



## Procedure for Requesting Translation and Interpreter Services

GPS provides accurate and timely translations to families whose first language is not English. The district ELL Department provides translations/interpreting services to facilitate communication and involvement. Written translations of District documents are done in Spanish.

- We currently have one bilingual family liaison for Spanish. This individual may provide interpretation for in-person/remote meetings and events, over the phone, IEP meetings, and other confidential meetings. If you need to request this service, please complete the Oral Interpretation Request Form and email it to Erica Corral, Family Services & Translations Coordinator, at [corraler@gardnerk12.org](mailto:corraler@gardnerk12.org).
  - For written translations in Spanish, please send a [Written Translation Request Form](#) via email with attached document to the Family Services & Translations Coordinator. Please include detailed information about when the documentation is needed and who to return it to. For oral interpretation in Spanish, please send an [Oral Interpretation Request Form](#) via email to the Family Services & Translations Coordinator.
  - **Special Education translation needs should be sent to the building Special Education Administrator to liaise with the Family Services & Translations Coordinator.**

***Please note:** Translations are done in the order they are received. Turn around time depends on the length and complexity of the document.*

### **For written translations and interpreter services in languages other than Spanish:**

- Private vendors provide written translations in all languages requested by the families we serve. If a family requests written translations in a language other than Spanish, please fill out the appropriate form and send it to Lori Simpson, Director of Multilingual Learner Department, [simpsonl@gardnerk12.org](mailto:simpsonl@gardnerk12.org) to coordinate the service; cc Erica Corral at [corraler@gardnerk12.org](mailto:corraler@gardnerk12.org). *Please allow adequate time for this request to be processed.*
- GPS has contracted with LionBridge to provide our main interpreter services for parent/teacher conferences, calls to parents, and other meetings that require an interpreter. To use this service, follow the directions below:
  - [How to Use Telephonic Interpretation](#)
  - [Creating Conference Calls for Interpreter Services](#)

**Students, siblings, friends, and untrained staff members are not considered qualified translators or interpreters, even if they are bilingual.**

**All interpreters and translators, including staff acting in this capacity, should be proficient in the target languages; have knowledge of specialized terms or concepts in both languages; and be trained in the role of an interpreter or translator, the ethics of interpreting and translating, and the need to maintain confidentiality**