



# THE GLOUCESTER PUBLIC SCHOOLS

## Multilingual Learner

### Translation and Interpretation Manual

*Our mission is for all students to be successful, engaged, lifelong learners*

Gloucester Public Schools provides a culturally and linguistically responsive teaching environment to ensure that all of our multilingual learners have equal access to opportunities that promote language acquisition, bilingualism, and a lifelong love of learning. We recognize, honor, and value the diverse backgrounds, histories, cultures, and ethnicities of all of our students and believe the diversity of our student body and families adds to the richness and strength of our school community and our city.

#### ***Parents Rights: Translation and Interpretation Services***

All Gloucester Public Schools parents/guardians with limited English proficiency have the right to receive essential school information in their preferred language . Families in need of language services should contact their child’s teacher, school administrator or district EL Director. For more information on your right to receive language access services, please review the [U.S. Department of Justice Limited English Proficient Fact Sheet](#).



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The attached documents provide information relative to Translator and Interpreter Support Staff and Services that are available to provide language support to families whose preferred language is not English.

#### **Family and Community Engagement Liaisons**

Gloucester Public Schools has two (2) full-time multilingual family and community engagement liaison to assist students, families, staff and schools with resources, support, communication and translation services. The liaisons play a critical role in building the homeschool community connection with all of our families.

#### **List of Interpreters / Translators**

Gloucester Public Schools provides a current / shared list of translators and interpreters to contact when a family requires an interpreter or a translator at the school.

Principals, when reporting hours for translators and interpreters, please submit timesheets to Brittany Holmes [bholmes@gloucesterschools.com](mailto:bholmes@gloucesterschools.com). She will review the hours and ensure that the translators and interpreters are paid on a monthly basis.

#### **Available systems to support limited English proficient parents**

- Two Full-Time Multilingual Family Engagement Liaisons
- Language Line
- KINVO
- Whats APP
- Class DOJO
- School Messenger
- In-person translators
- In-person interpreter



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#### **School-Based Guidelines for Requesting Interpretation or Translation Support**

**Multilingual Staff Communication:** Multilingual learner teachers will communicate the language needs of students and families to classroom teachers and program staff in their school. ML staff will provide a list of multilingual learners with their preferred language to school staff to ensure effective translation and interpretation services for families.

**Conference Requests:** The Multilingual Learner teacher will schedule the interpreter for conferences and coordinate with the classroom / program staff member to ensure requests for interpretation are scheduled in a timely manner for student conferences.

**Special Education Coordinators:** The ML teachers and school-based special education coordinators will create and share a list of dually identified students. The school-based special education coordinator (or their designee) will be responsible for scheduling translation and interpretation support for IEP meetings, testing and student evaluations.



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## List of Available Interpreters

### **Spanish Translation / Interpretation**

Augustina Parsons	(508) 284-4400	<a href="mailto:agustinaparsons@gloucesterschools.com">agustinaparsons@gloucesterschools.com</a>
Mario Oliverio	(201) 925-9817	<a href="mailto:amnp131@gmail.com">amnp131@gmail.com</a>
Toni Vicente	(781) 927-9893	<a href="mailto:tonivicente@hotmail.com">tonivicente@hotmail.com</a>
Karen Sierra	(956) 780-6784	<a href="mailto:karen.sierra6@hotmail.com">karen.sierra6@hotmail.com</a>
Isaura Pizano	(310)402-8191	<a href="mailto:pizanoisaura@gmail.com">pizanoisaura@gmail.com</a>
JoAnne Reiss		<a href="mailto:jreiss@gloucesterschools.com">jreiss@gloucesterschools.com</a>

### **Portuguese Translation / Interpretation**

Ellen Reis	(917)-575-8829	<a href="mailto:ellenreis2002@yahoo.com">ellenreis2002@yahoo.com</a>
Fatima Gomes	(978) 879-3624	<a href="mailto:frgomes0167@gmail.com">frgomes0167@gmail.com</a>
Rosali DaSilva	(978) 979-2622	<a href="mailto:rdasilva@gloucesterschools.com">rdasilva@gloucesterschools.com</a>

### **Arabic Translation / Interpretation**

Salam Madi	(978) 786-2245	<a href="mailto:salam.abbas205@gmail.com">salam.abbas205@gmail.com</a>
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*Salam is only available Tue-Fri from 8am-12pm*



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## Language Line User Guide

With the rising number of multilingual learner students and families enrolling in Gloucester, staff have access to on-demand, as-needed telephonic interpretation in over 290 different languages using Language Line. This platform should be used to support families whose primary language is not English. It can be used during phone calls or conferenced into in-person meetings over speakerphone. Please see the short user guide below.

**Language Line can be reached by dialing [1-844-955-2299](tel:1-844-955-2299)**

**School Codes are NO longer required**

If you are in need of Spanish Translation **PRESS 1**

All other Languages **PRESS 2 and share your language need**

### **Suggestions / Guidelines when using Language Line**

- ❖ Do your best to keep calls as short as possible (6-8 minutes)
- ❖ The Language Line Interpreter will call the parent / family member
- ❖ The GPS staff member will be placed on hold while they contact the parent / family member
- ❖ Language Line will inform the parent that we are on the line
- ❖ The interpreter will connect the conference call
- ❖ The interpreter will relay your questions and information **exactly** as you present it in the language that the parent can understand and you have selected
- ❖ Please ensure to pause during the conversation so the interpreter can interpret
- ❖ The interpreter **DOES NOT** explain the reason for the call
- ❖ Avoid any private / side conversations while on the call with Language Line