

Meaningful Access- Interpretations/Translations Services
Language Acquisition Department

Interpreters:

District Interpreter: Contract Meaningful Access to schedule an Interpreter

Call 225-4672 or 225-4859 to schedule.

- 72 hours notice required
- Most languages available
- Services based on Language Preference List at Mojave, at each site.

Site Interpreter: Regular TUSD employees or volunteers at your school who have taken the Interpreter training and been certified by TUSD

- Any uncertified people who are interpreting need to get certified by the end of this school year. Call 225-4672 to schedule classes.
- Volunteers can assist at public events where no confidential student information is being exchanged.
- Volunteers can assist at routine service events such as helping parents understand school policies and procedures or helping them sign up for routine services (where no confidential student information is exchanged).

Telephonic Interpreter (CyraCom)

- Use in emergencies or when no other interpreter is available
- **Notice to Meaningful Access Department required by e-mail or by phone**
- PIN Number confidential, do not give to families for their private use
- Don't use for Spanish interpreters unless no other choice
- Don't use this service without authorization

1. Dial 1-800-481-3293
2. Enter TUSD's account number
3. Enter 4-digit pin number: (pre-authorization required)
4. Press 3 to select language by it's 3 digits language code
5. Please hold for the Interpreter. If you need to add in an additional, remote person to call (parent at home), follow the "Additional Person" prompts to enter the phone number
6. When the interpreter answers, please give them your name and a brief explanation of the call
7. Let the interpreter know when you are finished with the conversation and then hang up.

Caution:

- The PIN is **confidential**.
- The PIN should remain in the sole custody of the program coordinator
- Never release the PIN to LEPs for their private use.
- Only use the PIN for district business.
- Telephonic interpreter services are expensive. Use this service prudently.
- Avoid using CyraCom's services for **Spanish interpretation** services
- Try to limit CyraCom's services for only non-Spanish languages, such as Farsi, Marshallese, Dinka or other hard-to-find language.
- Try to limit CyraCom's services for **emergencies** only or situations when it is impossible to schedule an interpreter in advance.
- CyraCom charges to your PIN are monitored centrally.

Interpreters/Translators:

District Translator: Available through Meaningful Access Coordinator, 225-4672 or 225-4859 or 225-4919

- Only accepts Legal and Academic-rights documents
- No classroom materials or routine administrative materials
- Many important documents have already been translated, look for them on ([website](#))

Site Interpreter/Translator: Schedule through Office Manager, only if someone at site available to do the work

- Only allowed to translate Routine Administrative materials

Cyacom: not available for translations

- Contact 225-4672 if you need help getting a document translated

SPANISH TRANSLATIONS REQUESTS

For written translations documents in Spanish only, we do have ***three Translators available at any time. Please, send your requests 72 hours in advance to:**

- Raúl Gámez raul.gamez@tusd1.org
- *Angelica Rodenbeck (temporary unavailable)
- Sophia DeSaracho Sophia.desarachoalmada@tusd1.org
- Teresa Serratos teresa.serratos@tusd1.org IEP Documents

Our Translators will work based on the following definitions or guidelines:

- **USP** – Any USP related documents that are requested from Deseg. Office and/or USP Projects.
- **Monthly Site Newsletters** - Yes, but only documents saved in MSWord only. No PDF's files.
- **Power Point Presentations** – Yes, for district and/or USP related activities.
- **TUSD Forms & Letters** - Yes, but only final documents. Drafts are not acceptable. No PDF's files.
- **Legal Department** - All Documents in Final Draft Form
- **Foreign Student's Report Cards/Transcripts** - Yes, but the Translators will not be accountable for each particular grading system of the Transcript. The documents should be readable and legible enough to understand the information on it; otherwise, it will be rejected.
- **Tax Credit Information** - The Translators will not accept Tax Credit Information documents requests to translate by site or by school. The request has to come from the official district department and available to all of our sites/schools. No PDF's files (unless it is strictly necessary).

NOTE:

- We cannot translate individual classroom documents.
- We cannot translate site's handbooks. Most of this information is available through the District Student/Parents Guidelines and Responsibilities.

If you have additional questions and/or comments, please contact

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 Program Coordinator
 225-4672
 225-4805 Fax
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