

Communicating with Families With Limited English Proficiency

PHONE INTERPRETATION SERVICES FOR SCHOOLS/DISTRICTS

Why should my school/district use phone interpretation services?

Schools/districts have a civil rights obligation to ensure meaningful communication with Limited English Proficient (LEP) Parents in a language they can understand.

See Department of Education— Office of Civil Rights link:

<http://www2.ed.gov/about/offices/list/ocr/ellresources.html>

Phone interpretation vendors

on contract with the state of Washington:

CTS Language Link

<https://www.language.link/>

(360)823-2287

\$0.62 per minute

Linguistica International

www.linguisticainternational.com

1 (866) 908-5744

\$0.57 per minute

Voiance Language Services

www.voiance.com

1 (866) 742-9080

\$0.65 per minute

WA State Contracts can be found at:

<http://www.des.wa.gov/services/ContractingPurchasing/Pages/default.aspx>

How does phone interpretation work?

Your school or district can establish an account with a phone interpretation service. Accounts can be set up online, in a matter of minutes. Your school or district is only billed for the services you use, and there is no monthly fee.

When you need an interpreter, just call the toll-free number, say your account number and the language you need—an interpreter will join your call.

Tips for using phone interpretation:

- Brief the interpreter about the nature of your call.
- Speak directly with the parent and let the interpreter serve as your voice.
- Speak in your natural voice, not more slowly or loudly than usual.
- Pause after each thought so the interpreter can interpret one complete thought at a time.
- Check for the parent's understanding as you go along.
- Avoid using technical terms that require a lot of explanation.
- Listen carefully for what is said or not said.
- Expect the conversation to go on twice as long as it would without interpretation.
- Initiate the closing of the call, and thank the interpreter.

Questions about how to
use phone interpretation
services?

Call OEO:
1-866-297-2597.

Phone interpreter service available.

Toll-free: 1-866-297-2597
Fax: 1-844-886-5196
E-mail: oeoinfo@gov.wa.gov
www.oeo.wa.gov

Washington State
Governor's Office of the
**Education
Ombuds**

We listen. We inform. We help solve problems.