

Meaningful Access- Interpretations/Translations Services

Language Acquisition Department

Interpreters:

District Interpreter: Contract Meaningful Access to schedule an Interpreter
 Call 225-4672 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 available
 - **Notice 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. At the prompt, enter TUSD's account number: 50-10-17-154
 3. At the Prompt, enter your school's 4-digit pin number: (available though our office)
 4. Follow the voice prompt to select a language
 5. Confirm your language choice by pressing '1.' You will hear "call is now being connected to the next available interpreter. Please hold."
 6. You will now hear an Additional party prompt. Only follow this prompt if you need to add in a remote person (other than an interpreter) into the conversation, such as a family member at home.
 7. You will hear hold music until the Interpreter is connected. After the interpreter answers, please give them your name, your title, the facility you are calling from as well as the reason for your call so they can assist you more effectively.
 8. Let the interpreter know when you are finished with the conversation and then hang up.

Cautions:

- 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 extremely 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

- 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 the [Interpreter/Translator intranet site](#)
<http://intranet/interpreter/home.asp>

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

- Only allowed to translate Routine Administrative materials

Cyramcom: 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 to:

- Raúl Gámez raul.gamez@tusd1.org at 225-4869
- Angelica Rodenbeck angelica.rodenbeck@tusd1.org at 225-4669
- Sophia DeSaracho Sophia.desarachoalmada@tusd1.org at 225-4919
- Teresa Serratos teresa.serratos@tusd1.org IEP Documents through TIENet only

Our Spanish Translators will work based on the following definitions:

- **Syllabi** - The Translators will either accept or reject translations requests according to their availability and work load. It is recommended to send documents in 1 or 2 pages maximum. This service will only be available for the month of August at the beginning of each school year. No PDF's files will be accepted.
- **Site Newsletters** - Yes, but only documents saved in MSWord only. No PDF's files.
- **Power Point Presentations** - Yes.
- **TUSD Forms & Letters** - Yes, but only final documents. Drafts are not acceptable. No PDF's files.
- **Legal Department** - All Documents in Final Draft Form
- **Mexican 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.

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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