



# EL SOSTENTO

*Helping You Manage Your Multicultural Team for Success*

SOSTENTO is a Spanish word with two meanings:  
**sustenance** (what we as farmers produce) and  
**support** (what we need to provide to our team to be  
successful).



## What Language are my Employees Speaking?

If you have employees from Southern Mexico, chances are you have had a few that don't speak Spanish very well. The first time I ran into this situation, I was feeling quite confused because the employee that I was speaking to did not seem to understand me, and when he responded it was in a very slow, rather broken Spanish. Sound familiar? On another occasion, I was conducting a parlor training with a group of 10 milkers when I realized that all the employees were speaking a language I didn't understand. Since I speak English and Spanish I'm used to being able to understand everyone in the room!

One thing to clear up is the use of the word "dialect" versus "language." According to the Merriam-Webster Dictionary, a dialect is "a regional variety of language distinguished by features of vocabulary, grammar, and pronunciation from other regional varieties and constituting together with them a single language." In practice, this means that two people speaking different dialects of the same language can understand each other. Mexicans will often refer to the many "dialectos" that are spoken in their country, yet the indigenous languages spoken in

Mexico are in fact distinct languages with Mexican Indian and Aztec (not Spanish) roots. Yet there remains a large discrepancy over the actual number of languages and dialects spoken, due to the fact that the true definitions of language and dialect vary between linguists.

**Why should I care about indigenous languages?** We all know that communication is important, and many dairy farm managers have gone to great lengths to learn Spanish so as to better communicate with their employees. And that's great! But unfortunately, it's not always enough to ensure easy communication. Mexicans and Guatemalans that grow up in poor, rural communities where only indigenous languages are spoken often don't learn Spanish until they go to middle school outside of their community. While that is pretty common for young people to do these days, it wasn't the norm for earlier generations. So it's not uncommon to meet older indigenous people that had little to no schooling, and therefore very little chance to learn Spanish.



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## Family Vocabulary

Esposa— Wife

Hijo/a— Child/Son/Daughter

Bebe— Baby

Primo/a— Cousin

Tío/a— Uncle/Aunt

Padre— Father

Madre— Mother

Suegro/a— Father/Mother-In-Law

Nuero/a— Son/Daughter-In-Law

Padrino/a— Godfather/  
Godmother

Cuñado/a— Brother/Sister-In-Law



In Mexico there are currently 68 indigenous languages recognized by the government. These languages are spoken by around six million people or 6.7% of the population.

In Guatemala (a country roughly the size of Tennessee) there are 23 indigenous languages spoken. In both countries, some languages are widely spoken, a few are extinct and some are expected to become extinct within the next few generations.

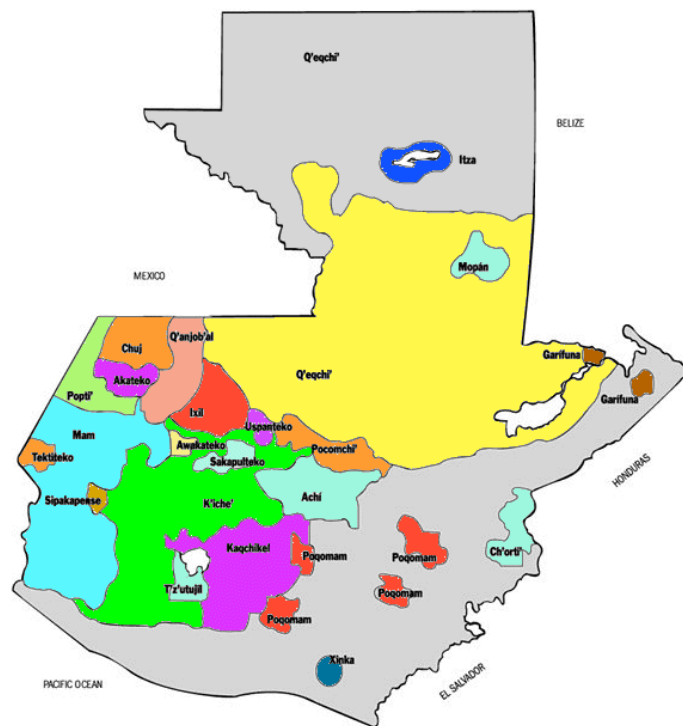
**What does this on my farm?** Every person is different, and I can't make generalizations. But you should be aware that not all Hispanics speak Spanish, and even those that do may not be literate. This serves as a reminder that while translating documents such as standard operating procedures into Spanish can be very helpful, pictures are even better. Adding a few pictures to show the task to be done or the tools that are needed will help to get the overall message across in case the worker can't read all the text (or in case the manager's Spanish isn't perfect!)

