



Process for Communication with Parents/Guardians, Translation and Interpretation Services

I. Purpose.

The District shall welcome and empower students and families, including those whose first language may not be English, as essential partners in their student's education, school planning and District decision-making. Portland Public Schools will identify primary languages understood by parents/guardians; state the responsibilities of site and program managers; and outline the procedures for emergency communication and accessing services; so that the district can communicate with parents/guardians when they do not understand English.

II. Identification and Reporting.

- A. At the time a student first registers with the district or moves to a new school, school staff or district staff will ensure that parents/guardians complete a home language survey.
- B. Student registration forms, including the home language survey, must be updated annually and entered into the district's Student Information System by school staff by October 1.
- C. Schools must access the information on English as a Second Language [ESL] students and parents/guardians who require communications in a language other than English to identify potential needs for services.

III. District Forms and Letters.

- A. The ESL Department, Translation and Interpretation Services (TIS), and the Community Involvement and Public Affairs departments will identify a list of most commonly used forms and letters used district-wide in all schools.
- B. TIS will translate the forms and letters identified above into the five most common languages other than English understood by the parents/guardians of students in Portland Public Schools.
- C. These translated forms and letters will be available to schools and departments on the district Web site.



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IV. School Communication with Families.

- A. To ensure effective communication with every family, principals or their designees are responsible for obtaining the translation of school-related information provided to parents/guardians which they need to make well-informed decisions about the participation of their students in the District's programs and services.
- B. This school-related information includes, but is not limited to, emergency notices, progress reports, disciplinary actions, health information and other important issues relating to individual students.
- C. In circumstances where written translation is not available for the above correspondence, the principal or designee will ensure that parents/guardians have access to the communication through documented interpretation.
- D. Principals or designees are responsible for ensuring that oral interpretations are available for parents/guardians at essential meetings and functions.
- E. "Essential meetings and functions" include, but are not limited to, student orientations, parent-teacher conferences, disciplinary meetings or hearings, student evaluation or placement meetings, or other important meetings that relate directly to an individual student.

V. Translation and Interpretation Services (TIS).

- A. TIS will coordinate requests for interpreters and translators available to communicate with parents/guardians who require communications in a language other than English. If schools do not have access to qualified interpreters and translators on site, then TIS must be contacted.
- B. TIS shall maintain a current list of qualified interpreters and translators, and will coordinate access to and use of the list.
- C. Schools and departments will request TIS by completing the appropriate request form on the district's website. For emergency communications, schools and departments should contact TIS directly by phone.



Administrative Directive 6.10.046-AD

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- D. Parents/guardians shall have access to TIS through their students' schools. Parents/guardians shall be informed about the availability of TIS through the District's annual notices.
- E. Upon receipt of the request, TIS shall determine the following before sending an electronic confirmation:
 - 1. Availability of interpreter or translator for requested language(s),
 - 2. Amount of time the service requires,
 - 3. Cost of the services, and
 - 4. Party responsible for cost.
- F. When a request is submitted for interpretation at an event or meeting, or for translation of a document, the party responsible for the document, meeting or event must provide a chart field for payment of services before work begins. TIS will provide the party with the estimated cost for services.
- G. There is no charge for interpretation and translation services provided by district staff during the regular workday.
- H.



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