

# **Best Practices for Communicating with Multilingual Parents and Guardians**

Charleston County School District is committed to ensuring that all parents and guardians receive communication in a language they understand, such as through translated materials or a certified language interpreter. The District aims to help parents have meaningful access to all aspects of programs, opportunities, and services pertaining to their child's education.

## **What type of information must be translated or interpreted for multilingual parents and guardians?**

- Registration and enrollment in school and school programs/choice options
- Grievance procedures and notices of nondiscrimination
- Language assistance programs (ESOL program)
- Parent handbooks
- Report cards and academic progress notifications
- Gifted and talented programs
- Student discipline policies, procedures, and notices
- Parent-teacher conferences
- Open houses and school performances
- Special education and related services, and meetings to discuss special education
- Parent consent forms and requests for parent permission for student participation in school activities
- Public health and safety
- Individual Graduation Plan
- Benefits and services (e.g., vaccination requirements, free-and-reduced-priced lunch, access to student records, graduation requirements, and post-secondary readiness and financial aid information)

**How do educators determine the language needs of parents and guardians?**

It is mandatory for all CCSD employees to review a parent/guardian's language access needs BEFORE scheduling meetings with parents/guardians and sending out notices.

This information is found on the student's Home Language Survey in the permanent record. This is a mandatory registration document in the State of South Carolina. The information from the Home Language Survey is listed in Powerschool and Enrich.

**How can parents and guardians request interpretation and translation services?**

All parents and guardians have a right to request interpretation and translation through the Charleston County School District at no cost to the parent/guardian.

Interpretation and translation services can be requested at the school level, requested by emailing [langagerequests@charleston.k12.sc.us](mailto:langagerequests@charleston.k12.sc.us), or by calling 843-937-6359.