If you do have employees who speak an indigenous language, don't worry about translating documents into their native language. You would be hard-pressed to find someone able to do it, and chances are that there is at least one other employee on the farm who is bilingual (or even better yet, trilingual) and can explain to them what the Spanish means.

**So what language are my employees speaking?** The

best bet is to ask! From asking employees on farms across Western NY, I've met many Mixtec-speaking people from Oaxaca, one of Mexico's southernmost states.

Map 3: LINGUISTIC COMMUNITIES OF GUATEMALA



SOURCE: BEST Project 520-0374, USAID - Guatemala



Source: www.reddit.com

## Indigenous Languages in Mexico





## Proper Use of Crowd Gates

**C**rowd gates are a useful tool that can help save time in the parlor and contribute to a calm and quiet milking routine. When they are misused, they can lead to frustrated milkers and stressed out or even seriously injured cows.

A good place to start is in clarifying what crowd gates are meant for and what they are not meant for. Crowd gates are designed to keep cattle near the parlor entrance. They work by slowly minimizing the space available to cows in the holding area as cows flow through the parlor. Crowd gates are NOT designed to forcefully move cattle in the holding area or into the parlor. One Spanglish word for crowd gate, “Puchadora” or “Pusher”, is really a misnomer—crowd gates should *never* physically push cows.

It’s important to know when to advance a crowd gate. You should only move a crowd gate towards the parlor when it is time to load one side of the parlor and the entrance gate to that side is already open. If you move the crowd gate forward when the parlor is full, cows will get overcrowded and stressed.

Another important thing to note is that our goal is to have all the cows facing towards the parlor. If you enter the holding area to load cows from the middle of the parlor, cows will turn around to get away from you. Then they will be facing the wrong direction, and using the crowd gate will no longer have the desired effect.

If the crowd gate is used correctly, it will help to create a steady flow of cows through the parlor, without the need to make noise or chase cows into the parlor. Cows will be much calmer and thus be ready to let down milk upon entering the parlor, leading to quicker milk-out and better parlor efficiency. Who could say no to that?

**L**as puertas de arreo son una herramienta útil que pueden ayudar a no perder tiempo en la sala de ordeña y

## El Uso Apropiado de las Puertas de Arreo

también contribuir a una rutina de ordeñar calmada y callado. Pero al usarlas en la manera que no es, pueden resultar en ordeñadores frustrados y vacas estresadas y hasta vacas seriamente heridas.

Un buen lugar para empezar es en clarificar para que son las puertas de arreo y para que no son las puertas de arreo. Las puertas de arreo están diseñadas para mantener las vacas cerca de la entrada a la sala de ordeña. Funcionan por minimizar poco a poco el espacio disponible a las vacas en el área de espera mientras las vacas pasan por la sala de ordeña. Las puertas de arreo NO son diseñadas para mover las vacas a la fuerza en la sala de espera o hasta la sala de ordeña. Una palabra muy común para la puerta de arreo, “Puchadora” no realmente describe la puerta de arreo—eso *nunca* debe empujar las vacas a la fuerza.

Es importante saber cuando avanzar la puerta de arreo. Solamente la debe mover hacia la parla en cuando es tiempo para llenar un lado de la parla y la puerta de entrada a este lado ya está abierta. Al mover la puerta hacia adelante cuando la parla está llena, las vacas van a estar abarrotadas y estresadas.

Otra cosa muy importante para saber es que la meta es mantener todas las vacas mirando hacia la sala de ordeña. Al entrar la sala de espera desde el medio de la parla, todas las vacas van a dar la vuelta para escaparse de Usted. Ya no van a estar mirando ha-

cía la sala de ordeña, y usar la puerta de arreo ya no va a tener el efecto deseado.

Al usar la puerta de arreo en la manera correcto, le va a ayudar a crear un flujo regular de vacas por la sala de ordeña, sin la necesidad de hacer ruido o subirse a la sala de espera para entrar vacas en la sala de ordeña. Las vacas van a estar mucho más tranquilas y así van a estar listas para bajar su leche al entrar en la parla, lo que puede resultar en un tiempo más rápido de ordeñar y una eficacia mejor de la parla. ¿Quién lo podría rechazar?





## What is a Consulate?

A consulate is basically a smaller version of an embassy. While an embassy represents its home country and takes care of major diplomatic issues, consulates are charged with minor diplomatic issues, including taking care of migrants. Embassies to the US are located in Washington DC, but there are consulates located throughout the US, generally in larger tourist cities. The closest consulates for Mexico and Guatemala are located in New York City.

