand Blvd.
St. Louis, MO 63118
(314) 773-9090

www.iistl.org

Largest free morning, afternoon, and evening English classes site of the St. Louis City Adult Education and Literacy (AEL) program.

Immigration & Refugee Women's Program

3672B Arsenal Street
St. Louis, MO 63116
(314) 771-1104

www.irwp.net

Women volunteers teach basic English and practical living skills to homebound immigrant and refugee women.

Parkway AEL Program

13157 N. Olive Spur Rd.
Creve Coeur, MO 63141
(314) 415-4940

www.pkwy.k12.mo.us

In Fern Ridge Center. Classes also available in Brentwood, Clayton, Hazelwood, and Manchester.

Ritenour AEL Program

St. Charles Rock Road Library

10267 St. Charles Rock Rd.
St. Ann, MO 63074

(314) 623-4439 [*Spanish speaker available*]
or (314) 429-5322

Hoech Middle School

3312 Ashby Ave.

St. Ann, MO 63074

Evening classes in St. Ann at the above locations.

Rockwood AEL Program

St. John's Center (multi-level classes)
15800 Manchester Rd.
Ellisville, MO 63011
(636) 733-2161

Daniel Boone Library (advanced classes)

300 Clarkson Rd.
Ellisville, MO 63011
English Language Learner classes in Ellisville
at the above locations.

St. Charles Community College AEL Program

4601 Mid Rivers Mall Dr.
St. Peters, MO 63376
(636) 922-8227
www.stchas.edu
In the Administration Building. English,
Computer, and Citizenship classes available.

St. Louis City AEL Program

Kingdom House
1321 S. 11th St.
St. Louis, MO 63104
(314) 421-0400

Long Community Education Center

5028 Morgan Ford Rd.
St. Louis, MO 63116
(314) 353-1034

Classes provided by the St. Louis Public
Schools at above locations. Call (314) 664-
1066 for details.

St. Louis Community College AEL Program

4900 S. Lindbergh
St. Louis, MO 63125
(314) 984-7777
Evening ESL classes at Lindbergh High
School in South County.

University City AEL Program

1483 82nd Blvd.
St. Louis, MO 63132
(314) 993-0462
www.ucityaelprogram.org
Located at the New City Fellowship in
Olivette/University City.

YMCA Literacy Council

2635 Gravois
St. Louis, MO 63118
(314) 776-7102
www.ymcastlouis.org
One-on-one and ESL tutoring.

Healthcare**Barnes-Jewish Hospital/BJC Health System**

Refugee Health and Interpreter Services
4905 Forest Parkway, Suite 100
St. Louis, MO 63108
(314) 747-5682
Services through Refugee Health include
screenings, case management and
patient/provider education. Free interpreter
services are available 24 hours a day for
patients who need help with language
assistance or who have special cultural needs.

Cardinal Glennon Children's Medical Center

1465 S. Grand
St. Louis, MO 63104
(314) 577-5600—Main Line
(314) 577-5697—Social Services
Not-for-profit, 190-bed inpatient and
outpatient pediatric medical center. Cares for
children of all ages from Missouri, Illinois and
around the world.

Casa de Salud (House of Health)

3200 Chouteau Avenue
St. Louis, MO 63101
(314) 762-1251

casadesaludstl.org

Provides high quality basic health and wellness services for uninsured and underinsured patients, focusing on new immigrants and refugees who encounter barriers to accessing other sources of care.

Family Care Health Centers

Forest Park Southeast

4352 Manchester Ave.
St. Louis, MO 63110
(314) 531-5444

Carondelet

401 Holly Hills Ave.
St. Louis, MO 63111
(314) 353-5190

www.familycarehealthcenter.org

Provides and promotes quality health care to the uninsured of all ethnic backgrounds. Carondelet location also provides dental services. Interpreters for Spanish, Vietnamese and Bosnian available.

Mercy Neighborhood Health Center

3846 Ohio Street
St. Louis, MO 63118
(314) 772-3330

Provides adult primary medical care and social services. Accepts most commercial insurance plans, Medicare, Medicaid and two MC+ plans. Fees are based on ability to pay. Multilingual staff, interpreters and translated materials are available. Appointments are necessary.

Legal/Immigration Services

International Institute of St. Louis

Lany van L. Maas, Immigration Specialist
3654 S. Grand Blvd.

