

Interpretive and Translation Services Procedure

Regulations	
EHS/HS: 1303.50, 1302.33	ECEAP: CO-1, FEP-1

Purpose

All program staff has access to interpretive services. This is a contracted service that provides both interpretive and translation services for our staff and families to engage with families in their preferred language to every extent possible as well as interpret for screenings and assessments with a qualified staff member.

It may be necessary for staff to use community resources to find interpretive services for families. Staff should work with community partners as available to meet the needs of individual families. Some examples of community partners could be local hospitals or other health care organizations, schools and school district offices and other social service agencies. It is the role of the staff member to connect families with these services as needed. It is important out of respect and confidentiality to use a member of the family for interpretive services as a last resort.

Definitions to Consider:

- Interpretation is the process of managing oral communication from one language to another language.
 - *Example: I will meet with a parent and an interpreter for the conference to share observations about the child and develop an ILP.*
- Translation is the process of reworking text from one language to another.
 - *Example: I need to translate the program flyer from English to Spanish.*

Procedure

Interpretive Services: To access contracted interpretive services, staff will contact our services provider either via phone or email on their own to set up needed interpretive services for home visits, conferences, phone calls or other program activities like Family Gatherings and Policy Council. Staff will also email Family and Health Services Manager that they are requesting this service for any reason. If the need is immediate, they will email the Family Services Program Manager as soon as they are able to and no more than 48 hours after the service is requested. It is helpful to provide as much notice as possible to secure an interpreter.

To Contact Culturally Speaking Interpretive Services (Culturally Speaking LLC):

Owner: Ruth Loihle, Phone: 360.801.7152, Email: rloihle@wavecable.com

Ruth needs some additional information to support setting up contracted services.

Here are some example emails:

Attending a Conference	Attending a Family Gathering
Ruth, I have a conference scheduled on Tuesday April 5 th at 3pm at the Wolfe Classroom with this family. I need a Spanish Interpreter for the conference. It will probably take about 2 hours. Mom's name: Dad's name: Child's name: Phone Number:	Ruth, We are hosting a Family Gathering at Givens for our ECEAP program on May 27 th from 2-4pm. We will need a Spanish interpreter for this event. We will be in the classroom and the library will be joining us to read a book and talk about getting a library card. There are 3 families that could benefit from interpretation services at the Gathering. They all have said they would be attending.

***if you need support to reach out for interpretive services, do not hesitate to reach out to the Family and Health Manager**

Translation Services: Translation of material is also contracted work. All requests to translate material must go through the Family and Health Services Manager prior to accessing contracted services. This step is completed to support the quick process and that materials are prepared for translation. Staff can email the documents directly to Family and Health Manager requesting translation. Staff should know it may take a week or longer for this service to be completed depending on the size of the request.

Example of information to be included in the email to Family Services Manager:

- Site (example: Green Mountain Head Start)
- Time requested for the interpreter (example: 1 hour)
- Reason for request (example: home visit, phone call reminder, screening etc.)