

PROTOCOL FOR REQUESTING AN INTERPRETER

1. Determine the need for interpretation: Staff members should first determine if there is a need for interpretation services, such as if they will be communicating with parents or guardians who do not speak English fluently. Contact the TO if you have doubts.
2. Identify the language: Once the need for interpretation services has been established, staff members should identify the language that the person they will be communicating with speaks. Contact the TO if you have doubts.
3. Contact the translation office to make your request: Staff members should then contact the translation office to request interpretation services. This should be done via email.
 - a. Please use [this form](#) to request an interpreter. Fill it out and email it to Bernardo Llorente bllorente@framingham.k12.ma.us. You will then receive a confirmation email with the interpreter's name and with recommendations for the interpretation service. If written pre-approval via email is not obtained, an interpreter has not been booked for your meeting or event yet.
 - b. Provide necessary information: When making the request, staff members should provide the translation office with the necessary information, such as the date, time, duration and location of the meeting or event, whether is virtual or in person, the language(s) required for interpretation, the type of meeting or event, the reason for an interpreter, the names of the individuals who will require interpretation services, the need of equipment for simultaneous interpretation (contact the TO if you have doubts), any supporting or reference material, and any other information that will allow us to offer the best possible interpretation service.
 - c. If you need an interpreter for a "low-incidence language" (other than Portuguese and Spanish) or for American Sign Language (full name of the deaf consumer is required in advanced), please try to give as much advanced notice as possible.
 - d. In case of any change or cancellation of the scheduled meeting after the interpreter confirmation, please call or email both the interpreter and the Translation Office as soon as possible.
4. Confirm arrangements: The translation office will then arrange for an interpreter to be present at the meeting or event. Staff members should confirm the arrangements with the translation office prior to the meeting to ensure that the interpreter will be available and to address any additional questions or concerns.
5. Follow-up: If possible, after the meeting or event, staff members could follow-up with the translation office to provide feedback on the interpretation services and to express any concerns or issues that may have arisen.

[\(ORAL\) INTERPRETATION REQUEST FORM](#)