If your employees ever needed time off for a trip to NYC, then chances are they were visiting the consulate. These are some of the documents that consulates commonly provide:

- Documents for travel or identification (passports, Mexican/Guatemalan id cards, consular id cards, visas, etc.)
- Marriage licenses, birth and death certificates

Do you have employees in need of services provided by the consulate? Both the Guatemalan and Mexican consulates

provide “mobile consulates” from time to time. This year the **Guatemalan consulate will be at the All Saints Church in Lansing, NY on June 26th and 27th** from 9am– 4pm. The flyer on page 5 for the Guatemalan consulate explains (in Spanish) what documents the consulate can issue, what the fees are, and what documentation your employees need to bring with them.

**Please find below dates for the Mexican Consulate visits:** \*(Must call ahead to make an appointment)

**June 17-19- Syracuse 9:00am-1:30pm @ the Spanish Action League**

**July 14-17- Geneva 11:00am-4:00pm @ the Geneva Community Center**

**August 19-21- Sodus (time TBA) @ the Episcopal Church**

**September 2-4- Rochester (details TBA)**

Separate attachments explain the requirements for the Mexican ID card, birth certificate and passport.



**SRE**  
CONSULADO GENERAL DE  
MÉXICO EN NUEVA YORK



ESTADOS UNIDOS MEXICANOS  
**CONSULADO GENERAL DE MÉXICO  
EN NUEVA YORK**  
SECRETARÍA DE RELACIONES EXTERIORES

**PASAPORTES, MATRÍCULAS CONSULARES Y  
REGISTRO DE NACIMIENTO EN  
SYRACUSE, NY**

LA LIGA HISPANA  
700 OSWEGO STREET  
SYRACUSE, NY 13204

**DEL MIÉRCOLES 17 AL VIERNES 19 DE JUNIO**  
AGRADECEMOS EL APOYO DE LA LIGA HISPANA

- ATENCIÓN AL PÚBLICO DE 9:00 A 13:30 HRS.
- FAVOR DE HACER TU CITA GRATUITA EN MEXITEL:
  - TELÉFONO: 1-877-639-4835
  - INTERNET: [HTTPS://MEXITEL.SRE.GOB.MX/](https://mexitel.sre.gob.mx/)
  - CITAS DISPONIBLES APROXIMADAMENTE 2 SEMANAS ANTES DEL EVENTO.
- PARA MÁS INFORMACIÓN SOBRE REQUISITOS, PRECIOS Y OTRAS SEDES VISITA:




**WWW.SRE.GOB.MX/NUEVAYORK**







## CONSULADO MOVIL EN LANSING, NY

**VIERNES 26 Y SÁBADO 27 DE JUNIO DE 9:00am a 4:00pm**

**LUGAR: IGLESIA TODOS LOS SANTOS**  
**Dirección: 347 Ridge Rd, Lansing, NY 14882**  
**PARA MAYOR INFORMACION LLAMAR AL (212) 686-3837**

Los servicios que se estarán brindando son los siguientes:

<p><u>EXTENSION DE PASAPORTE</u></p> 	<p><u>OTROS SERVICIOS</u></p> <p>INSCRIPCION DE NACIMIENTOS          INSCRIPCION DE MATRIMONIOS          INSCRIPCION DE DEFUNCIONES          AUTORIZACIONES DE MENORES          LEGALIZACION DE DOCUMENTOS          CERTIFICACIONES DE PASAPORTES          SUPERVIVENCIAS</p> <p><i>(Ver requisitos en el reverso)</i></p>	<p><u>EXTENSION DE IDENTIFICACION CONSULAR</u></p> 
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**"AL SERVICIO DE LA COMUNIDAD GUATEMALTECA"**

## **REQUISITOS PARA DOCUMENTOS**

### **EXTENSION DE PASAPORTE:**

- PARA MAYORES DE EDAD:**  
 CERTIFICADO DE NACIMIENTO  
 EMITIDO POR RENAP o DPI o CEDULA DE VECINDAD  
 PASAPORTE VENCIDO SI LO TIENE  
 (PASAPORTE NO RENEVA SU PASAPORTE)  
**(PRESENTAR ORIGINAL Y UNA FOTOCOPIA)**
- PARA MENORES DE EDAD:**  
 CERTIFICADO DE NACIMIENTO  
 EMITIDO POR RENAP  
**(PRESENTAR ORIGINAL Y UNA FOTOCOPIA Y ACOMPAÑADO DE SUS PADRES CON DPI o CEDULA DE VECINDAD o PASAPORTE VIGENTE)**
- EFFECTIVO o MONEY ORDER DE \$65.00 DOLARES A NOMBRE DEL CONSULADO**

