Submit requests for interpreters and written translations when...

- School does not have an assigned translator for the language needed.
- Assigned interpreter is absent from work or not available.
- Requested time is outside of school hours.
- Document to be translated is a legal document, Exceptional Education form or report, or a district-wide document.

<table>
<thead>
<tr>
<th>WHAT’S OFFERED</th>
<th>WHAT’S NEEDED</th>
<th>HOW TO REQUEST SERVICE</th>
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<tr>
<td>Translation of Documents</td>
<td>Original, <strong>modifiable</strong> documents in electronic format. (NO PDF). Time: Our goal is to fulfill requests as soon as possible; most are completed within 5 to 15 school business days. Depending on the length of document, language difficulty, number of translation requests on queue, etc., the time may vary up to 6 weeks.</td>
<td>Email your written translation requests to <a href="mailto:translation@mnps.org">translation@mnps.org</a>. Please indicate due date/expected date of return.</td>
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</tbody>
</table>
| Requests for Interpreters for Meetings and Events | Submit requests through the “Request an Interpreter” link on the MNPS website.  
  - For meetings and events **during** school hours – 5 school business days in advance  
  - For meetings and events **outside** of school hours – 7 school business days in advance | To “Request an Interpreter” through the link on the MNPS website follow the steps below:  
  - Visit [www.mnps.org/request-an-interpreter](http://www.mnps.org/request-an-interpreter), or  
  - Go to the MNPS homepage; in search bar, type Interpreter, click enter; the “Request an Interpreter” link should be among the top list of results. |
| Skype for Conferences                         | Skype may be used as a means of communication if an interpreter cannot be physically present for a meeting. First, contact the Parent Outreach Translator assigned to your school. | To schedule a Skype conference:  
  - Contact 615-259-3282 (Ext. 858243, 858303 or 858249) to schedule the Skype call |
| Call-outs                                     | Email your request with the language needed, the intended recipients for the call, and the script. | Email to translation@mnps.org |
| Non-Emergency Parent Phone Calls             | Email your request details, including the language needed and contact information (names & numbers). | Email to translation@mnps.org |
| Emergency Calls to Parents                   | An emergency call is defined as an illness, injury or serious behavior issue or incident, etc. | Call OTIS at 615-259-3282 (Ext. 858243, 858303 or 858249) |
| Additional Emergency Support                 | **Please work with the MNPS OTIS Team as your first line of service before using the phone interpretation service.**  
  An emergency or an urgent situation and there is no interpreter to assist, please use the OTIS phone interpretation resource. | The service we utilize is Stratus®. To use the OTIS phone interpretation resource follow the steps below:  
  - Call 1-877-746-4674 and use the code 7491  
  - Calls should not be more than 15 minutes in length. |
| OTIS Provides Regular Interpreting and Translation Training to Bilingual Staff | If you have bilingual staff and you would like for them to support with interpretation and/or translations at your school, contact Manuel Díaz De León, Coordinator of Translation and Interpretation Services, [Manuel.DiazDeLeon@mnps.org](mailto:Manuel.DiazDeLeon@mnps.org). To participate in trainings, staff will be required to take the English Proficiency and Native Language Translation and Interpretation Assessments in advance of trainings to ensure translation & interpreting eligibility. |  

Contact OTIS at 615-259-3282 Extensions 858243, 858303, 858249 or for interpreter requests already submitted, email [interpreter@mnps.org](mailto:interpreter@mnps.org)  

**All requests are subject to budgetary availability including, but not limited to after hours and weekends.**