

SERVICES

OFFERED

Translation Services

Translation services are only available for documents authored and requested by schools and offices of the New York City Department of Education. Documents processed for translation must contain critical information for parents about their child's education.

For translation services, schools or offices must complete a *Translation Request Form** and submit it to translations@schools.nyc.gov, along with the file to be translated. Once your request has been received, it will be assessed and an estimated completion date will be provided.



tranz-lā-shən (n)

the rendering of something written
from one language into another

Interpretation Services

The Unit provides on-site interpretation services for system-wide public events organized by the central office, District CEC meetings and student suspension/impartial hearings. For a more detailed listing of the types of public events covered, please visit our website.

To obtain interpretation services for eligible events, the requesting office must complete an *Interpretation Request Form** and submit it to translations@schools.nyc.gov.

Over-the-phone interpretation services are also available to all New York City Department of Education schools and offices between the hours of 8 a.m. and 5 p.m., Monday through Friday, except on select holidays. These hours are extended during scheduled evening sessions of Parent-Teacher Conferences. To access these services please call 718-752-7373 ext. 4.

in-tər-prə-ta-shən (n)

the rendering of something spoken
from one language into another

The Translation and Interpretation Unit provides New York City Department of Education schools and offices with a free internal resource for accessing written translation and oral interpretation services.

The Unit is an important part of the Department's language access initiative which aims to enhance the organization's ability to communicate with and better engage limited-English-proficient parents of New York City schoolchildren.

If you have any questions about our services or language access in general, please do not hesitate to contact us at translations@schools.nyc.gov.

SCHOOL CHECKLIST

Required

- 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 signs posted letting parents know about their rights to language access services.
- My school has copies of the Parent Bill of Rights* and the Family Guide* in the appropriate languages for parents.
- My school has information about parents' preferred language of communication on the emergency contact cards and in ATS.

Recommended

- My school has a designated point person to make arrangements for translation & interpretation services.
- My school has a plan to ensure that critical documents and events, like report cards and parent-teacher conferences, will have the proper language availability.
- My school has speakerphones to communicate with non-English-speaking parents through the use of over-the-phone interpretation.
- My school has copies of the Language Identification Card* for all pertinent staff.
- My school has a list of all bilingual staff who can provide additional support for non-English-speaking parents.

*Available at www.nyc.gov/schools/offices/translation

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Translation & Interpretation Unit

building bridges between schools and parents

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