### **REGISTRO DE NACIMIENTO:**

- DEL MENOR:**  
 - CERTIFICADO DE NACIMIENTO DE LOS ESTADOS UNIDOS
- DE LOS PADRES**  
 - DPI o PASAPORTE VIGENTE o **\*CEDULA DE VECINDAD**  
 - CERTIFICADO DE NACIMIENTO EMITIDO POR RENAP  
**(PRESENTAR DOCUMENTO ORIGINAL Y DOS FOTOCOPIAS)**

### **REGISTRO DE MATRIMONIO:**

- CERTIFICADO DE MATRIMONIO
- CERTIFICADO DE NACIMIENTO RECIENTE DEL RENAP DE LOS CONTRAYENTES
- DPI o PASAPORTE VIGENTE o **\*CEDULA DE VECINDAD**  
**(PRESENTAR DOCUMENTO ORIGINAL Y DOS FOTOCOPIAS)**

### **EXTENSION DE TARJETA CONSULAR:**

- PARA MAYORES DE EDAD:**  
 DPI o CEDULA DE VECINDAD o CERTIFICADO DE NACIMIENTO o PASAPORTE o TARJETA CONSULAR  
**(PRESENTAR ORIGINAL Y UNA FOTOCOPIA)**
- PARA MENORES DE EDAD:**  
 CERTIFICACION DE NACIMIENTO o PASAPORTE  
**(PRESENTAR ORIGINAL Y UNA FOTOCOPIA Y ACOMPAÑADO DE SUS PADRES CON PASAPORTE VIGENTE o DPI)**
- EFFECTIVO o MONEY ORDER DE \$25.00 DOLARES A NOMBRE DEL CONSULADO**

**\*De momento esta fuera de servicio el sistema de validacion de la Cedula de vecindad.**

Consulado General de Guatemala en Nueva York  
 276 Park Avenue South FL 2, New York, NY 10010 Tel: (212) 686-3837  
[www.consuladoguatemalanuevayork.org](http://www.consuladoguatemalanuevayork.org)



Con el valioso apoyo de:  
**CORNELL FARMWORKER PROGRAM**  
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## Where Did Chips & Salsa Come From?

**M**mm, chips and salsa. One of America's favorite appetizers, often offered for free at Mexican restaurants. But did you know that this tasty pairing actually originated in the U.S.? That's right, this "Mexican" snack could actually be considered more American than Mexican.



While corn chips already existed (think Frito's), the tortilla chip was first created at the EL Zarape Tortilla Factory

in Los Angeles during the mid 1940's. Owner Rebecca Webb Carranza started cutting misshapen tortillas into triangles, frying them, and selling them for 10 cents a bag to avoid

waste. By the 1960's the "Tort Chips" became the main business of El Zarape. The main difference between the tortilla chip and the Frito's style corn chip is that the ground corn in tortilla chips has undergone the process of nixtamalization (soaking corn in water with lime before grinding), giving it a different flavor.

Salsa, on the other hand, was first developed by the ancient Mayans, Aztecs and Incans as a sauce made from tomatoes, chilies and squash seeds. It was often prepared with a mortar and pestle and served with meat. During the Mexican conquest, Spaniards referred to it *salsa*, which means sauce in Spanish. The dip-able salsa that we know and love is really only one of many kinds of *salsa*, which can be cooked or raw, smooth or chunky, spicy or mild, and include a whole array of ingredients and spices.

So no, the chips and salsa served at your local Mexican restaurant aren't exactly authentic Mexican cuisine. But I'll bet they sure are delicious!

### **NWNY Dairy, Livestock & Field Crops Team**

Serving Genesee, Livingston, Monroe,  
Niagara, Orleans, Ontario, Seneca, Wayne,  
Wyoming and Yates Counties.

**Check out our website!**  
**[www.nwnyteam.org](http://www.nwnyteam.org)**



Stay tuned for the next issue of El Sostento in  
September!

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Through educational programs and other teaching opportunities, the **NWNY Team** seeks to build producers' capacities to:

- Enhance the sustainability of their businesses
- Enhance profitability and other aspects of economic performance of their businesses
- Practice environmental stewardship
- Enhance employee well-being and satisfaction
- Provide safe, healthy agricultural products in ways that are safe to farm owners and employees and their families and neighbors
- Provide leadership for enhancing relationships between the agricultural sector and the general public

We look forward to working with you in your farming and ag-related ventures in NWNY. Together we can keep the agricultural economy competitive, maintain a comfortable standard of living and be conscientious stewards of our natural environment.