

NYC Department of Education's Translation & Interpretation Unit

The Translation & Interpretation Unit helps the New York City Department of Education work with families who need help communicating in English. The Unit offers New York City public schools written translation and over-the-phone interpretation services.

For more detailed information on the services the Translation & Interpretation Unit provides and other language access resources, please visit http://intranet.nycboe.net/translation_interpretation.

What is a Language Access Kit?

Every fall the Translation and Interpretation Unit distributes a Language Access Kit to schools which contains resources to help address language barriers within a school.

A few highlights of the kit:

- A multilingual Welcome Poster
- A language identification guide for school staff
- An info card to know how to access an over-the-phone interpreter

How can I get a document translated?

Free translation services are available for NYC DOE documents that contain critical information for parents about their child's education.

Documents can be translated into **Arabic**, **Bengali**, **Chinese**, **French**, **Haitian Creole**, **Korean**, **Russian**, **Spanish** and **Urdu**.

Fill out a Translation Request Form (available online at http://intranet.nycboe.net/translation_interpretation) and e-mail the completed request form and document(s) to be translated to translations@schools.nyc.gov.

How can I get over-the-phone interpretation services?

Call **(718) 752-7373** to get over-the-phone interpretation services in 200 languages. Press '4' to request an over-the-phone interpreter. Make sure you have your school's district borough number (DBN) ready.

Services are available between the hours of 8 a.m. and 5 p.m., Monday through Friday (except select holidays). These hours are extended during scheduled parent-teacher conferences.

Where can I find additional resources?

Every school has a Language Access Coordinator (LAC) responsible for coordinating translation and interpretation support to limited-English proficient parents. LACs are given resources to help support staff in monitoring parent language needs, allocating funding to provide language assistance, and informing parents of the availability of language assistance services.

You can also find common translated documents explaining programs, services and policies, and other sample school letters and forms on the DOE's website (<http://schools.nyc.gov>) as well as on our intranet portal (<http://intranet.nycboe.net/SchoolSupport/TranslatedDocs>).

Does my school receive funding for additional services?

Yes! If you need additional language services, you can use your school's translation and interpretation funds. Information on how much funding your school receives and how to use these funds are detailed in the yearly translation School Allocation Memorandum (SAM).

Is my school in compliance?

- My school has information about parents' preferred language of communication on the emergency card and in ATS
- My school has a procedure in place for ensuring that important documents are translated and sent home
- My school has a procedure in place for providing interpretation services during business hours
- My school has posted multilingual signage notifying parents of the availability of language services
- My school notifies limited-English-proficient parents about their right to language services

For more information on language access requirements, see Chancellor's Regulation A-663 at <http://schools.nyc.gov/RulesPolicies/ChancellorsRegulations>.

WHAT DO NYC
PARENTS SPEAK?

أنا أتحدث
العربية

ARABIC

আমি বাংলা
বলি।

我講普通話

CHINESE

BENGALI

JE PARLE
FRANÇAIS

MWEN PALE
KREYÒL

HAITIAN CREOLE

FRENCH

저는 한국말을
합니다

Я ГОВОРЮ
ПО-РУССКИ

RUSSIAN

KOREAN

HABLO
ESPAÑOL

میں اردو
بولتا ہوں

URDU

SPANISH

HELP!

Assistance for teachers and administrators on NYC DOE language services

NYC Department of
Education

Translation & Interpretation Unit

Tel: 718.752.7373

E-mail: translations@schools.nyc.gov

http://intranet.nycboe.net/translation_interpretation