

International Office

Administrative Procedure - Policy

I. PURPOSE:

To provide professional, equitable, effective, and timely Interpretation and Translation services for families to access information and receive vital communication from the school system.

II. BACKGROUND:

Federal civil rights laws, including Title VI of the Civil Rights Act of 1964, prohibit discrimination or exclusion of any person from programs based on race, color, or national origin. The United States Department of Education, Office of Civil Rights, in collaboration with the United States Department of Justice provided guidance¹ and information for parents and guardians who are not primary speakers of English and for the schools and school districts that communicate with them.

Under this guidance, school districts must communicate vital information to parents and guardians who are not primary speakers of English in a language they understand, to allow them to make well-informed decisions about their children's education. Given the critical role parents play in seeking and securing educational opportunities for their children, the school system must seek to overcome the language barriers of parents and guardians through free language access services in the form of interpretation and translation, including in-person or telephonic interpreters.

III. DEFINITIONS:

- a. Interpreting- The oral restating in one language of what has been said in another language. In successful interpreting, the intended message and its meaning are appropriately conveyed.
- b. Language Access Services- Delivery of language appropriate services to ensure meaningful access for parents and guardians. Carroll County Public Schools Interpretation and Translation Services for Communication with Parents and Guardians Who Are Not Primary Speakers of English.
- c. Parents and guardians who are not primary speakers of English- Refers to a parent or guardian whose primary language is not English.
- d. Primary language - The language a person has learned from birth and is the basis for their sociolinguistic identity.
- e. Translation- Translation refers to the conversion of written materials from one language to another. Translated materials transfer information from one language to another language, while maintaining the intended meaning of the original material.

- f. Vital communications- Written and oral communication that includes, but is not limited to: program information, discipline notices, consent forms, notices of rights, parent/teacher conferences, grading and reporting, and notices or letters that require a response.

IV. PROCEDURES FOR INTERPRETATION AND TRANSLATION RESOURCES

The International Office of Interpreting and Translation services is a centralized resource within the school system that serves to facilitate appropriate language service and resources for communication with families:

International Office of Interpreting and Translation Services

International Phone Line: 410-386-1699 .

A. Language Interpretation Services

1. The Interpreter pool provides language and interpreters for approved school activities to ensure that parents and guardians can participate fully in school meetings and events affecting their children. School staff must request interpretation services through CCPS Portal or the International Line and parents must arrange for interpreting services through our international line or through school staff when given the situation.
2. Approved activities for which interpreters can be requested include:
 - Parent/teacher conferences; Interpretation Services for Communication with Parents and Guardians Who Are Not Primary Speakers of English
 - PTA meetings
 - Parent workshops
 - Back-to-school nights
 - Administrative conferences
 - Special Education assessments
 - IEP meetings
 - Home visits
 - Pupil personnel conferences
 - Suspension conferences
 - Expulsion hearings
 - Drug/alcohol conferences

- Other activities pre-approved by the International Office. Through this telephone service, staff and parents are connected to a to a phone line with 9 different languages offering voicemail messaging to request immediate communication on-site, or for third party calls to parents or guardians who are not primary speakers of English. These messages are closely monitored throughout the school hours.
- Translation Services are completed for Systemic parent communication and documents. Carroll County Public Schools is committed to the provision of all systemic written parent communication, in a family's primary language, for those populations who comprise one or more percent of the total student population or totaling more than 1,000 students.

Please NOTE: Students are strictly Prohibited to serving in the role of an interpreter or translator. At no time, should a student be used to communicate oral or written communication pertaining to school matters.

3. When interpretation is needed immediately for an emergency, calls must be made to the International Office at 410-751-3023, through this phone number staff is connected to the International Office for immediate communication on-site, or for third party calls to parents or guardians who are not primary speakers of English. For after hours emergency, the first line of contact will be the phone number provided by the International Office.

B. Translation Services – Systemic parent communication documents

Carroll County Public Schools is committed to the provision of all systemic written parent communication, in a family's primary language, for those populations that comprise one or more percent of the total student population or more than 1,000 students. When budget does not allow for translation services to be provided, the service will not be denied, instead the information will be given to parents in a different way.

C. Prohibition on Students Serving as Interpreters or Translators

At no time should students serve as interpreters or translators for vital communication.

V. MAINTENANCE AND UPDATE OF THESE PROCEDURES:

This Administrative Procedure originates with the International Office and will be updated, as necessary.

VI. CANCELLATIONS AND SUPERSEDURES:

None. This is a new procedure.

VII. EFFECTIVE DATE:

May 11, 2021