

Parent/Guardian Communication Provisions and Procedures:

Interpretation and translation of documents for parents/guardians with limited English proficiency

Easthampton Public Schools is dedicated to providing meaningful, two-way communication between the district and parents with limited English proficiency, and promote access for such parents to the programs, services, and activities of the district.

Provisions

1. Upon registration, all parents/guardians shall be asked, in their native language or a language they understand, whether they would like notices and information from their child's school and the district to be provided in a language other than English. This information shall be immediately recorded in the student's cumulative file and in the student information system.
 - a. This inquiry document shall be translated into languages that are common in the district and surrounding communities.
 - b. For those parents/guardians who speak languages that are less common, a document in those languages will be provided explaining how the parents/guardians may receive translation of the inquiry document or be provided with an interpreter to complete the document(s).
 - c. During the initial student registration process, the parents/guardians shall be asked if they require the student handbook translated.
2. The district shall record the language needs of the parents/guardians in the student information system and in the student's cumulative folder whenever language needs are identified by the district, even if after registration.
3. Parents/guardians shall be provided written translation of notices or documents containing essential information in a language they can understand in a timely manner. Essential information includes, but is not limited to:
 - a. Information about special education matters arising under the Individuals with Disabilities Education Act or Section 504 of the Rehabilitation Act of 1973 (e.g., Individualized Education Program (IEP) or 504 meetings);
 - b. Report cards and other academic progress reports;
 - c. Information about the disciplinary process;
 - d. Requests for parent/guardian permission for student participation in District/school sponsored programs and activities;
 - e. Promotional materials and announcements distributed to students that contain information about school and District activities for which notice is needed to participate in such activities (e.g., testing, activities requiring an application, parent-teacher conferences, open houses);
 - f. student-parent handbooks, upon request;
 - g. Documents concerning registration;
 - h. Documents concerning academic options and planning;
 - i. Documents concerning screening procedures requesting a student's language background and a parent's/guardian's preferred method of communication;

- j. Information related to public health and safety; except that if there is an immediate health or safety emergency, the information may be initially provided in English with interpretation and/or translation to follow as soon as practicable; and
 - k. Any other written information describing the rights and responsibilities of parents/guardians or students and the benefits and services available to parents/guardians and students.
- 4. The district shall provide written or oral translation of information that is not deemed essential information upon receiving a reasonable, specific request for such information from parents/guardians
- 5. District employees shall communicate information with parents/guardians regarding essential information by means of a qualified interpreter or translator in a timely manner
 - a. Per the district's Language Access plan, district employees shall utilize the online form to request an interpreter or translation two weeks in advance
 - b. Per the district's Language Access plan, district employees shall utilize a telephonic interpretation service for phone calls; this service is available at all times and annual training is provided
- 6. The district shall implement a process to ensure interpreters and translators are qualified, which includes being trained on their role, the ethics of interpreting, and the need to maintain confidentiality. This process shall also ensure that interpreters and translators have knowledge, in English and a language the parent/guardian can understand, of any specialized terms or concepts regarding the district program or activity for which they are providing interpretation and translation services.
- 7. District employees shall be notified annually that the use of family members and friends for the provision of language assistance is generally not acceptable. Included in this annual notification shall identify the issues of confidentiality, privacy, or conflict of interest, and that, in many circumstances, such persons are not competent to provide quality, accurate interpretations.