

GUIDELINES WHEN REQUESTING A TRAINED EXCEPTIONAL STUDENT SERVICES INTERPRETER

1. **REQUESTING AN INTERPRETER** - GO TO APSNET Intranet, select Instruction, Exceptional Student Services, ESS Interpreters, Request an ESS Interpreter:

<http://ess.aurorak12.org/ess-interpreters/>

A confirmation receipt will be sent acknowledging the request. Please do not resubmit the same request. The ESS Interpreter Clerk will send the interpreter confirmation as soon as an interpreter is secured.

- If the system is not working, and the request is not for the same day, please resubmit when the system is working.
- Only if the request is for the same day or the following day, please contact Mercedes Garcia at 303-340-0510 Ext. 28312 or e-mail: mgarcia@aps.k12.co.us, to submit your request (don't just leave a message, make sure that you make contact with her, so that she could process the request).

2. Place an interpreter request **10 working days before the interpreting date** at:

<http://ess.aurorak12.org/ess-interpreters/>

(ONE REQUEST PER FORM PLEASE)

Provide all the information required in the electronic ESS Interpreter request form.

3. ESS Interpreters will be contracted for a minimum of one hour. For example, if a meeting is scheduled for one hour, but it ends in 15 minutes, or the parent does not show up to the meeting, ESS Interpreters will still receive payment for the full contracted time (and could be asked to make phone calls or others interpreting needs during that time period)

4. **CANCELLATIONS** please go to the Exceptional Student Services Web Site to cancel an ESS interpreter request. Go to APSNET Intranet, select instruction, Exceptional Student Services, ESS interpreters, Cancel an ESS Interpreter:

<http://ess.aurorak12.org/ess-interpreters/cancel-interpreter-request/>

Cancel the interpreter as soon as possible or no later than the morning before the scheduled interpreting service. If a cancellation notice is not provided by noon the day before the date of the original assignment, the ESS department will need to pay the ESS Interpreter for the requested time even if the meeting is cancelled.

****Rescheduling** a request is considered a cancellation. If changing the request date, please cancel the original request and submit a new ESS Interpreter request.

****A Snow Day** is not considered a cancellation, but an unpredictable weather event where the School District is officially closed, and all assignments have to be re-scheduled. Try to re-schedule with the assigned interpreter, if the interpreter is not available, please complete a new electronic interpreter request at <http://ess.aurorak12.org/ess-interpreters/>

Interpreters will not be paid for any assignments that are missed due to an official APS snow day.

5. CONSECUTIVE INTERPRETATION-The ESS Interpreter will ONLY provide consecutive interpretation (the speaker regularly pauses, enabling the interpreter to render his/her interpretation). If simultaneous interpretation is needed, such as for large meetings, graduations, or workshops, a specific request for simultaneous interpretation must be made and the appropriate equipment should be requested.

6. Interpreting services that go over the **requested service time** will be documented and reported in 15 minutes increments. Please plan your meeting time accordingly to the type of meeting requested, and know that the interpreter is not obligated to interpret for you over the contracted time. Document the total time on the feedback form.

7. ESS will not pay interpreting fees for interpreters not requested through the department process. We encourage you to only work with *Trained ESS* interpreters.

8. **FEEDBACK** – Teachers will no longer be responsible to turn in the *Assignment Confirmation Sheet*. However, you still need to sign the form to support hours worked and quality of service. **Please note: If there's an interpreting concern, please e-mail rvleivaaquilar@aps.k12.co.us**

9. WE OFFER FREE INTERPRETING TRAINING FOR DISTRICT APPROVED INTERPRETERS

Check the ESS website for dates, times, and locations at:
<http://ess.aurorak12.org/ess-interpreters>

10. The ESS Interpreter may be contracted for:

- IEP meetings: **PLEASE NOTE**, interpreters must sign the **Participants in Meeting** page with the ***Trained ESS Interpreter*** title after their name.
- **ESS parent conference meetings**
- **ESS parent meetings**
- **ESS parent phone calls and reminders**
- **ESS graduations**

11. **EMERGENCIES** -The following are considered emergencies when **short notice** might be unavoidable and necessary, and Mercedes Garcia should be contacted directly at 303-340-0510 Ext. 28312

- ✓ Manifestation Determination Review meetings
- ✓ Manifestation hearings or Expulsion hearings
- ✓ Legal proceedings or legal meetings
- ✓ Mediation meetings
- ✓ Other situations as approved by Consultant

12. **SHORT NOTICES** - Anything other than emergencies listed above must be requested with at least 10 working days notice. Requests made with less than 10 working days notice are considered **short notice** and your consultant will be notified to review and come up with next steps. We will not process the request until we hear back from your Consultant.

13. **PHONE CALLS** - Phone calls to ESS parents to remind them of meetings should be arranged with local school personnel. If an ESS Interpreter is requested to make reminder phone calls, a minimum of 15 minutes should be paid to the interpreter for that service. For example, if a parent needs to be reminded the day before of the meeting about the upcoming meeting, the ESS Interpreter will report an additional 15 minutes in Oracle for that day. If the parent cancels the meeting, the interpreter will still get paid a minimum of 15 minutes for the phone call.

Please provide the following information in the ESS interpreter request form:

- Student's name
- Contact person's name and home and cell phone numbers
- Relationship to student
- Specific message and call back number

14. **NO-SHOW IEP MEETING/PHONE CALL**

If the IEP meeting is conducted without the parent, the ESS interpreter may be requested to stay at the meeting to make a phone call to the parent after the meeting; however:

- A member of the IEP team must make the phone call with the interpreter interpreting the information.
- The phone call must be made from a District phone.
- Remember, the interpreter is there to interpret for the parent, but if the parent is no show, there's no reason for the interpreter to be at the meeting. Please sign the feedback form adding that the parent was a no-show.
- Check with the interpreter who is already working with you for a later availability and submit an electronic interpreter request specifying that the specific interpreter already agreed to take the follow-up appointment.

15. **OTHER LANGUAGES** - Follow the same guidelines as above PLUS specify the language needed.

16. **ESS SIMULTANEOUS INTERPRETERS** –Follow the same guidelines as above.

Provide the following information in advance:

- Agendas
- Reading materials or summaries
- Outlines or PowerPoint
- Technical or specialized vocabulary

17. SIMULTANEOUS INTERPRETING EQUIPMENT - If you're requesting a Trained ESS simultaneous interpreter, please secure the simultaneous equipment by contacting the English Language Acquisition department to complete an electronic request:

<http://ela.aurorak12.org/translators/request-interpretation-equipment/>

18. SPANISH/ BILINGUAL EVALUATIONS - Please contact the Bilingual Team at:

<http://ess.aurorak12.org/ess-bilingual-team/referral-for-spanish-evaluation/>

Updated March, 2015