

Protocol for Requesting Interpretation Services

Berkeley Unified School District

Revised January, 2023

Interpretation

Available Options that **Do Not Require** You to Fill Out a Request Form

- **Language Line can be used for live interpretation** which is provided over the phone. This can be very helpful for parent/teacher meetings, IEP meetings, and for other individual meetings. [Here are the directions for using Language Line.](#) Language Line can also be used for Zoom interpretation, [following these instructions.](#)
- In some instances, site staff may be available for interpretation.

Requesting Interpretation Support

If you need live interpretation and cannot use Language Line or site staff, please submit your request via this [BUSD Interpretation Support Request Form](#). In instances when this will require use of a site, program, or department budget, a principal or manager will be asked to approve the request.

Interpretation Timing

- Interpretation requests must be sent 10 days in advance of the meeting or event.
- Once you submit a request, please allow for 24 hours (during business days) for me to receive a quote.

Interpretation Reminders

- Live interpretation can be done in-person or virtually either by alternating between English and the target language or by simultaneously interpreting the English presentation using translation headsets (as available) or virtual tools, such as Zoom's interpretation features. Alternatively, if the majority of the participants prefer a language other than English, it may make more sense for English interpretation to be provided for the minority that prefer English.
- Remember to provide an appropriate space for the interpreter. If interpretation equipment is needed, provide a table for the equipment.
- Invite the interpreter to make an announcement about his/her services a few minutes before the event starts.

- Here are some directions for using [interpretation in a Zoom meeting](#).
- Interpreters will need details about how to connect to virtual meetings/events or where to show up for in-person interpretation.
- It is not always possible to provide an in-person interpreter and it can be quite expensive. In many instances, Language Line is a better option.

Language, Pace, and Other Tips

- Simultaneous interpretation can be challenging when the presenter speaks too quickly and/or the topic and terminology are technical and unfamiliar to the interpreter.
- Use short and simple sentences, pausing for the translation.
- Always plan for more time for an event with interpretation, as much as twice the normal time.
- Speakers should be one at a time and at a normal volume.
- Address the person you are speaking to directly.
- Speak slowly and clearly.
- Stay on topic.
- Avoid highly technical words or phrases, or provide them to the Interpreter beforehand.
- Consider providing written materials to the Interpreter beforehand.
- Avoid side conversations during interpretation.
- Avoid idioms, such as “cut from the same cloth” etc., and jokes. Is a great challenge to find an equivalent in a split of a second.

To follow up on any requests, please email mathewespinosa@berkeley.net who is managing school site interpretation requests, kathyfleming@berkeley.net who is managing programmatic interpretation requests, or trishmcdermott@berkeley.net, who is managing district-wide requests out of the Superintendent’s office.

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