Dialog One, LLC

Language Access Guide

For

K-12 School Districts Nationwide

Dialog One provides a comprehensive, centralized district-wide language solution that ensures effective communication between school administrators, multilingual students, and their families.

Overview

The Language **Access Guide provides** a blueprint for bringing the district into compliance with state and federal language access requirements, including how the district will increase its capacity to address language service and resource needs identified in its self-assessment. This guide also serves as a roadmap to help your staff navigate the process of accessing on-demand interpreter services, setting up scheduled in-person appointments, requesting a written translation project, setting deadlines, prioritizing tasks, identifying personnel responsible for managing the process, and ensuring quality control for all language assistance services. Dialog One language and cultural solutions will provide training to staff to access the service and conduct ongoing support.

Language Access Guide – At a Glance

Category	Description / Action	Responsibility	Dialog One Support
Compliance	Blueprint aligns the district with **state and federal language access requirements**, responding to needs identified in the self-assessment.	Language Access Coordinator & District Administration	Provide compliance framework, documentation templates, and best practices.
Interpreter Services	Access **on-demand phone/video interpreters** for urgent communication needs.	All staff with parent/family contact	**Direct Connect & DOVI Platform**, 24/7 interpreter availability.
In-Person Appointments	**Schedule interpreters** for IEPs, disciplinary hearings, parent conferences, and high-stakes meetings.	Staff request via self-serve online scheduling platform	Manage interpreter scheduling, confirm assignments, and ensure coverage.
Written Translation	Request **document translations** (policies, IEPs, enrollment packets, notices).	Staff submit through the **Translation Manager Platform**	Provide certified translators, proofreading, and QA.
Process Navigation	Staff follow roadmap: request → assign → deadline → delivery → quality control.	Language Access Coordinator Oversees the process	Provide service, workflow tools, track requests, and audit results.
Task Prioritization	Set deadlines, identify urgent vs. routine requests, and assign tasks accordingly.	School offices & district staff	Support staff in identifying priority levels and turnaround expectations.
Personnel Roles	Identify who manages requests, approves projects, and communicates with families.	Language Access Coordinator, principals, and front office staff	Train personnel use Dialog One services effectively.
Quality Control	Ensure translations are accurate, interpreters meet standards, and families are satisfied.	Language Access Coordinator & district QA processes	Provide auditing of its interpreter network, assign community review partners, and provide continuous improvement feedback.
Staff Training	Train staff on how to access all services, tools, and protocols.	Language Access Coordinator organizes training	**Dialog One provides training modules, workshops, and ongoing support.**

Primary Languages – Over 200 languages on-demand 24/7. Dialog One will provide certified, accredited, and qualified native speakers for the target language. We offer an individual's native tongue, particularly in the language in which families can effectively communicate with your staff.

Interpreter- an accredited professional who qualifies to provide oral communication between cultures, languages, and subject matter.

Remote Interpreting – Interpreting that is provided via telephone or video call.

in-Person Interpreting – Interpreting that is provided in person at the site

Interpreting modes - Interpreting can be delivered either simultaneously or in consecutive modes

Written Translator – A person who provides written language translation and localizes the content to engage the readers in the original intent. It is the art of restating written content/culture from one language (source language) into an equivalent written text in another language (target language).

Vital Document – Materials deemed integral to ensuring access to educational services, programs, and activities, or contain information required by law to translate or provide in audio format.

Description of Services

Language Assistance Services Offered by the District

The district is committed to ensuring that all students and families have equal access to information and services, regardless of language or communication needs. To achieve this, the district provides the following language assistance services at **no cost** to students and families:

Written Translation

- Essential school and district documents (e.g., enrollment forms, report cards, IEPs, handbooks, emergency notifications) are translated into the most frequently spoken languages in the district.
- Families may request translation of other important documents through the school office or Language Access Coordinator.

Interpretation Services

- **Remote On-Demand Phone and Video Interpretation**: Staff and families can connect with professional interpreters in over 200 languages 24/7 using **Dialog One's Direct Connect and DOVI services**.
- **Scheduled In-Person Interpretation**: Families may request in-person interpreters for parent-teacher conferences, IEP meetings, disciplinary hearings, special education evaluations, or other critical school-related interactions. Requests are made through the district's **self-serve online scheduling platform**.
- **Simultaneous Interpretation at Events**: When appropriate, the district provides simultaneous interpretation at school meetings, community forums, and public events.

