Quick Guide to Language Access Services for School Year 2017-2018

Interpretation and Written Translation Services

Interpretation Services

We have two types of interpretation services available:
- **Face-to-face interpretation** (Interpretation in-person)
- **Language Line** (Interpretation by phone)

Face-to-Face Interpretation Services

Face-to-Face Interpretation Options
When using a face-to-face interpretation, there are two options:
- **Consecutive interpretation***: The speaker pauses every few sentences, allowing the interpreter to interpret what has just been said. (*Preferred interpretation method for IEP meetings).
- **Simultaneous interpretation:** The interpreter listens through a headset or other means and interprets the message orally instantaneously to the audience. (*Preferred interpretation method for large events).

Requesting Face-to-Face Interpretation Services
- The **"Interpreter Request Form"** is available at: https://www.acps.k12.va.us/translation
- Requests must be sent via the form at least **5 school days in advance** of the date needed. (Requests for large-scale prescheduled events, such as Back-to-School Nights and Parent/Teacher Conferences, should be sent with more time in advance due to higher demand.)
- **All fields in the form must be completed** with only one exception – the "comments" field. The optional "comments" field can be used to provide a brief description of the service needed and the specific language/dialect requested.
- Be sure to double-check the information in the online form before submitting. It is also recommended to print the online form for your records before submitting.
- Once submitted, a confirmation message will appear in the browser to verify that the request was successfully forwarded.
- If a valid e-mail address is provided, you will also receive a confirmation e-mail stating that the request was received.
- If you do not receive a confirmation e-mail within an hour of placing the request, please contact Víctor Espinosa Sánchez, at victor.espinosa.sanchez@acps.k12.va.us or by phone at 703-619-8347 to ensure that the request was submitted properly.
- After the interpretation service has been completed, please complete the online "**Interpretation Feedback Form"** at: https://www.acps.k12.va.us/translation . This will allow for the monitoring of services and improve the quality of future interpretation services.
- **_Please note:_ if your meeting is scheduled for 1 hour or less,** consider using **Language Line** to meet your needs, as this is a more cost-effective means of interpretation.

Cancelling Face-to-Face Interpretation Services
- All services must be cancelled using the online "Interpreter Cancellation Form" found at: https://www.acps.k12.va.us/translation
- Cancellations must be submitted **at least two school days** in advance of the scheduled service date (48 hours). If cancelled less than two school days in advance, ACPS will be charged for the service. Please be responsible about cancelling services in a timely manner.
- **Services will be automatically cancelled in some emergency situations,** such as school delays or closures due to inclement weather or any other unforeseeable emergency situation as listed on the ACPS emergency page (https://www.acps.k12.va.us/emergency). For example, if there is a 2-hour delay, any elementary school that had requested an interpretation before 10am would be automatically cancelled. For secondary schools, which regularly open at 8:30, a 2-hour delay would cancel any interpretation scheduled before 10:30. Interpretations after the time delay will remain as scheduled unless communicated otherwise.

Language Line Services

Language Line Information
- The Language Line allows for interpretation to take place over the phone. Both parties may be present or can be conferenced together.
- Language Line Services can be accessed 24 hours a day/7 days per week. There are no advance requests or scheduling needed. No cancellation is necessary.
- Fees range from: $0.74-$0.79/min (Thus, the maximum cost of one hour would be $47 as compared with $80, the maximum cost for an hour of face-to-face consecutive interpretation and $100, the maximum cost for an hour of face-to-face simultaneous interpretation).

Instructions for Language Line
1. When all parties are present, dial the Language Line number: 1-866-874-3972.
2. Enter on your keypad (or provide the representative with) the 6-digit client ID: 522320.
3. Select the language needed:
   a. Press 1 for Spanish.
   b. Press 2 for all other languages and, when prompted, say the name of the language.
4. Enter your 4 digit access code **(each school has a unique code).** (Contact Víctor Espinosa Sánchez if you need to know your school code.)
5. Brief the interpreter (summarize what you wish to accomplish and give special instructions).
6. Add the limited English speaker to the line.
7. Once the call is complete, say "End of call to the interpreter".
- The Language Line also offers you the possibility of **conference calls.** When conducting a conference call:
   o Make sure you have the caller's phone number in case you get cut off.
   o Place the incoming requestor call on "conference hold" pressing the hold button.
   o On another outside line, call the Language Line until connected with an interpreter.
   o When the interpreter is on the line, tap the "conference hold button" to connect all parties.

Written Translation Services

Requesting Written Translation Services

- Translation services must be requested online using the "**Vital Documents Translation Request Form"** found at: https://www.acps.k12.va.us/translation
- Documents, forms, letters and any other materials **considered vital** can be submitted for translation using this online form.
- The request must be sent via the online request form at least **7 school days in advance** of the translation need date, which is average amount of time required to deliver the final project. Please keep in mind that the time needed and **delivery date may vary** depending on the length of the document(s) (documents longer than 5000 words or that require Desktop Publishing require additional time) as well as demand.
- **All fields in the form must be completed** with only one exception – the "comments" field. This optional "comments" field can be used to provide any information that the company should have prior to beginning translation. Additional information may include: the target audience for the document, the dialect preferred, and/or specifications about the document (parts that shouldn't be translated such as names/titles, specific glossaries…).
- Please **mark** all **the languages** into which the document(s) needs to be translated.
- Be sure to **upload the document(s)** that require translation. The document must be prepared prior to upload following these guidelines:
  - The documents should be in an editable format, such as Word, Excel, Publisher, or PowerPoint (no pdfs).
  - The documents should indicate <u>which text should and should not</u> be translated.
  - For documents that have been previously translated and just require some updating, the <u>new information to be translated must be highlighted in the English version and also the old translations must be attached.</u>
- **Once submitted,** a confirmation message will appear in the browser to verify that the request was successfully forwarded.
- **If a valid e-mail address is provided**, you will also receive a confirmation e-mail stating that the request was received.
- **If you do not receive a confirmation e-mail** within an hour of placing the request, please contact Víctor Espinosa Sánchez, at victor.espinosa.sanchez@acps.k12.va.us or by phone at 703-619-8347 to ensure that the request went through properly.
- **Once the translation project is finished,** the translation project will be sent via e-mail.

Questions

- If you have any questions regarding language access services, contact Víctor Espinosa Sánchez, the Language Access Coordinator for ACPS at victor.espinosa.sanchez@acps.k12.va.us or by phone at 703-619-8347. He is available from 7.30 am to 4.00 pm Monday through Friday.