

Interpretation and Translation Policy and Resources

Head Start Performance Standards

§ 1302.50 (b) (5)

Policy

Community Action Head Start and Early Head Start will ensure effective communication with all the children and families we serve. We will not refuse services to anyone based on nationality or mode of communication. We will provide interpretation and translation to enable families whose first language is not English to fully participate in our program.

Procedures

Translation Resources

Translation refers to written text being rewritten verbatim in another language, such as a Spanish-language version of our Family Handbooks or newsletters.

All written documents translated into Spanish will be translated within the program. Early Head Start/Head Start staff is asked to collaborate to translate documents into Spanish on site whenever possible. Bilingual Program Assistants, Administrative Assistants, and Parent, Family and Community Engagement Specialist, are available to proofread and/or translate materials such as flyers and announcements into Spanish with at least one-week notice of the date the document is needed.

Requests for translation of documents into a language other than Spanish should be referred to the Family Services Supervisor for consideration at least two weeks prior to the date needed.

Interpretation Resources

Interpretation refers to a bilingual speaker interpreting oral communications verbatim in two languages, such as a Spanish-language interpreter communicating in Spanish what is said in English at Policy Council or Parent Teacher Nights and, in turn, interpreting what is said in Spanish into the English language. Interpretation headsets may be reserved through the Staff Development Supervisor at the Casa Blanca site to facilitate this process for both non-English and English-speaking participants.

Staff will obtain permission from their Program Area Supervisor (PAS) prior to scheduling interpretation services and will submit a completed **Interpretation Services Transaction** form to the Administrative Assistant upon completion of an interpretation appointment or cancelled interpretation visit.

If staff experience repeated cancellations of less than 24 hours' notice from either an interpreter and/or a family requiring interpretation services, please contact the Family Services Supervisor for additional assistance.

Spanish Interpretation

Recognizing Spanish is the predominant second language spoken by families in our program, we will ensure that:

- All documents requiring a parent's/guardian's signature, Family Handbooks, Head Start Newsletters, Policy Council minutes and agenda are translated into Spanish.
- Every effort is made to place bilingual staff at every center.

**Community Action Head Start
Washington County, Oregon**

- An *appropriate* interpreter is available at every Policy Council meeting.
- An *appropriate* interpreter is available at every Parent Teacher Night that is offered to parents and/or guardians.

When necessary, staff will use interpreters for group activities to allow bilingual staff the opportunity to interact with families and/or lead activities.

Interpretation Services

Bilingual Program Assistants and bilingual Administrative Assistants can assist if available to make calls to Spanish-speaking parents/guardians when classroom staff does not speak Spanish. If an appropriate bilingual staff member is unavailable, a professional interpreter may be contacted.

For home visits, coordinated care meetings, and parent/teacher conferences, the following vendors will be contacted:

Linguava: to schedule telephonic, video and/or on-site interpretation in Spanish or other languages, including American Sign Language. Linguava uses an online scheduling system to submit interpreter requests. The PAS will contact the Family Services Supervisor to request access for new users. Staff are expected to use the web scheduling system when requesting telephonic and/or on-site interpretation services. For appointments within 48 hours from date and time of the appointment and video interpretation services staff need to contact Linguava Interpreters at 503-265-8515 (or 1-800-716-1777). Staff will need to provide their site customer code. Reference the **Linguava Customer Code List** located in the Family Services forms/documents section in the intranet.

To schedule video simultaneous interpretation services through Linguava with no minimum number of participants, staff is expected to follow the next steps:

- **Step 1:** staff will use an agency Zoom account to schedule their meeting. Staff will get the agency Zoom account information from their assigned Family Services Assistant.
- **Step 2:** Staff will contact Linguava Interpreters and schedule an appointment. Linguava will provide a request number and will call back to confirm the request.
- **Step 3:** Staff will gather the interpreter's direct email address during the confirmation call.
- **Step 4:** Staff will go back to the Zoom and edit the meeting invite to enable language interpretation with the interpreter's email.
- **Step 5:** Staff will share with parents/guardians via text, Remind, or email the video conference link and ID.
- **Step 6:** Staff will join the remote meeting and the other parties involved; parent and interpreter!

