



## **Administrative Directive 6.10.046-AD**

### **Process for Communication with Parents/Guardians, Translation and Interpretation Services**

#### **I. Purpose.**

The District shall welcome and empower students and families, including those whose first language may not be English, as essential partners in their student's education, school planning and District decision-making. Portland Public Schools will identify primary languages understood by parents/guardians; state the responsibilities of site and program managers; and outline the procedures for emergency communication and accessing services; so that the district can communicate with parents/guardians when they do not understand English.

#### **II. Identification and Reporting.**

- A. At the time a student first registers with the district or moves to a new school, school staff or district staff will ensure that parents/guardians complete a home language survey.
- B. Student registration forms, including the home language survey, must be updated annually and entered into the district's Student Information System by school staff by October 1.
- C. Schools must access the information on English as a Second Language [ESL] students and parents/guardians who require communications in a language other than English to identify potential needs for services.

#### **III. District Forms and Letters.**

- A. The ESL Department, Translation and Interpretation Services (TIS), and the Community Involvement and Public Affairs departments will identify a list of most commonly used forms and letters used district-wide in all schools.
- B. TIS will translate the forms and letters identified above into the five most common languages other than English understood by the parents/guardians of students in Portland Public Schools.
- C. These translated forms and letters will be available to schools and departments on the district Web site.



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**IV. School Communication with Families.**

- A. To ensure effective communication with every family, principals or their designees are responsible for obtaining the translation of school-related information provided to parents/guardians which they need to make well-informed decisions about the participation of their students in the District's programs and services.
- B. This school-related information includes, but is not limited to, emergency notices, progress reports, disciplinary actions, health information and other important issues relating to individual students.
- C. In circumstances where written translation is not available for the above correspondence, the principal or designee will ensure that parents/guardians have access to the communication through documented interpretation.
- D. Principals or designees are responsible for ensuring that oral interpretations are available for parents/guardians at essential meetings and functions.
- E. "Essential meetings and functions" include, but are not limited to, student orientations, parent-teacher conferences, disciplinary meetings or hearings, student evaluation or placement meetings, or other important meetings that relate directly to an individual student.

**V. Translation and Interpretation Services (TIS).**

- A. TIS will coordinate requests for interpreters and translators available to communicate with parents/guardians who require communications in a language other than English. If schools do not have access to qualified interpreters and translators on site, then TIS must be contacted.
- B. TIS shall maintain a current list of qualified interpreters and translators, and will coordinate access to and use of the list.
- C. Schools and departments will request TIS by completing the appropriate request form on the district's website. For emergency communications, schools and departments should contact TIS directly by phone.



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- D. Parents/guardians shall have access to TIS through their students' schools. Parents/guardians shall be informed about the availability of TIS through the District's annual notices.
- E. Upon receipt of the request, TIS shall determine the following before sending an electronic confirmation:
  - 1. Availability of interpreter or translator for requested language(s),
  - 2. Amount of time the service requires,
  - 3. Cost of the services, and
  - 4. Party responsible for cost.
- F. When a request is submitted for interpretation at an event or meeting, or for translation of a document, the party responsible for the document, meeting or event must provide a chart field for payment of services before work begins. TIS will provide the party with the estimated cost for services.
- G. There is no charge for interpretation and translation services provided by district staff during the regular workday.
- H. Departments may make arrangements with the TIS office for directly accessing interpretation and translation services. These arrangements will be communicated with department staff and families, as appropriate.

**VI. Ensuring Accurate Interpretation**

- A. At the beginning of each school year, the TIS department will ensure that all persons on its list of interpreters are competent to provide interpreter services.
- B. Interpreters will check for limited-English-proficient [LEP] parent /guardian comprehension during the meeting.
- C. If District staff become aware that a parent/ guardian is not receiving accurate and complete information during a meeting where an interpreter is present, the staff member will:
  - 1. stop the meeting, when feasible
  - 2. contact TIS to report the problem, and when feasible to reschedule the meeting; and



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3. ensure that a summary of the meeting, either written or oral, is provided to the parent/guardian in the home language within seven working days if the meeting cannot be rescheduled. Staff will be responsible for writing the English version of the summary. The Interpreter/Translator will translate the summary into the home language.

AD History: Approved 5/02, Amended 6/12; 3/16