St. Louis, MO 63118
(314) 773-9090 ext. 181

www.iistl.org

Immigration application services provided for a modest fee. Walk-ins Monday, Tuesday, Thursday, and Friday 8:30—9:30 AM. **All other times by appointment only.** Passport photos available during regular business hours (no appointment necessary).

Legal Services of Eastern Missouri— Immigration Law Project

Kim Allen Murray
4232 Forest Park Ave.
St. Louis, MO 63108
(314) 534-4200 ext. 1306
(800) 444-0514

www.lsem.org

Provides legal representation in immigration matters to eligible, low-income legal immigrants, refugees, and their families living in Eastern Missouri.

Interfaith Legal Services for Immigrants (ILSI)

Courtney Manus and Stephen Hoeplinger
4158 Lindell Blvd.

St. Louis, MO 63108
(314) 371-4640

www.ilsilegal.org

Offers affordable legal assistance to refugees, asylum seekers, torture survivors, human trafficking victims, and documented and undocumented immigrants. Also represents indigent aliens in asylum proceedings.

Catholic Immigration Law Project—St. Louis University Law School

Hannah Willmann
321 N. Spring Ave.

St. Louis, MO 63108
(314) 977-7282

Provides cost-free legal assistance to immigrants, refugees, and their families.

Social Services

American Red Cross International Services

10195 Corporate Square
St. Louis, MO 63132
(314) 516-2737

www.redcrossstl.org

Helps locate missing loved ones, exchange family messages, and inquire about the safety of family members in affected areas worldwide.

Bi-Lingual International Assistant Services

8390 Delmar Blvd - Suite 210
St. Louis MO 63124-2117
(314) 692-9010

www.bilingualstl.org

Non-profit organization with main focus on providing Quality Mental Health and Social Services to the elderly and disabled foreign-born in an accessible, linguistically and culturally sensitive way. Social work and counseling staff speak English, Bosnian, Russian, and Spanish languages.

Catholic Charities Refugee Services

2840 Wisconsin Ave.
St. Louis, MO 63118
(314) 771-2570

www.ccstl.org

Provides a variety of adjustment services to assist agency-sponsored refugees, and referral for other services including ESL.

Catholic Community Services Southside Center

5880 Christy Blvd.
St. Louis, MO 63116
(314) 773-6100 ext. 100

ccstl.org

Provides social services, mental health counseling, and youth programming in a bilingual, culturally sensitive environment for the immigrant and refugee populations of the community.

Center for Survivors of Torture and War Trauma

1077 S. Newstead Ave.
St. Louis, MO 63110
(314) 533-4114

stlcenterforsurvivors.org

Helps individuals and groups learn to manage the symptoms of trauma. Services include Adult Mental Health Services and Open Door After-School Program.

International Institute of St. Louis

Lara Fallon, LCSW
3654 S. Grand Blvd.
St. Louis, MO 63118
(314) 773-9090 ext. 160

www.iistl.org

Short-term solution-focused counseling and supportive social work provided. Social workers work closely with other agency staff while also coordinating with resources around the community. All foreign-born individuals and family members are eligible for services which are provided without cost with funding by a variety of public and private sources including the Office of Refugee Resettlement (ORR) of the US Department of Health and Human Services and the United Way of Greater St. Louis.

NOTES

NOTES

Contact Information

HIRE-St. Louis Project

International Institute of St. Louis

3654 S. Grand Blvd.

St. Louis, MO 63118

(314) 773-9090 ext. 189

info@iistl.org

Questions regarding Form I-9, employment-related information for ESOL students, employer training workshops, and community outreach. Focus specifically on the anti-discrimination provisions of the Immigrant and Nationality Act (INA) with regard to employment. If you have any questions about immigration-related discrimination in employment, please call or email. We want to hear from you!

[Office of Special Counsel for Immigration-Related Unfair Employment Practices](#)

U.S. Department of Justice

Civil Rights Division

oscrt@usdoj.gov

Employer hotline 1-800-255-8155

Questions regarding Form I-9, acceptable documentation, and hiring employees.

Employee hotline 1-800-255-7688

If you have been discriminated against by your employer or suspect discrimination, you may file a formal complaint with the Office of Special Counsel. Call the employee hotline and someone with the OSC will be able to help you.



INTERNATIONAL
INSTITUTE
SAINT LOUIS

We help thousands of immigrants become more integrated into America. We teach English, resettle refugees, help newcomers find jobs and start businesses, and produce the annual [International Institute's Festival of Nations](#).

Visit us at www.iistl.org



Proud member of



United Way
of Greater St. Louis