



ALUM ROCK UNION ELEMENTARY SCHOOL DISTRICT

STUDENT SUPPORT PROGRAMS, SERVICES AND COMPLIANCE DEPARTMENT HOW TO REQUEST INTERPRETATION SERVICES

1. **Planning:** Submit interpretation requests **AT LEAST TWO WEEKS IN ADVANCE**. Contact the **Interpretation and Translation Unit** for scheduling purposes at the following ARUSD email: interpretationandtranslationunit@arUSD.org. District Spanish Interpreters: Carmelina Bautista and Carlos Tripodi (8:00 a.m. to 5:00 p.m.)
District Vietnamese Interpreters: Andrea Omori (8:00 a.m. to 5:00 p.m.) and Huy Nguyen: (9:00 a.m. to 1:00 p.m.)
*Languages other than Spanish and Vietnamese will be provided through contracted language service providers.
Virtual/Online meetings must include the following information: Zoom/Google link, Passcode, and Meeting ID. Interpretation requests will be processed in the order they are received and by priority.
2. **Request Form for Language Service:** Fill out the **Google request form** and submit it to our department. **Screenshots, handwritten or incomplete forms will not be accepted. Contact our staff if you need assistance filling out this form.**
3. **Meeting materials:** Send copies of assessments, IEP reports, agendas, speeches, presentations, etc. Our interpreters need these materials to prepare in advance for the meeting, the audience, and to research specialized terminology.
4. **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 reserve a seat for the interpreter between the speaker and the parent(s).
5. **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 the following link for set up instructions:
https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0064768

*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

1. **Planning:** Translation requests must be submitted **AT LEAST TWO WEEKS IN ADVANCE**. We will process requests by order of priority.
2. **Request Form for Language Service:** The Google request form is also available in the ARUSD webpage under the Student Support Programs, Services and Compliance Department. Please fill out the form completely and upload your document in section 2. Documents must be in an open and editable format (Microsoft/Google).
3. **Turnaround time of translation of documents depends on priority, length, text complexity, number of pages, and graphic formatting.**
4. **We will deliver translations by e-mail or shared Google Docs.**
5. **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.
6. **Revised versions:** Please **highlight in yellow** any **changes or edits** to documents that our team has previously translated.