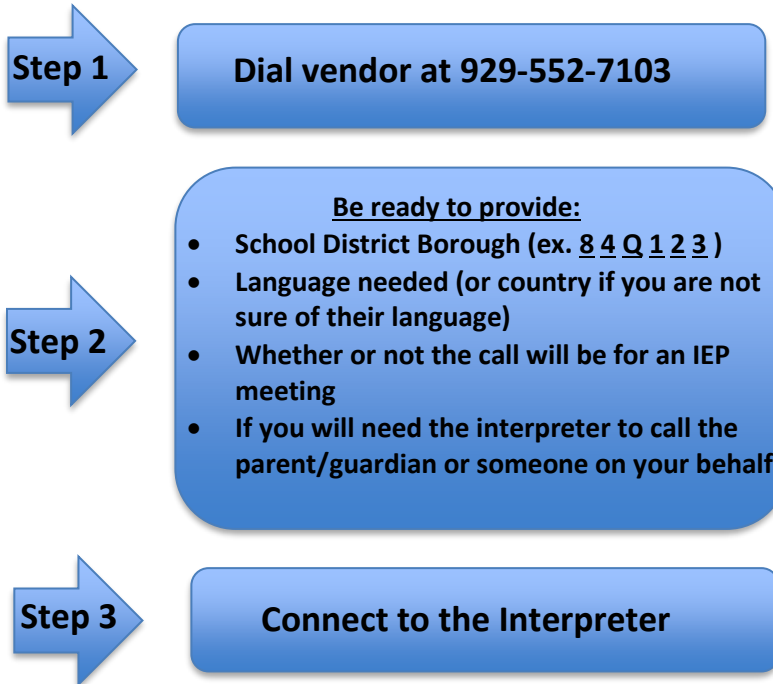


Using the Over-the-Phone Interpretation Line for Charter School Staff

Under federal law, schools must provide information to families in a language that they understand. To aid in this effort, New York City charter schools have access to the DOE’s **FREE** over-the-phone interpretation services that is available 24/7. This is an important benefit to charter schools and supports your efforts to better recruit, retain, and serve multilingual learners and ensure schools can equitably serve all families. Please note that these instructions are intended for *school-based personnel only and should not be shared with the general public.*



Ideas for How to Use	Tips
<ul style="list-style-type: none"> • Parent-teacher conference nights • Three-way phone calls for over the phone meetings and announcements • Meetings between supervising staff and MLL/ELL students • Emergency situations • Special announcements about school-wide events • Parent mediation meetings • IEP meetings • MLL/ELL recruitment planning sessions with ELL parent ambassadors • Prospective parent information sessions (Q&A) • Enrollment and registration days 	<ul style="list-style-type: none"> • Brief the interpreter on what will be discussed • Speak directly to the parent/guardian in a natural voice • Be concise, avoid jargon and spell out acronyms • Everything said will be interpreted • If reading, go slowly for the interpreter to repeat • Confirm the parent/guardian understands • Do not ask interpreters for their opinion • Interpreter may ask for clarification • Initiate the end of the call, interpreter will be the last to hang up