Accessible Services for Individuals with Disabilities

- **American Sign Language (ASL) Interpreters**: Available for in-person or remote sessions with advance notice.
- **Video Remote Interpreting (VRI)** and **Video Relay Services (VRS)** for real-time ASL communication.
- **Captioning Services (CART)** for live events and meetings.
- **Relay Services, Screen Readers, and Assistive Technology** are available for students and families who are deaf, deafblind, hard of hearing, or have speech disabilities.

Emergency and Urgent Notifications

- The district uses **Dialog One's Quick Translation service** to translate robocall messages into multiple languages simultaneously. This ensures that families receive urgent information—such as snow closings, building lockdowns, or schedule changes—in their preferred language as soon as possible.

How Students and Parents Can Request Assistance

- **At School or District Offices**: Families may request language assistance in person by notifying any staff member who will connect them with the appropriate service.
- **By Phone**: Families can request interpreters by calling the school office and asking for language support. Staff will access the interpreter via the phone line.
- **Online**: Staff may request in-person interpreters through the district's **self-serve scheduling platform,** or by having the family call the school of choice through the **Direct Connect phone line** to ask the Language Access Coordinator.
- **For Documents**: Parents/guardians and staff may request written translations of important documents by contacting the school of choice.

What Families Can Expect

- Language assistance services are **free of charge** to families.
- Services are provided promptly to ensure equal access to information and opportunities.
- Interpreters and translators are **qualified professionals**, trained to maintain confidentiality and accuracy.
- Families will be treated with **respect and dignity**, and staff will never rely on students, siblings, or untrained individuals to interpret.

Emergency Communication Protocol

The district is committed to ensuring that all parents and guardians receive **timely, accurate, and accessible information** during emergencies. Clear communication is crucial to maintaining the safety and trust of our school community, particularly for families with limited English proficiency (LEP) or those with communication disabilities.

Emergency Scenarios Covered

- Severe weather (e.g., snow closings, tornado warnings, flooding)
- Active shooter or safety threats in or near school buildings
- Federal immigration enforcement activities affecting the school community
- Transportation scheduling changes (e.g., late buses, route changes)
- Public health announcements (e.g., outbreaks, vaccination clinics, closures)
- Any other urgent situations impacting school operations or student safety

Communication Methods

- **Robocalls, Texts, and Emails**: The District will send immediate multilingual notifications through its communication system. **Dialog One's Quick Translation service** enables robocall messages to be translated from English into multiple languages simultaneously, ensuring all families receive the same urgent information without delay.
- **Phone Applications**: The district may also use tools such as **Talking Points, WhatsApp, or similar apps** to provide instant, multilingual messages to parents/guardians.
- **Website and Social Media Updates**: The District website and official social media pages will display urgent messages with translations into the top languages spoken in the district.

Two-Way Communication and Support

- Parents/guardians who need clarification can call their school office. Staff will immediately use **Dialog One's Direct Connect service** to bring a live interpreter into the call for real-time communication.
- For families with hearing, vision, or speech-related disabilities, the district will provide **Video Remote Interpreting (VRI)**, captioning (CART), and relay services as appropriate.

Expectations for Families

- Families can expect emergency messages to be delivered **simultaneously in English and in their preferred language**.
- The district ensures all language assistance services during emergencies are **free of charge** and available immediately.
- Families will never be asked to rely on children, siblings, or untrained individuals for interpretation.

Staff Procedures to respond to language barriers

How Staff Respond to Telephone Calls and In-Person Requests for Language Assistance

Telephone Calls

- When staff receive a call from an individual with limited English proficiency (LEP), they will use the district's designated language access services, including **Dialog One's Direct Connect service**, which provides direct inbound access to a live interpreter. This ensures that callers are connected immediately without delays or multiple transfers.
- If the caller speaks a language the staff member does not understand, the staff member will either conference in an interpreter through Direct Connect or transfer the call to the interpretation service provider.
- Staff will document the language assistance provided and ensure follow-up communication is offered in the individual's preferred language.

In-Person Requests

- When an individual with language assistance needs arrives in person, staff will greet them respectfully, use "I Speak" cards or signage to identify the individual's language and promptly arrange for assistance through **Dialog One's on-demand phone or video interpreter service**.
- Direct Connect can also be used on-site to quickly bring an interpreter into the conversation, minimizing wait times for families.
- Staff will provide translated written materials when available and ensure interpreters are used for critical communications.

