

Translation & Communication Support for Parents

Warren Consolidated Staff have access to the following language supports to assist with communicating with families.


1. **Language Line (directions included below) is a resource funded by the district.** It features over 240 languages via phone call. **Please use this service when needed but be mindful of the cost (\$1.50/minute) to use it most effectively so that it remains an available/affordable resource.**

Language Line Instructions and Helpful Hints:

- **Can be used at any time by any phone**
- Check the demographics page in Power School if you are unsure of the language of the family *before* a scheduled conference. You can also ask a LAT or school staff if you are not sure how to find this information.
- Have the **parent's contact information ready** so that if an interpreter is needed, you are ready.
- **Plan ahead.** Language Line is a service but time can add up quickly so determine all you want to share for the call.
- **Write out the key information you need to share with the family and questions you have for them.** This will keep the call brief and cost effective but also allow you to pause for interpretations without forgetting what you wanted to discuss with the parent/guardian.
- **Using Language Line when Connected with a Family in WebEx**
 - When you are with the Parent/Guardian and realize you are in need of an interpreter, let the family know you are going to call for support in their preferred language.
 - **Ask via chat for preferred number and verify language so know to answer the call.**
 - **Stay connected with the parent** (have their number in case you get disconnected) and call Language Line.
 - **Select the language and let them know you are Speaker Phone with the person.**
 - **Let the interpreter know the information or questions you have for the family.**
 - **Always use speaker phone so all can hear the conversation (in person or WebEx)**
 - **Do NOT give a WebEx number to Language Line to call (this is an additional cost and feature).** It also does not give us a way to follow back up with a family if needed.
 - **Do NOT schedule ahead of time on Language Line.** Be prepared to call on your own as most languages are readily available and not needed to be scheduled in advance (this is also an additional cost and feature).
- **Using Language Line when not already with a Family (No Show on WebEx or Making a Phone Call)**
 - **Call Language Line** and select the Language you need.
 - Explain the reason for the call, and give them the parent's name and number.
 - **Do NOT give a WebEx number to Language Line to call (this is an additional cost and feature).** It also does not give us a way to follow back up with a family if needed.
 - **Be prepared to leave a message (if applicable) but you may not give out Language Line information to any parents.** The codes are confidential for the district.
 - You can dial again to see if they answer or you may give them the building number to call back. We have had success with parents answering when the same number calls back immediately.

Language Line Codes

(Confidential for Warren Consolidated Schools Staff Only)



Language Line Services Quick Reference Guide

WARREN CONSOLIDATED SCHOOLS


When receiving a call:

1-(877) 245-0386

- 1 **Use Conference Hold** to place the Limited English speaker on hold.
- 2 **Dial 1- (877) 245-0386**
- 3 **Provide the representative:**
 - **6-digit Client ID: 508235**
 - **Personal Code: 5 digit (building code + room #) *WCS extension #**
- 4 **Provide representative with the language needed.**
- 5 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 6 **Add the Limited English speaker** to the line.

When placing a call to a Limited English speaker, begin at Step 2.

If you need assistance when placing a call to a Limited English speaker, you may press 0 to transfer to a representative at the beginning of the call.

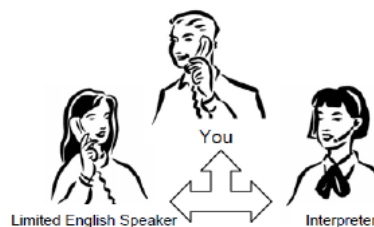


HOW TO COMMUNICATE WITH A LIMITED ENGLISH SPEAKER USING LANGUAGE LINE SERVICES

Questions??? Call the Department of Language Acquisition at ext. 68140

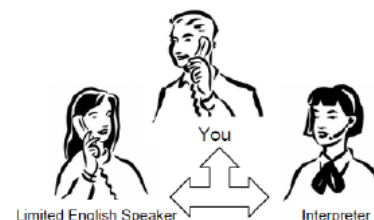
YOU RECEIVE A CALL...

1. Place the Limited English Speaker on conference hold and dial **Language Line Services at 1-877-245-0386**.
2. Provide the representative with the **District Client ID Number**.
3. Provide the representative with your **Personal Code**.
4. Provide the representative with the **Language Needed**.
5. **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
6. When the interpreter is connected, conference in the Limited English Speaker.



YOU NEED TO MAKE A CALL...

1. Dial **Language Line Services at 1-877-245-0386**.
2. Provide the representative with the **District Client ID Number**.
3. Provide the representative with your **Personal Code**.
4. Provide the representative with the **Language Needed**.
5. **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
6. Add the Limited English Speaker to the line.



