

Area: Management Systems

Subject: MS28 – Verbal interpretation or translation of written documents

Reference: 1304.51 (c)(2)

Policy: Communication is carried out in the primary or preferred language or through an interpreter, to the extent feasible. Every effort should be made to communicate with families and other stake holders in their primary or preferred language.

Procedure:

1. A priority for all programs is effective two-way comprehensive communication between staff, parents and community partners.
2. Verbal interpretation and translation of written materials will be completed when feasible to insure that those parents, staff and community partners that do not read or understand English are able to comprehend what is presented to them.
3. The Family and Community Services Supervisor (FCSS) will identify quality interpreters and translators for those languages in which a significant percentage of parents, staff and community partners that speak a language other than English.
 - a. Those staff that has translation/interpretation listed in their job description will be utilized first.
 - b. In those incidences in which internal staff is not available, a contract will be executed with identified external interpreters and translators with approval by the Director II.
4. All requests for translation or interpretation must be submitted at least two weeks from when the materials (for translation) or activity (for interpretation) are needed. No guarantee of having the document translated or an interpreter located will be given. All translation and interpretation will be scheduled on a first come, first served basis.

Translation of written documents

5. All staff with documents needing to be translated will submit them electronically via email to the FCSS along with a Translation/Interpretation Work Order Form a minimum of fourteen calendar days prior to the date when the documents are needed. If the original document is not available electronically, the translator will recreate the formatting to the best of his/her ability. The Translation/Interpretation Work Order Form will include who is submitting the document and the date when the translation is needed. Any additional information about the documents needing translation will be included to insure correct and consistent terminology. This additional information may include definitions of terms, translations of previous related documents, program code, etc.
6. The FCSS will proof the translations returned by the translator to insure consistent, high quality translation.
7. The FCSS or designee will return the final version of the translated document back to the originator. All copies of translated documents will be completed by the originator.
8. Electronic copies of all translated documents will be maintained for possible future use.

Verbal interpretation

9. All staff with an activity that needs verbal interpretation for a scheduled activity will let the FCSS know via the use of a Translation/Interpretation Work Order Form a minimum

of fourteen calendar days prior to the date when the activity is scheduled. Any additional information about the activity (definitions, PowerPoint to be used, hours needed, program code, etc.) will be included to ensure correct and consistent terminology.

10. The FCSS will work with identified interpreters to schedule at the time needed. The name and contact information for the identified interpreter will be returned to the originator.
11. In the event of a cancellation, the originator will need to contact the interpreter directly and as soon as possible. If they show up for the activity that is canceled, they must still be paid for travel time.

Supervised by: Director II

Performed by: Family and Community Services Supervisor or designee

Forms needed: Translation/Interpretation Work Order Form

Frequency: Ongoing as needed throughout the program year