



## Guidelines for Written Translation and Oral Interpretation Services

**Written Translation Services**\*Please allow 10 business days for turnaround

### Requesting Translation for district-wide documents

1. Check the translation library first to see if the document is there: <http://tinyurl.com/PSDtranslationlibrary>
2. If the document is not in the library, submit a ticket using the Support Center Online link:  
<https://help.psdschools.org/>
  - a. Request Type: select LCE (Language, Culture, and Equity)
  - b. Select PSD Written Translation Request

Requesting Translation for a document used at schools (a minimum of 20 speakers of this language must attend your school)

#### **1. Spanish/Arabic Translation**

- a. Family Liaison: If you have a Family Liaison at your site, coordinate with him/her directly for translation.
  - i. This includes all documents that require a guardian signature.
  - ii. If a signature is not required, consider making personal phone calls to families or sending an informational recording using SchoolMessenger. Coordinate this with your Family Liaison.

#### **2. Any other language (charges may apply, please see guidance on following page)**

- a) Submit a ticket using the Support Center Online Link: <https://help.psdschools.org/>
  - a. Request Type: select LCE (Language, Culture, and Equity)
  - b. Select PSD Written Translation Request

### Requesting Translation of IEP Summaries

1. Submit a ticket using the Support Center Online Link: <https://help.psdschools.org/>
  - a. Request Type: select LCE (Language, Culture, and Equity)
  - b. Select IEP Interpretation & Translation Request



## Oral Interpretation Services

Interpreters can help when schools need to communicate information verbally to families, for parent teacher conferences, or at a school event. Request an interpreter if your school does not have a Family Liaison available to provide these services. \*Please allow 5 business days for turnaround

### Coordination of Interpretation:

1. Family Liaison:
  - a. If your school has a designated Family Liaison, this person can provide interpretation services for you during the school day.
  - b. If you do not have a Family Liaison at your site, or your FL is busy or does not speak the required language, please follow the steps below to request an interpreter.

### Requesting an Interpreter:

2. Submit a ticket using the Support Center Online link: <https://help.psdschools.org/>
  - a. Request Type: select LCE (Language, Culture, and Equity)
  - b. Select PSD Oral Interpretation Request and fill in the details

### Cost of Interpretation:

1. During the school day
  - a. Family Liaison: If you have a designated Family Liaison, there is no cost to your school.
  - b. No Family Liaison available: If you don't have a Family Liaison, or they are not available, the LCE Department will work to find an interpreter. Charges may apply, if the interpreter is an hourly contracted employee or outside contractor.

If you need interpretation in a language other than Spanish or Arabic, LCE will identify an interpreter and your school will be charged an hourly rate for these services. (approx. \$22.71-34.07 per hour)

2. Before or after school hours/weekends:
  - a. The school must pay for any interpretation outside of the regular contract school day. Cost is based on interpreter hourly rates. Time must be accounted for using an hourly time card signed by your school designee prior to completion of the event. Time cards should have the appropriate budget code noted before submission to payroll.
  - b. Time cards sent in with incomplete information will be returned to the school for completion.

**For questions regarding translation and/or interpretation, please contact:**

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