Serving Individuals Who Are Deaf, Deafblind, Hard of Hearing, or Speech Disabled

- The district will provide qualified American Sign Language (ASL) interpreters for in-person or virtual meetings with advance notice.
- **Dialog One's platform supports Video Remote Interpreting (VRI)** for ASL, giving staff immediate access to interpreters when an in-person provider is not available.
- Video Relay Service (VRS), real-time captioning (CART), and tactile interpreters for the deafblind will be arranged as appropriate.
- For individuals with speech disabilities, staff will use assistive technology, speech-to-speech relay, or augmentative and alternative communication tools as needed.

Staff Training and Responsiveness

- All front-line staff will be trained annually on recognizing language assistance needs and on how to use **Dialog One's Language Solutions**, VRI, and translation resources.
- Staff are instructed to treat all requests with urgency, courtesy, and confidentiality, ensuring equal access to services at no cost to the individual.

How Staff Will Track and Record Language Preferences Information

The district will establish consistent procedures for documenting and updating language preferences across all points of contact with families and individuals.

Initial Collection

- During enrollment, registration, or first contact, staff will ask each parent/guardian and student to identify their preferred spoken and written language for communication.
- "Home Language Survey" forms and "I Speak" cards will be used to ensure accurate identification.

Centralized Recording

- Language preference information will be entered into the district's student information system (SIS) and flagged in the individual's record so that it is visible to all authorized staff.
- Updates or changes to preferences will be recorded promptly whenever families notify staff.

Ongoing Updates

- Staff will confirm and, if necessary, update language preferences during annual re-registration, parent-teacher conferences, and other routine points of contact.
- Interpreter usage data from **Dialog One's Direct Connect and DOVI services** will also be reviewed to verify the accuracy of language preference records.

Access and Confidentiality

- Only authorized staff will have access to language preference records, and information will be used solely to ensure equal access to communication.
- Records will be maintained in compliance with federal and state privacy laws (FERPA, HIPAA, where applicable).

Quality Assurance

- The Language Access Coordinator will review tracking reports at least twice per year to identify gaps, ensure accuracy, and confirm that language preferences are being honored in communications.

How Staff Inform Individuals with Language Assistance Needs

The district is committed to ensuring that all individuals with limited English proficiency (LEP) are made aware of available language assistance services. To achieve this, staff will want to use the following methods:

Verbal Notification at First Contact

- Front office staff, teachers, counselors, and other personnel who interact with families will inform parents, guardians, and students that free language assistance services are available upon request.
- Staff will be trained to recognize language assistance needs and proactively offer interpreter or translation services.

Signage and Visual Displays

- Multilingual "Language Access Available Here" posters will be displayed in main offices, school entrances, and common areas.

- Vital documents and signage will include statements in multiple languages indicating the availability of interpretation and translation services at no cost.

Written Communication

- Registration forms, handbooks, and other critical district documents will include notices (in the top languages spoken in the district) that free language assistance services are available.
- School websites and parent portals will prominently display information on how to request interpreters and translation services.

Use of "I Speak" Resources

- Staff will use "I Speak" cards or digital language identification tools to help individuals identify their preferred language quickly and accurately.

Ongoing Communication

- During parent-teacher conferences, school events, and district meetings, staff will remind families that language support is available.
- Annual notifications will be distributed to ensure continued awareness of services.

How Staff Should Identify the Language Needs of Students and Families

The district will use consistent procedures to accurately identify the language needs of students and their families, ensuring that interpretation and translation services are provided in the correct language.

Enrollment and Registration

- At the time of enrollment, staff will administer a **Home Language Survey** to collect each student's and family's preferred spoken and written language.
- Families will also be asked to indicate if they require interpretation or translated documents for school communications.

Use of "I Speak" Tools

- Front office and classroom staff will have access to **"I Speak" cards and posters** that list multiple languages so families can point to their language of choice.
- Staff will also have access to digital language identification tools to determine the language when spoken communication is unclear quickly.

Dialog One's Direct Connect and DOVI Services

- When a language is uncertain, staff can use **Dialog One's Direct Connect service** to connect with a live interpreter who can help identify the individual's language and dialect.
- This reduces the risk of misidentification and ensures families are matched with the correct interpreter resource.

Ongoing Verification

- Staff will verify language preferences during parent-teacher conferences, school events, and when scheduling meetings or providing services.
- Interpreter usage reports from Direct Connect will also be reviewed periodically to confirm that the correct language services are being used consistently.

Training for Accuracy

- Staff will be trained annually on how to use Home Language Surveys, "I Speak" tools, and Direct Connect services to ensure accurate identification of language needs.
- Training will emphasize sensitivity and respect to avoid assumptions based on appearance, accent, or background.

