



ALUM ROCK UNION ELEMENTARY SCHOOL DISTRICT

STATE AND FEDERAL PROGRAMS DEPARTMENT

HOW TO REQUEST INTERPRETATION SERVICES

- Planning:** Send interpretation requests **ONE-WEEK IN ADVANCE**. Contact the **Interpretation and Translation Unit** for scheduling purposes at the following ARUSD email: interpretationandtranslationunit@arUSD.org.
District Spanish interpreters (8:00 a.m. to 5:00 p.m.): Carmelina Bautista and Carlos Tripodi
District Vietnamese interpreter (from 9:00 a.m. to 1:00 p.m.): Huy Nguyen
Languages other than Spanish and Vietnamese will be provided through contracted language service providers.
Zoom/Google meetings must include the following (3) three parts: Zoom link, passcode, and meeting ID.
Interpretation requests will be processed in the order they are received and by priority.
- Translation and Interpretation Request Form:** The **PDF fillable form** is available in the **ARUSD webpage in Department Resources, under the State and Federal Programs** section. Download the form and submit it to your administrator for approval. **Screenshots, handwritten or incomplete forms will not be accepted. Ask your administrative staff if you need assistance filling out the PDF form.**

***Requests for interpretation at IEP meetings should be sent to the Special Education Department. They will be forwarded to our department after they have been authorized.**
- Meeting materials:** Send copies of assessments, IEP reports, agendas, speeches, presentations, etc. The interpreters need these materials to prepare in advance for the meeting, the audience, and to research specialized terminology.
- In-person meetings:** The interpreter needs a space to hear and see the speaker(s) clearly. For public meetings, a chair and table are necessary for setting up interpretation equipment and handing out headsets to the public. For IEP meetings and conferences, please provide a seat between the speaker and the parent(s).
- Virtual meetings:** Program in advance the interpretation settings on Zoom when scheduling a virtual meeting. The host should meet with the interpreter **15 minutes** to set up and check the function of the simultaneous interpretation channel for the Zoom meeting. Please use this link for set up instructions: <https://support.zoom.us/hc/en-us/articles/360034919791-Language-interpretation-in-meetings-and-webinars>
***The IT Department can assist you with the availability of this feature in your device.**

Meeting settings: Take into consideration the interpreter(s) by speaking clearly and at a slower rate. Pausing at intervals of conversation helps complete their verbal translation. Please maintain to a minimum side conversations or exchanges with other attendees because they interrupt the interpretation process.

***Announcement of services and instructions:** Allow the interpreter(s) to announce their services and instructions **15 minutes** prior to the meeting.

HOW TO REQUEST TRANSLATION SERVICES

- Planning:** Translation requests must be submitted **ONE-WEEK IN ADVANCE**. We will process requests by order of priority.
- Translation and Interpretation Request Form:** The **PDF fillable form** is available in the **ARUSD webpage in Department Resources, under the State and Federal Programs** section. Download the form and submit it to your administrator for approval. **Screenshots, handwritten or incomplete forms will not be accepted. Ask your administrative staff if you need assistance filling out the PDF form**
- Please submit documents in an **open and editable format (Microsoft/Google)**.
- Turnaround time of translation of documents depends on priority, length, text complexity, number of pages, and graphic formatting.**
- We will deliver completed translations by e-mail or shared Google Docs.**
- Changes or edits by third parties:** Our district translators are not liable for the quality and accuracy of a translated document if it has been altered or edited by someone outside of our team.
- Revised versions:** Please **highlight in yellow** any **changes or edits** to documents that our team has previously translated.