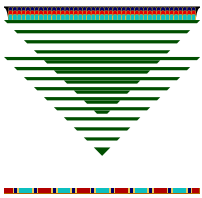


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Outreach Liaison  
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**Central Enrollment  
Center**  
760-255-8800

To Parents and Guardians  
From: Superintendent and Supportive School Climate Coordinator  
Re: Translation and interpretation  
Date: August 9, 2021

Dear Parents/Guardians:

To ensure that you are able to actively and meaningfully participate in your child's education, we would like to inform you of the process to be used when requesting interpretation and/or translation services.

Per Education Code section 48985, "If 15 percent or more of the pupils enrolled in a public school that provides instruction in kindergarten or any of grades 1 to 12, inclusive, speak a single primary language other than English, as determined from the census data submitted to the department pursuant to Section 52164 in the preceding year, all notices, reports, statements, or records sent to the parent or guardian of any such pupil by the public school or school district shall, in addition to being written in English, be written in the primary language, and may be responded to either in English or the primary language."

In addition, Title VI of the Civil Rights Act of 1964 requires recipients of Federal financial assistance to provide meaningful, prompt language access, which includes appropriate and adequate translation and interpretation services.

Based on this education code and federal law, all notices, reports, statements, school placement and enrollment documents, Individualized Education Program/Section 504, discipline-related, or other records sent out will be provided both in English and Spanish. In addition, you may request that the school site or the District's Pupil Services department translate or interpret any document that does not fall into these categories. Upon receipt of a request, the District will provide translation or interpretation of the document within a reasonable amount of time.

When visiting our campuses for any reason, an interpreter can be provided if needed. During school wide events, interpretation services will be provided in person or virtually by the District Interpreter or a school site staff member.

If you have any questions or feel that you have not been provided with meaningful language access through interpretation and translation services, please feel free to contact your child's school site or the Barstow Unified School District Pupil Services Department. You can ask to speak with the District's full-time interpreter/translator and/or if you would like to make a complaint, you can speak with the Director of Pupil Services.

***Translation and Interpretation Services:*** Barstow Unified School District is committed to ensuring all parents and guardians, including those with limited English proficiency (“LEP”), are able to actively and meaningfully participate in their child’s education.

## **Written Translations**

All notices, reports, statements, or records sent out by the District will be provided in both English and Spanish. Parents/Guardians may request that a school site or the District’s Pupil Services Department translate any document that does not fall into one of these categories.

Interpretation and translation requests can be made in the front office of a school site, to the school site Principal, to the Superintendent’s Office, or Pupil Services Department at the District Office.

Request for translation **in any language** can be made by parents/guardians or by district personnel by completing the “[BUSD Interpreter/Translation Request](#)” Google Form or by completing the printable “Service Request Form” available to all school sites.

English-Spanish Translations will be completed by the District Interpreter/Translator. Upon receipt of a request, verification will be provided, and the translation request will be completed.

Translations in any language, other than Spanish, will be submitted by Pupil Services to the district’s contracted interpreter/translation service, Language Line Solutions. After completion of the translation, the translated document will be returned to the requesting person via email, US Mail, or in-person within a reasonable amount of time.

## **Oral Interpretation**

Oral interpretation services shall be provided to Limited English Proficient (LEP) parents and guardians. The District shall provide interpretation service upon request of the LEP parent/guardian. Parents/guardians requiring interpretation services at school sites may request interpretation services at the front office of the school or BUSD Pupil Services department.

Barstow Unified School District offers in-person Spanish interpretation for district/school site meetings/events, and on demand phone and virtual interpretation **in any language** to LEP parents/guardians for school related situations. BUSD has contracted with Language Line Solutions, a service providing virtual and phone interpretation **24/7** in a wide variety of languages, including ASL.

Oral interpretation in English-Spanish can be provided at all school sites and district offices by the District Interpreter (depending on availability) or Language Line app. During school-wide events, interpretation services can be provided by the District Interpreter in person or virtually.

Request for an in-person Spanish interpreter can be made by parents/guardians or by district personnel by completing the “[BUSD Interpreter/Translation Request](#)” Google Form or by completing the printable “Service Request Form” available to all school sites. The interpreter will confirm availability for the proposed event or make reasonable arrangements to fulfill the request.

## **Interpreter/Translation Request Instructions**

The "[BUSD Interpreter/Translation Request](#)" Google Form is available for parents/guardians and school district personnel on the BUSD website at <http://www.barstow.k12.ca.us> > Resources > [BUSD Forms](#). A printable form is also available to all school district personnel under the desktop shortcut, Staff Materials > Infinite Campus > Pupil Services > Interpreter-Translator folder. Electronic requests will be received automatically and confirmed by the District Interpreter/Translator. Printable requests must be dropped off or sent to BUSD Pupil Services, 551 S. Avenue H, Barstow CA, 92311, att. MP.

### **Language Line Solutions Phone or Video Interpreter:**

Please refer to the quick reference materials available at the front office at all school sites.

### **Complaints**

Complaints regarding interpretation or translation services shall be filed with the District's compliance officer for complaints regarding interpretation and translation services. The District's compliance officer for complaints is:

Jorge Gutierrez, Assistant Superintendent Personnel Services  
551 S. Ave H, Barstow, CA 92311  
[jorge\\_gutierrez@busdk12.com](mailto:jorge_gutierrez@busdk12.com)  
760-255-6041

Any questions or concerns pertaining to translation/interpretation, please contact Pupil Services at (760) 255-6028.