How Staff Are to Respond to Correspondence from Individuals with Language Assistance Needs

The district will use a combination of internal procedures and **Dialog One's services** to ensure timely and accurate responses to correspondence from families with language assistance needs.

Written Letters and Forms

- Any written correspondence received in a language other than English will be forwarded to the District's Language Access Coordinator.
- Documents will be translated through **Dialog One's professional translation services** to ensure accuracy and timely response.
- Responses will be issued in the family's preferred language, with translated copies stored in the student's record.

Voicemails and Emails

- Staff will forward voicemails and emails received in non-English languages to the Language Access Coordinator for processing through **Dialog One's translation services**.
- Replies will be provided in the family's preferred language. For routine messages, staff may also use pre-approved translated templates maintained by the district.
- If clarification is needed, staff may return calls using **Dialog One's Direct Connect service** to ensure real-time communication with an interpreter.

Proactive Notifications via Quick Translation

- The district will use **Dialog One's Quick Translation service** to rapidly translate robocall messages from English into multiple languages for urgent notifications.
- This service allows schools to immediately notify parents/guardians in their preferred language during emergencies **due to weather issues, building lockdowns, or other urgent changes**.
- Quick Translation ensures equitable access to emergency information by eliminating delays between English and non-English communications.

Tracking and Documentation

- All correspondence requiring translation or interpretation support will be documented in the district's student information system (SIS) or other secure recordkeeping system.
- Documentation will include the language used, type of service (Direct Connect, Quick Translation, or professional translation), and date of response or notification.

Staff Training

- Staff will receive annual training on how to forward correspondence for translation, how to initiate Direct Connect for calls, and how Quick Translation is deployed for urgent communications.
- Training will emphasize confidentiality, accuracy, and the need for timely response in both day-to-day and emergencies.

How Staff Will Procure In-Person Interpreter Services

The district uses a **self-serve online platform** to request and schedule in-person interpreter services, ensuring timely access to qualified interpreters for students and families.

Request Process

- When a parent/guardian or student indicates the need for an interpreter, staff will log into the district's **self-serve online scheduling platform** to submit the request.
- Requests should be made as early as possible to secure availability. For most spoken languages, staff should provide **3–4 days' notice**.
- For **American Sign Language (ASL)** or less common languages, staff should provide **2–3 weeks' notice** whenever possible.

Scheduling Services

- Through the online platform, staff can directly select the language needed, preferred date/time, and meeting location.
- Requests are automatically applied to **Dialog One's scheduling system**, which assigns a qualified interpreter and sends confirmation to the staff member requested.

Coverage and Availability

- In-person interpreters will be scheduled for parent-teacher conferences, Individualized Education Program (IEP) meetings, disciplinary hearings, special education evaluations, and other high-stakes interactions where face-to-face communication is critical.
- If an in-person interpreter is not available on short notice, staff are instructed to use **Dialog One's on-demand phone or video interpreting services** to ensure no delay in communication.

Confirmation and Documentation

- The online platform provides automatic confirmation of interpreter assignments, which staff share with the family in advance of the meeting.
- All scheduled and on-demand interpreter requests and usage are logged within the system, allowing for monitoring, reporting, and compliance tracking.

Staff Training

- District staff will receive annual training on how to use the self-serve scheduling platform to procure interpreters.
- Training will emphasize early planning, appropriate interpreter use, and ensuring services remain free of charge to families.

How Staff Should Procure Telephone or Video Interpretation Services

The district ensures that staff can quickly and efficiently access qualified interpreters by phone or video to meet the communication needs of students and families.

Accessing Services

- District staff will use **Dialog One's on-demand phone & video when making outbound calls to families. Families will use the Direct Connect Telephone service when placing inbound calls into the district**, which provides immediate access to a live interpreter in over 200 languages.
- For video interpretation, staff will log in to the **Dialog One Virtual Identity (DOVI) platform**, which connects them to on-demand video interpreters for spoken languages and American Sign Language (ASL).

When to Use

- Telephone and video interpretation services are available 24/7 for parent phone calls, walk-ins, student interactions, urgent needs, or when in-person interpreters are not available.
- Video interpretation will be prioritized when visual cues are necessary, such as during IEP meetings or when supporting families with hearing disabilities through ASL or VRI.

Procedure

- Staff will:
  - Call the designated **Telephone line** or use the DOVI app/web platform.
  - Select the required language or request assistance in identifying the language using "I Speak" resources.
  - Conference the interpreter into the call or video session immediately.
- Calls and sessions are logged automatically through the platform for tracking and reporting.

