

# OVER-THE-PHONE INTERPRETATION FOR CHARTER SCHOOLS

## STEP 1

Dial vendor at 929-552-7103

## STEP 2

Provide:

- District Borough No.  $\bar{\quad} \bar{\quad} \bar{\quad} \bar{\quad} \bar{\quad} \bar{\quad}$   
(e.g. 8 4 M 1 2 3)
- Language needed
- IEP meeting or 504 – Yes/No
- Dial out to parent – Yes/No

## STEP 3

Connect to interpreter

## TIPS

1. Brief the interpreter on what will be discussed
2. Speak directly to the parent / guardian in a natural voice
3. Avoid technical terms, jargon and side conversations
4. Everything said will be interpreted
5. If reading, go slowly for the interpreter to repeat
6. Confirm if the parent / guardian understands
7. Do not ask interpreters for their opinion
8. Interpreter may ask for clarification
9. Initiate the end of call - interpreter will be the last to hang up

**THESE INSTRUCTIONS ARE FOR SCHOOL-BASED PERSONNEL ONLY  
DO NOT SHARE WITH PARENTS OR THE GENERAL PUBLIC**

Issue with your call? Let us know at [Tinyurl.com/OPIfeedback](https://tinyurl.com/OPIfeedback).

For questions, contact the NYC DOE Office of Language Access at  
[interpretations@schools.nyc.gov](mailto:interpretations@schools.nyc.gov).