

**NEIGHBORIMPACT Early Head Start & Head Start
POLICY & PROCEDURE**

Section: Family and Community Engagement Program Services	PC Approval Date: 6/17/21
Title: Interpreter/ Translator Information & Requisition Process	Updated: N/A
Policy #: HS-91	NI Board Approval: 8/12/21
Forms required: Interpreter Flow Chart, Interpreter Request Form	Most Recent Board Review: 8/12/21
Performance Standard: 1302.50 (a)(b)(2), 1302.50 (a)(b)(5), 1302.35 (a)(b)(1), 1302.33 (a)(c)(2)(i)(ii)(iii), 1302.33 (a)(c)(3), 1302.33 (a)(c)(4)	Page 1 of 3

Policy: It is the policy of NeighborImpact Early Head Start & Head Start to provide the necessary and appropriate resources to families of various cultural and linguistic backgrounds so they can participate in activities associated with EHS/HS in a meaningful way. This policy and procedure has been prepared in accordance with the Head Start Performance Standards which highlight that services are to be provided in a family’s preferred language, or through an interpreter, to the greatest extent possible.

Purpose: NeighborImpact Early Head Start & Head Start actively seeks to implement a program-wide culture that supports inclusiveness of children and families of all cultural and linguistic backgrounds and support these families so that they receive all applicable program services delivered in their native language. Providing them with the opportunity to fully participate in all program activities and have assurance that they can share personal information in an environment in which they feel safe and understood.

Definition of a Limited English Proficiency Person

Persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service.

Procedure:

Interpreter Services:

1. Interpreter Resources:

- Dual Language Staff
 - Interpreter Flow Chart
 - Can be facilitated amongst staff members with support of their supervisor
- Hired Interpreters by NI EHS/HS
 - Must be assigned by the Diversity services Coordinator
- HDESD Interpreters
 - Must be facilitated by the Diversity Services Coordinator
- IRCO Interpretation Services
 - Must be facilitated by the Diversity Services Coordinator

2. Reasons an interpreter may need requested:
 - Intake Visit
 - Enrollment visit
 - Home Visit
 - Conference
 - Bus/ Classroom Orientation
 - Family Night
 - Socializations
 - Parent/ Staff Member Phone Call
 - Mental Health Consultation
 - Nutrition Consultation
 - Parent/ Teacher Progress Meeting
 - ELL child support in the classroom (while learning processes and routines within the classroom)
 - Support at an appointment
3. When a EHS/HS staff member is in need of an interpreter, they will attempt to utilize verified dual language staff via the assignments on the interpreter flow chart first. Each site has a primary and secondary staff person to refer to. Contact the primary person first & the secondary person if the primary is unavailable. When requesting a staff member to interpret, the TA or FA can reach out to the staff member independently making sure their Site Lead/ Supervisor is aware of the request and availability.
4. If neither of the staff members assigned to your site through the Interpreter Flow Chart is available, you may make an interpreter request by completing the Interpretation Translator Request Form, located in the Pdrive, then send it to the Diversity Services Coordinator via email and CC the Family Engagement Manager. This sort of request needs to be made at least 5 working days in advance of the event or meeting.
5. When a request is made, the Diversity Services Coordinator will reach out to the hired interpreters through NeighborImpact EHS/HS to see if any of them are available at the requested time
 - a. If yes, that person will be assigned to the request
6. If a hired interpreter is not available, the Diversity Services Coordinator, will reach out to HDESD to access an interpreter through their system.
7. In instances where you don't need an in-person interpreter, the diversity services coordinator can organize an interpreter through IRCO Interpretation Services if needed. This is also our best resource when we need an interpreter for family that speaks a language other than Spanish.
8. If you are in need of an Sign Language Interpreter, contact the Diversity Services Coordinator to get this scheduled. We utilize Bridges to Communication, HDESD and COCC to meet these language requirements.
9. If you find yourself in an unexpected situation and need to communicate with a family, you can also use Google Translate. This would not be appropriate for Home Visits and Conferences, but if a parent shows up during pick-up or drop-off and is trying to communicate with you, then it could be used.

Translator Services:

1. If you need a document translated, it needs to be sent to the Diversity Services Coordinator through a Site Lead or Manager. Before sending it to the Diversity Services Coordinator, the document should be translated using Google Translate. Then, send the English and Spanish versions of the document to this person and they will verify it's accuracy and correct any mistakes. This person will then email you back the final copy. Please give at least 3 days time for a document to get approved by the Diversity Services Coordinator.
2. If you need a document translated within a tighter timeframe, send the document with notification requesting that it gets done with urgency to the Diversity Services Coordinator. This request may or may not be able to get filled depending on the length of the document and or the availability of the Diversity Services Coordinator during this time.