Documentation and Follow-Up

- Staff will document interpreter use in the student's record (or student information system) for compliance and monitoring.
- If ongoing support is needed, staff may schedule follow-up sessions in advance using the self-serve scheduling system.

Staff Training

- Staff will receive annual training on how to connect to **the DOVI phone/video services**, including step-by-step instructions for phone and video access.
- Training will emphasize using professional interpreters rather than relying on students, siblings, or untrained individuals.
- The training includes how to schedule your written document translation orders online

How Staff Will Procure Translation of Documents and Facilitate Review

The district is committed to ensuring that written communication is accessible, accurate, and culturally appropriate for all families.

Requesting Translation of Documents

- Staff who need a document translated (e.g., enrollment packets, IEPs, report cards, policy notices, emergency notifications) will submit the request to the District's Language Access Coordinator through the established workflow.
- Requests are then scheduled through **Dialog One's Online Translation Manager**. The **online platform** is designed to provide professional written translators who are available to capture translation requirements and deliver **certified translations** in any language of choice.
- For time-sensitive communications, the district may also use **Dialog One's Quick Translation service** to provide immediate multilingual versions of short notices (e.g., robocalls, urgent memos).

Translation Standards

- All translations will be completed by qualified linguists trained in educational terminology, confidentiality standards, and cultural sensitivity.
- The district will maintain glossaries and style guides to ensure consistency across all translated documents.

Parent and Community Review

- To ensure translations are effective and easily understood, the district will periodically facilitate **community review sessions** with parents, guardians, and community representatives.
- Families may provide feedback on the clarity, cultural accuracy, and usability of translated materials.
- Feedback will be incorporated into updates to glossaries and future translations.

Distribution and Access

- Translated documents will be distributed to families in their preferred language and uploaded to the district website, parent portals, or school offices as appropriate.
- Staff will ensure that parents know how to request additional translations of essential documents not already available.

Staff Training

- Staff will be trained annually on how to request document translations through **Dialog One's Translation Manager**, understand expected turnaround times, and inform families that written translations are available free of charge.

How Staff Will Receive and Process Language Access Complaints
The district recognizes the importance of ensuring all students and families have equal access to information and services. To support accountability, the district has established a process for receiving, documenting, and responding to complaints regarding language access.

Receiving Complaints

- Complaints may be submitted in **any language**.
- Staff will contact **Dialog One's customer support** to file the complaint on behalf of the family.
- Families are also encouraged to call the **Dialog One Direct Connect phone line**, which ensures that complaints are understood and processed accurately with the Language Access Coordinator.
- Front office staff and the Language Access Coordinator will be trained to recognize and receive language access complaints.

Processing Complaints

- All complaints will be logged into a secure tracking system and referred to the Language Access Coordinator.
- The coordinator will review the complaint, consult with relevant staff, and, if necessary, arrange for interpretation or translation to clarify details.
- The coordinator will determine whether the district failed to provide appropriate language services and identify corrective actions.

Response Timeline

- Acknowledgment of the complaint will be provided within **five business days**.
- A written response (in the parent's preferred language) will be issued within **30 calendar days**, outlining findings and actions taken.

Parent Notification

- Parents will receive acknowledgment and resolution letters in their **preferred language**.
- If the parent prefers a phone call or in-person follow-up, staff will use **Direct Connect** or schedule an interpreter to ensure clear communication.
- Parents will also be informed of their right to escalate complaints to state or federal agencies if they believe the issue is not resolved.

Staff Training and Accountability

- All front office staff and the Language Access Coordinator will receive annual training on how to recognize, receive, and forward complaints.
- Complaint data will be reviewed annually by the coordinator to identify trends and recommend service improvements.

