LONGVIEW PUBLIC SCHOOLS

LANGUAGE ACCESS PLAN

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Summary
Longview Public Schools is committed to providing equitable access to education for all students and families, regardless of language proficiency. This Language Access Plan outlines the district's strategies to ensure effective communication with parents and guardians with Limited English Proficiency (LEP). Key components include identification of individuals with LEP, provision of language services, staff training, and ongoing evaluation.

At Longview Public Schools, we are committed to communicating with all parents and guardians in a language they can understand. This includes providing information about district programs, services, and policies in their preferred language.
The Language Access Plan aims to:

- Provide staff members with the necessary resources to effectively communicate with parents and guardians with limited English proficiency.
- Equip parents and guardians with limited English proficiency with information to understand their rights and available services.

Definitions

Limited English Proficiency (LEP)
Individuals who are unable to communicate effectively in English either verbally or in writing, or both, because their primary language is not English, and they have not developed fluency in the English language. A person whit limited English proficiency may have difficulty in one or more of four domains of language: speaking, listening, reading, and writing. Staff are urged to remember that limited English proficiency may be context-specific – e.g., a parent may have sufficient English language skills to understand, communicate, and exchange basic information with a teacher but they may not have sufficient skills to communicate detailed, specific information needed in a particular context, like an IEP meeting, a 504 meeting, or a student discipline hearing.

LEP Parent
A parent or guardian with limited proficiency in English, regardless of their child's English fluency.

Primary Language
The primary language spoken by a student's parent or guardian, or the predominant language spoken in the student's home. Parents may have more than one primary language and/or dialect.

Language Services
A broad spectrum of services used or required to facilitate communication and understanding between speakers of different languages, and typically includes interpretation and translation services.

Interpretation
The process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language.

Translation
The process of communicating the meaning of a written source-language text into an equivalent target-language text so that the content of both texts can be considered the same.

Identification of Families Needing Language Access Services
The process by which Longview Public Schools (LPS) identified LEP families is through the Home Language Survey which is part of the enrollment packet.

Over the Phone (OPI) Services
Over the phone interpreting services or over the phone interpreter. This is an on-demand service currently provided by Certified Languages International.

Language Services

The district offers the following language services at no cost:

- **In-Person and Video Interpretation:** Available in multiple languages
- **Phone Interpretation**: Available in over 200 languages through Certified Languages International
- **Document Translation**: Vital documents will be translated upon request,
- **Technology-Assisted Translation**: The district has PocketTalk devices available for basic translation needs. Please note that machine translation has limitations and may not be accurate for all content.

How Parents/Guardians Can Access Language Access Services

Parents and guardians can access language services in the following ways:

- **By Phone**: If parents/guardians call their school and need an interpreter, they can ask for one. The staff will put them on hold and connect to an interpreter over the phone.
- **In Person**: If parents/guardians come into a school building, they can point to their preferred language on the language poster found at the entrance of every school office or verbally request an interpreter. The school staff will connect an interpreter over the phone or use the PocketTalk device.
- **Remind**: Parents/guardians are encouraged to download the Remind app on their mobile devices and register to receive communication from the district and the school in their preferred language.
- For questions about requesting an interpreter or document translation, parents/guardians can contact their school or the district office.

How Staff Can Access Language Access Services

Staff members can access the following language access and services provided by the district:

- Sign Language Interpretation: Sign language interpretation services are available through district-contracted vendors and some in-house ASL interpreters both in-person and virtually. For ASL requests email Human Resources at HumanResources@longviewschools.org
- Interpretation: The district has contracted vendors for trained interpreters. We also have an internal pool of on-call qualified and trained interpreters. Staff can request an in-person or Zoom interpreter by emailing Human Resources at HumanResources@longviewschools.org
- Translation: Staff can request a document translation through Human Resources at HumanResources@longviewschools.org

Notices

Essential information, notifications, and announcements will be provided by in multiple languages through various channels:

- **Language Posters**: Language posters are displayed at every school's main office. These posters allow visitors with Limited English Proficiency (LEP) to point to their language, ensuring they can be promptly directed to the appropriate language services.
- **Website**: Information is available on the district website in multiple languages. We also have a Language Access page to further support families.
- **Remind**: The district uses Remind to communicate with families in their preferred languages.

Training and Professional Development

All Longview Public Schools employees play an essential role in creating and maintaining a welcoming and inclusive environment for our diverse community. To support effective communication with all families, we are committed to providing comprehensive training and professional development in language access. This includes developing a training video, which staff will review annually during their What Every Employee Should Know (WEESK) training along with opportunities for ongoing professional development.

To maintain the highest quality of language services, the district will:

- Contract with vendors who can demonstrate that their translators and interpreters meet rigorous industry standards.
- Provide training opportunities for in-house translators and interpreters to enhance their skills and knowledge
- Ensure our in-house pool of interpreters and translators go through a rigorous hiring process, including proficiency testing in reading, writing, listening, and speaking in both English and the

non-English language. They will also complete training on ethics for interpreters, best practices, and receive resources

Evaluation

The Language Access Plan will be evaluated annually through staff and family feedback and data analysis.

Building Roles and Responsibilities

All staff members have a role in supporting families with limited English proficiency, including but not limited to principals, assistant principals, teachers, office staff, counselors, family resource advocates, school nurses, bus drivers, district staff and other personnel.

Contact and Resources

Kassie Swenson, Chief Communications Officer
kswenson@longviewschools.org
360-575-7021

Please contact the Student Services Department for additional information or to request language services.

Concerns and Complaints

If you have concerns about the school's interpretation or translation services – or if you were not offered an interpreter or translation you needed – you have several options.

Talk with your principal or a school employee you are comfortable with. A discussion with your school principal is often the best first step to address your concerns. Explain what happened, and let the principal know what they can do to help resolve the problem.

Talk with your school district. You can contact the Longview Public Schools Civil Rights Compliance Coordinator, Bill Ofstun, at 360-575-7012 or bofstun@longviewschools.org to share your concerns.

Ask for help resolving your concerns. You can also contact the agencies below for more information about your rights or for assistance to resolve your concerns.

- Equity and Civil Rights Office: Office of Superintendent of Public Instruction – 360-725-6162 – k12.wa.us/equity

- Office of the Education Ombuds – 1-866-297-2597 – oeo.wa.gov