2. Family Resource Assistants (FRA)

Each WCS building has a FRA assigned to them by High School Path

- FRA is pre-assigned at conferences. Your building principal can assist if you are in need of a FRA when scheduling conferences ahead of time (as available)

In addition to these supports, apps may have been set up in individual buildings for families to communicate in multiple languages. Apps with translation are listed below (a list of languages by App is provide on the next page).

- Remind 101
- Talking Points
- Bloomz
- Class Dojo

Finally, if you are in a chat and not sure if the message is clear or a family needs to message you in another language, try Google Translate for written text.

- Search Google Translate
- Select English and the language of the family
- Type or copy/paste in what was in the chat.
- This may not be as accurate as a live interpreter due to nuances and expressions in English and other languages.

Remember: It is our responsibility to try to communicate with families in a language they understand. Visuals (in person or screen sharing) help with communication. Simple sentences and planning ahead will help improve the ability to translate and be ready for an interpreter (Language Line or WCS Staff)

Thank you for supporting our diverse community!

Parent Communication in Multiple Languages

The following sites are *free* for educators and are a great resource in communicating with families about class activities, field trips, school and classroom news and more. Each of the following programs allows parents, when setting up their account, to choose their preferred language. They will then receive your messages translated into their own language. Some of the sites also offer an option of translating the parent letter for getting signed up. *However, it may still be necessary to call or assist a parent in setting up their account to access it in their preferred language.*

Don't see a language you need? Check back soon! Each of these sites recognize the importance of communicating with parents of all languages and are adding more languages to their sites frequently.

Bloomz

Offers easy to use class communication with parents. Keep a class calendar, do class sign-ups, send classroom alerts and messages and photo and video messages.

Class Dojo

Student behavior management system with automatic parent notifications, ability to send class messages to parents as well as photo messages whole group or by student. Class Dojo also allows students to share work, photos and messages and create their own personal work portfolios that can be visible by the teacher and parents alike.

Remind

Similar to Bloomz in allowing real-time classroom communication with parents easily. Text characters are limited in messaging (think Twitter, short and sweet).

*While Remind currently only allows 5 different languages for set up on the parent end, it does allow a teacher to translate their message and send to their target audience in over 30 languages. The teacher would need to send a separate message for each language group since characters are limited in Remind messages.

Talking Points

Talking points is a communication system designed for one-on-one communication with parents (not whole class messaging) in which messages can be sent to parents in their own language and their messages automatically translated back to English for the teacher.

Language List by App

Language	Bloomz	Class Dojo	Remind	Talking Points
Afrikaans	X		*	
Albanian	X		*	X
Arabic	X	X	*	X
Armenian	X		*	
Azerbaijani	X		*	
Basque	X		*	
Belarusian	X		*	
Bengali (Bangla)	X	X	*	X
Bosnian	X		*	
Bulgarian	X		*	
Burmese				X
Catalan	X	X	*	
Cebuano	X			
Chinese	X	X	X	X
Chichewa	X		*	
Croatian	X	X	*	
Czech	X		*	
Danish	X		*	

Dutch	X	X	*	
English	X	X	X	X
Esperanto	X		*	
Estonian	X		*	
Farsi				X
Filipino	X		*	
Finnish	X		*	
French	X	X	X	X
Galacian	X		*	
Georgian	X		*	
German	X	X	X	X
Greek	X	X	*	
Gujarati				X
Haitian Creole	X		*	X
Hausa	X		*	
Hebrew	X		*	
Hindi	X	X	*	
Hmong	X			
Hungarian	X		*	
Icelandic	X		*	

Igbo	X			
Indonesian	X		*	
Irish	X		*	
Italian	X		*	
Japanese	X	X	*	X
Javanese	X		*	
Kannada	X		*	
Khmer	X		*	X
Korean	X	X	*	X
Lao	X		*	
Latin	X		*	
Latvian	X		*	
Lithuanian	X	X	*	
Macedonian	X		*	
Malagasy	X		*	
Malay	X		*	
Malayaman	X		*	
Maltese	X		*	
Maori	X		*	
Marathi	X		*	

Mongolian	X		*	
Nepali	X		*	X
Norwegian	X		*	
Persian	X		*	
Polish	X		*	
Punjabi			*	
Portuguese	X	X	X	X
Romanian	X		*	
Russian	X	X	*	X
Samoan			*	
Serbian	X		*	
Sesotho	X			
Slovak	X		*	
Slovenian	X		*	
Somali	X		*	X
Spanish	X	X	X	X
Sundanese	X		*	
Swahili	X		*	
Swedish	X		*	
Tagalog				X

Tajik	X		*	
Tamil	X		*	
Telugu	X		*	
Thai	X	X	*	
Turkish	X	X	*	
Ukrainian		X	*	
Urdu				X
Uzbek	X		*	
Vietnamese	X	X	*	X
Welsh	X		*	
Yiddish	X		*	
Yoruba	X		*	
Zulu	X		*	

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