



Department of Interpreter & Translation Services

Springfield Public Schools

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www.springfieldpublicschools.com

TITLE: District-Wide Interpreter & Translation Services Protocol

ISSUER: Michael P. Baracchi, Jr.
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Department of Interpreter & Translation Services

REQUESTING LANGUAGE ACCESS SERVICES: As of September 1, 2018, the Department of Interpreter & Translation Services manages and provides the services requested through its website. To request an in-person or virtual interpreter, please refer to the [Interpreter User Guide](#). To request written translation of a document, please refer to the [Translation User Guide](#). Each user guide provides detailed instructions on how to submit formal requests via our MySPS Forms online request platform.

Please be aware that the Department of Interpreter & Translation Services can only support SPS requests placed through our MySPS Forms online request platform. *Therefore, any language access work performed outside of the district's established interpretation & translation protocol will be at the requesting party's expense.*

Please follow this protocol when requesting oral interpretation and written translation services.

CENTRAL OFFICE & SCHOOL-BASED STAFF Designated Central Office and school-based staff who facilitate the communication of information deemed as essential to parents may request interpreter and written translation services, noting that the requester is then the point of contact for that service. This could entail answering logistics questions about events, being the contact for in-person/virtual interpreters, providing informational materials for interpreters prior to the event, clarifying written content/materials, and receiving the written translations.

REQUEST PARAMETERS: The Department of Interpreter & Translation Services handles interpretation and translation services for *essential information*. For guidelines on what constitutes essential information, please see Appendix 1.

For written translations, requesters should allow a minimum of two (2) weeks, bearing in mind that larger jobs will, respectively, take longer to complete. If a translation requires expediting, please specify so on the request form. *Expediting is at the discretion of the Department.*

For in-person or virtual interpreter services, it is advised that requests be submitted with at least one (1) weeks' notice prior to the date of service. For American Sign Language (ASL), a minimum of two (2) weeks' notice is required to secure services. Although we can accommodate "last-minute requests" (less than 72 hours' notice), **interpreter availability is on a first come, first served basis, and cannot be guaranteed.**

When submitting a request for virtual interpretation, you must provide the virtual meeting link in your request.

**REQUEST
PARAMETERS
(Cont'd):**

To **cancel an interpreter request**, please follow the instructions as outlined in the Interpreter User Guide (linked above), page 9. If the meeting has been rescheduled, or another meeting is needed, a new request must be submitted. **All appointments not canceled 24 hours (48 hours for ASL) before the meeting date and time will still be charged to the district.**

Fulfilling requests for interpretation and translation for non-essential information is at the discretion of the Department of Interpreter & Translation Services and is contingent on availability and associated costs.

The Department of Interpreter & Translation Services will review every request and determine whether the services sought are the most appropriate to fulfill language access and therefore, may tailor the request accordingly.

**RELATED
ACTION:**

Both the interpreter and written translation request forms can be accessed via this link:
<https://my.springfieldpublicschools.com/sites/forms/SitePages/Forms.aspx>

ASSISTANCE:

For further information/assistance, contact the Department of Interpreter & Translation Services via email at translations@springfieldpublicschools.com or Michael Baracchi, Coordinator of Interpreter & Translation Services, at baracchim@springfieldpublicschools.com or 413-787-7100, ext. 55623.

APPENDIX 1:

The Department of Interpreter & Translation Services handles interpretation and translation services for **essential information**. The following list provides some examples of essential information requiring interpretation and translation:

- IEP/504 meetings
- Special education and related services documents/notices
- Student academic progress reports
- Enrollment/Registration documents
- Permission slips/forms for district and school activities and programs that require parental consent
- Parent-teacher conferences
- Open houses/Orientations
- Parent handbooks
- District policies and practices
- Public health and safety information
- Written information on parents'/students' rights and responsibilities
- Written information on services and benefits available to parents and students

Please note: Each written translation can take up to two (2) weeks or more to complete depending on the document's length and complexity, respectively. To obtain an in-person or virtual interpreter, it is advised that requests be submitted with at least one (1) weeks' notice prior to the date of service for most languages. ASL requests require at least two (2) weeks' notice. Please be mindful of this when placing requests. In the event of a "last-minute" or expedited request, please indicate as much information as possible on the form and provide the reason for expediting the request.