

Procedures for Securing an Interpreter

Please note: *Interpreters and translators perform similar tasks, but in different settings. While an interpreter converts any spoken material from one language into a different language, a translator converts written material in the same manner.*

Determine if you need in-person interpretation or over-the-phone interpretation. In general, use the same reasoning you'd use to communicate with any parent. If the issue can be handled over-the-phone or must be done promptly, please use Language Line phone interpretation. If, however, the issue merits an in-person conference, please schedule a live interpreter to attend the meeting with the parent.

Phone Interpretation: Language Line



1. Before calling, make sure you have parent/guardian home phone #'s and names readily available. (Use I-Cue!)
2. Dial **1-877-261-6608**
3. Enter the following information using your telephone keypad when prompted:
 - a. **6-digit Client ID : 509109**
 - b. Press 1 for Spanish
Press 2 for all other languages. Then, speak the name of the language at the prompt.
(Press 0 or say "help" in you need further assistance)
 - c. **Personal Code: (Your Employee ID #)**
 - d. **(If needed) Organization Name: Edina Public School District**
4. An interpreter will be connected after a short wait. Summarize why you are calling. Give the home phone number, parent name, and student name to the interpreter.
5. The interpreter will make the call and ask for the parent. Once contact is established, speak slowly and in short sentences. Give time for the interpreter to do his/her job and for the parent to respond.
6. If the parent is not available, it's okay to leave a message in English and the interpreter will interpret. Make it clear and short.

In-Person Interpretation: Garden and Associates

Garden and Associates
4301 MN-7 #140
St. Louis Park, MN 55416
(877) 859-8800
<http://gardentranslation.com/>
info@gardentranslation.com

1. Share the following information:
 - Where you're calling from: Edina Public Schools - Your building - Your department (where applicable)
 - Date, beginning and end times* and location of the appointment
 - Student's name and birthdate (or other identifying information)
 - Language requested
 - Your name and a good call back number, so the company can alert you quickly to any changes.
2. The company will contact EPS Student Support Service department specialists for payment. Be ready to confirm with the specialists the details of the appointment so a budget code can be assigned accordingly.

Notes:

- Many interpreters specialize in particular fields. You may want to request an interpreter who has had training in educational interpreting.
- *Interpreters are booked for a minimum of 2 hours. If possible, schedule multiple conferences for a family or group of families that share a common language back-to-back.