



Provo City School District

Policy Series 7000: Community

Policy 7135

Language Access Policy

The Board of Education is committed to compliance with federal and state law for students learning English, their parents and their families. It is the policy of the Board of Education to include parents and guardians in the educational process of their students regardless of language. Communication support and assistance will be provided in order to engage families in the educational process as a partner in the education of their students.

Language Access Plan

- I. *Annual Review*: The Title III Department will be responsible for implementing and updating this language access plan annually. The annual review will include communication to applicable stakeholders.
- II. *Annual Training*: School based personnel will receive an annual review of this policy including the available translation and interpretation services, training will be coordinated by the Title III Department.
- III. *Determination of Primary Language*: Parents or guardians will identify the primary language for school to home communication on the Home Language Survey (HLS) during registration. This documentation is collected during the online registration process.
- IV. *Communication to parents or guardians*: If any language other than English is noted on the HLS, the parent will be notified of rights for assistance to communicate with the school/District within 30 days of enrollment.
 - A. Using the information from the HLS, the District will provide parents or guardians information regarding free translation or interpretation services including:
 1. Contact information for translation and interpretation service;
 2. Instructions on the District website for translation and how to access interpretation services.

Interpretation and Translation Services

Provo City School District will provide interpretation services during regular business hours to parents, who require such services, in order to communicate with the district/school regarding critical information about their child's education.

Interpretation services may be held in person, on location, virtually or on the phone. Services will be provided for, when appropriate and reasonable, including but not limited to the following activities: classroom activities, office visits or phone calls, enrolment or registration processes, 504 and IEP processes, student educational and occupational planning processes, fee waiver processes, parent engagement activities, student disciplinary meetings, school community councils, school board meetings, other school or district activities, and other interactions between the parents of a student learning English and education staff. Translators or interpreters will meet required qualifications (see procedure 1).

The District will centrally produce and provide translation for communication to parents/guardians containing critical information regarding their child's education, including, but not limited to: registration or enrollment materials, including home language surveys and English learning program entrance and exit notifications, assignments and accompanying materials, report cards or other progress reports, student discipline policies and procedures, grievance procedures and notices of rights and nondiscrimination, parent or family handbooks, requests for parent permission, and any other guidance.

Complaints Regarding Language Access Services

Complaints regarding Language Access Services shall be addressed by The Director of Title III. When a complaint is submitted to the Director of Title III, the documentation will include basic information: When, What, Who, contact information and preference for language when responding. Documentation of response should include district determination including but not limited to any procedural adjustments and timelines. Complaints will be reviewed and responded to in a timely manner, not to exceed 10 days.

Definitions

1. Primary language means the first language spoken by a student's parent or guardian.
2. Interpretation means simultaneous communication between a speaker of English and a speaker of another language.
3. Translation means the written communication wherein the written words of one person are communicated to others in writing in a different language.

Approved by Board of Education: March 12, 2024