

APPENDIX VII – 39

Access to Interpreter/ Translator Services

All TUSD personnel who come into contact with Limited English Proficient (LEP) students and/or their families, must be prepared to ensure access to any needed Interpreter/Translator services.

Schools are responsible for...

Notify

all LEP parents/guardians of their right to
interpreter/translation services - Yellow Poster

Identify

all LEP parents/guardians who need services (Registration Form)

Provide

services for all reasonable communication needs (oral interpretations and
or written translations or Sign Language)

Distribute

annual legal notices to all Predominant Language
LEP parents/guardians (Registration Package)

Document

the services provided (Record of Event, Annual Report)

Major Languages for 2016-2017 School Year

Based on PHLOTE (Primary Home Language Other Than English)

Language	Enrollment
Spanish	10312
Arabic	520
Swahili	235
Somali	229
Kirundi	205
Vietnamese	162

Meaningful Access Services

Interpreters:

District Interpreter: Contract Meaningful Access to schedule an Interpreter or e-mail luis.orantes@tusd1.org or yessica.garate@tusd1.org

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 trained by TUSD

- Any uncertified people who are interpreting need to get trained 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 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 digit 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.

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 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

- 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

Cyracom: 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 raulgamez@tusd1.org
- Sophia DeSaracho Sophia.desarachoolmada@tusd1.org
- Teresa Senatos teresa.senatos@tusd1.org IEP Documents

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

- **Sylabi** - 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, Translators need to verify the content first in order to translate Power Point Presentations.
- **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.
- **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).

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

Luis C. Orantes
Program Coordinator
225-4672
225-4805 Fax

luis.orantes@tusd1.org

Parent/Teacher Conference Week September 14th, 15th, 16th

- **Organize meetings by school and not by class;**
- **Identify your Bilingual Staff (Spanish).**
- **Arrange conferences by:**
 - Language**
 - By date**
 - By time**
 - And back-to-back**
- **Please, consider other days aside the official week; either a week before or a week after**
- **No guarantee Interpretation services for Group Events or Exceptional Ed. Events during this week due to the high demand for Interpreters**

As soon as you complete your table, the deadline to submit your requests will be Friday, September 2nd.

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Never allow a child or minor to act as an interpreter in any situation; it is unethical and strictly forbidden.

You are responsible for taking the initiative when communicating with an LEP person; if cultural or language barriers get in the way of communication, it is your job to seek out an interpreter.

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

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