Educational Programs and Services Requiring Professional Interpreters

The district recognizes that effective communication is essential for meaningful participation in students' education. Professional interpreters will be provided through **Dialog One's Direct Connect service and DOVI platform**, ensuring that students and families have immediate or scheduled access to qualified interpreters in over 200 languages, including American Sign Language. Students, siblings, or untrained individuals will **not** be used as interpreters in the following programs and services:

English Learner (EL) Programs

- Initial placement and screening meetings
- Parent orientation to EL services
- Progress updates and exit criteria discussions

Special Education and Individualized Education Programs (IEPs)

- IEP team meetings, including eligibility determination, development, and annual reviews
- Special education evaluations and re-evaluations
- Due process hearings, mediation, and disciplinary hearings involving students with disabilities

Parent-Teacher Conferences and Academic Planning

- Formal parent-teacher conferences
- Course selection, graduation planning, and academic counseling sessions

Disciplinary and Behavioral Meetings

- Suspension, expulsion, or disciplinary hearings
- Behavior intervention plan meetings

Health, Safety, and Mental Health Services

- School nurse consultations regarding significant medical needs
- Mental health or counseling sessions that involve parents/guardians
- Emergency or crisis response situations involving students or families

Strongly Encouraged Use

- School orientation, back-to-school nights, and family engagement events
- Parent involvement opportunities, including Title I and other federally funded program meetings
- Extracurricular activities and enrichment programs where parental participation is expected

Role of Dialog One Professionals in Supporting Language Assistance Services

The district partners with **Dialog One's network of professional interpreters, translators, and cultural specialists** to ensure that all language access services meet the highest standards of accuracy, cultural relevance, and confidentiality.

Interpreter and Translator Support

- **On-Demand Interpreters (Direct Connect / DOVI):** Provide immediate access to qualified professionals for phone and video interpretation in over 200 languages, including ASL.
    - **Scheduled In-Person Interpreters:** Support high-stakes educational interactions such as IEP meetings, disciplinary hearings, and health or safety consultations.
    - **Professional Translators (Translation Manager Platform):** Deliver certified translations of essential school documents. Translators are also responsible for **proofreading and quality assurance** to ensure accuracy, consistency, and compliance with district style guides.

Cultural Professionals

- Dialog One cultural specialists may be engaged to support **community review processes**, ensuring translated materials are culturally appropriate and easily understood.
- Dialog One could also provide **continuing education and training** to district staff on cultural competency, language access, best practices, and effective communication with multilingual families.

Standards and Continuing Education

- All Dialog One linguists and cultural professionals are required to complete **ongoing professional development** in educational terminology, confidentiality (FERPA/HIPAA), and cultural sensitivity.
- The district benefits from Dialog One's **quality assurance processes**, which include random audits of interpreter sessions and translated documents.

Staff Authorization

- Only **authorized Dialog One professionals** (interpreters, translators, and cultural specialists) or District staff trained and approved through the Language Access Coordinator may provide language assistance services.
- **Teachers, administrators, and front office staff are not expected or authorized to act as interpreters or translators**, unless they have been formally certified and designated for that role.
- **Students, siblings, and untrained individuals may not provide interpretation or translation** under any circumstances.

District Oversight

- The Language Access Coordinator will oversee all language assistance services, working in partnership with Dialog One to monitor quality, respond to feedback, and ensure compliance with state and federal requirements.

Partnership Between Dialog One and District Bilingual Staff

The district values collaboration between **Dialog One's professional interpreters, translators, and cultural specialists** and district-employed bilingual staff (e.g., family engagement specialists, paraprofessionals, liaisons, and educators). This partnership ensures that language and cultural assistance is provided with both professional quality and community familiarity.

Collaborative Roles

- **Dialog One Professionals** provides certified interpretation and translation services, ensuring accuracy, confidentiality, and compliance with federal and state requirements.
- **District Bilingual Staff** (such as liaisons and family engagement specialists) serve as cultural connectors and trusted relationship-builders with families. They may:
  - Help clarify cultural context when reviewing translated documents.
  - Work alongside Dialog One professionals to ensure families' perspectives are accurately understood.
  - Support families in navigating the school system, while relying on professional interpreters for technical or high-stakes communication.

Review and Quality Support

- District bilingual staff may **review translated documents for clarity and cultural appropriateness**, providing feedback to Dialog One to strengthen accuracy and community relevance.
- This process is framed as a **collaborative partnership**, focused on "working together" to support families rather than identifying who is right or wrong.

Staff Who Are Not Authorized to Provide Language Services

- Teachers, administrators, and paraprofessionals who are not formally designated and certified as interpreters/translators will **not** be expected to provide official language services.
- **Students, siblings, and untrained individuals** must never be used as interpreters or translators.
- Bilingual staff may use their language skills for informal, relationship-building communication, but **Dialog One professionals must conduct all formal interpretation and translation**.

Training and Ongoing Support

- Dialog One professionals will collaborate with district staff to provide **continuing education** on effective use of interpreters, cultural competencies, and best practices in language access.
- Bilingual staff will receive guidance on how to partner with interpreters and translators, including when to step back and allow professionals to manage communication.