Note: You must cancel scheduled interpretation appointments with Linguava Interpreters at least 24 hours in advance to avoid a no show/cancellation fee.

Passport to Languages a multi-language services to schedule telephonic, video and/or on-site interpretation. Staff need to contact Passport to Languages at 503-297-2707 and use customer code 111607 for all requests.

Note: You must cancel scheduled interpretation appointments with Passport to Languages at least 24 hours in advance to avoid a no show/ cancellation fee.

For Parent Engagement activities with more than 20 participants and a minimum of 2 hours, the following vendor can be contacted.

Sonja Trigo, Spanish interpretation only. Please call Sonja at 503-260-5480 if she is not available then you should reach out to Linguava Interpreters. Please confirm all meetings/visits with Sonja at least 48 hours in advance.

Note: You must cancel scheduled interpretation appointments with Sonja Trigo at least 48 hours in advance to avoid a no show/cancellation fee.

Community Action Head Start Washington County, Oregon

To schedule Spanish video simultaneous interpretation services through Sonja Trigo for more than 20 participants and a minimum of 2 hours, staff is expected to follow the next steps:

Step 1: staff will use an agency Zoom account to schedule their meeting.

Step 2: Staff will contact Sonja Trigo and schedule an appointment.

Step 3: Staff will go back to the Zoom and edit the meeting invite to enable language interpretation with the interpreter's email sonjawheat@aol.com

Step 4: Staff will share with parents/guardians via text, Remind, or email the video conference link and ID.

Step 5: Staff will join the remote meeting and the other parties involved; parent and interpreter!

The following tutorial will help you understand how to use interpretation services in Zoom.

https://www.youtube.com/watch?v=jqT1qUjbrKs&feature=emb_rel_end

For additional information or support, reach out to the Family Services Supervisor.

Staff Using Interpretation Services Must:

- Remind families of their scheduled appointments two days in advance to avoid last-minute cancellations/fees.
- Complete the **Interpretation Services Transaction** form for each scheduled interpretation services appointment.
- Send the completed **Interpretation Services Transaction** form to assign Administrative Assistant for each completed and/or cancelled interpretation appointment.

Best Practices for the Use of Interpreters

In home visits, coordinated care meetings, and parent/teacher conferences, best practices include:

1. Bilingual teaching staff meet directly with families and/or staff in their primary language.
2. A professional interpreter accompanies a non-bilingual staff person to communicate in the primary language of those present.
3. A bilingual adult family member serves as interpreter/translator in the family's primary language, with the consent of the non-English speaking parent(s)/guardian(s).

Note: This mode of interpretation/translation is discouraged due to confidentiality issues and should *only* be considered when no other options are available and only if the family has given their consent.

Minor children are *never* asked to interpret/translate for parent(s)/guardian(s) during home visits, conferences, and so forth. If no appropriate interpretation or translation is available, reschedule the visit.

Classroom staff are encouraged to take a team approach to home visits and parent-teacher conferences, with supervisor approval. Staff may negotiate arrangements to provide interpretation services with other staff members on a case-by-case basis and with the approval of their immediate supervisors.

Community Action Head Start/Early Head Start has resources available for both translation and interpretation, as follows.

Interpretation Equipment

Interpretation equipment is reserved by contacting the Staff Development Supervisor at the Casa Blanca site. Staff is responsible for pickup and drop off of equipment, for following all procedures in place to safeguard the equipment, and for notifying the Staff Development Supervisor of damaged or broken equipment. While the equipment is being transported, staff must ensure that it is securely locked in the trunk of their vehicle.

**Community Action Head Start
Washington County, Oregon**

On Inclement Weather Days

On inclement weather days and unplanned sick days, staff and/or PAS are responsible for canceling services when staff are not reporting to work.

In the instance of an announcement of an agency-wide closure by the Executive Director, Family Services Supervisor will cancel all appointments scheduled with all three vendors.

All three vendors will notify the Family Services Supervisor when they decide on an agency-wide closure due to inclement weather conditions or other circumstances. Then, the Family Services Supervisor will send an email to all HS Teachers, Home-based Visitors, Enrollment Team, PAS, FSAs, and Coffee Creek Teams notifying them of the closure.