

## Propio Step-by-step Support: Phone

**Why use it?** Propio is a language interpreting line. Use it when you need to **call** a family and interpretation is needed to communicate in their home language. You can call from your personal phone because the phone number they will reach the family with isn't your own phone number, it will be the ARCH Propio phone number. This can also be used for an in-person meeting, with your phone on speaker.

### **Family Cultural Advocates (contact for support with specific families):**

Olivia Bruce

ARE, NTE, RVE, DMS

[obruce@farmington.k12.mn.us](mailto:obruce@farmington.k12.mn.us)

Denise Romero

MVE, FES, RVE, BMS

[dromero@farmington.k12.mn.us](mailto:dromero@farmington.k12.mn.us)

Maria Gonzalez Bustos

BMS, DMS, FHS

[mgonzalezbustos@farmington.k12.mn.us](mailto:mgonzalezbustos@farmington.k12.mn.us)

### **Equity & Personalized Learning (contact for tech set-up and support):**

Mauri Deer

District-wide

[mdeer@farmington.k12.mn.us](mailto:mdeer@farmington.k12.mn.us)

### **To access an interpreter\*:**

1. **Dial "8"** for an outside phone line if calling from a school phone.
2. Dial the assigned dedicated number for your location →
3. **Select Language:**
  - a. Spanish = 1;
  - b. Somali = 2;
  - c. All others = 8 (speak the name of the language)
4. **When the operator comes on the line, you'll be asked to provide the following:**
  - a. Your first and last name
  - b. School Name (*not initials*) and/or department
  - c. Student's name
  - d. Reason for the call (*ex. parent-teacher conference*)
5. **If you are going to need the interpreter to call the family,** please tell the operator you will need to **"dial out"** and give them the phone number to contact.
6. **Proceed with the conversation** by talking with the parent/person directly (*always in the first person - for example, "How are you today?"*) and pretend the interpreter does not exist as they are just an extension of your voice.
7. The interpreter will wait for you to pause before he/she begins to translate.
8. They will then repeat what you have said.
9. Wait for the interpreter to finish before you begin speaking again.
10. **When finished with the need for an interpreter:**
  - a. Announce "end of call"
  - b. Tell the interpreter "thank you"
  - c. Hang up

### **ARCH Propio Telephonic Interpreting Service**

Client ID	Location	Phone #
12422	District Office	651-998-7518
12423	Riverview Elementary	651-661-5782
12425	Akin Road Elementary	651-419-5179
12426	Farmington Elementary	651-564-9112
12427	North Trail Elementary	651-371-9918
12428	Meadowview Elementary	651-661-3409
12429	Boeckman Middle School	651-661-1573
12430	Dodge Middle School	651-998-7189
12431	Farmington High School	651-661-1538
12432	Special Education	651-505-8053
12433	Community Ed	651-565-6037
18424	Chartwells Food Service	651-867-4175

*\*adapted from "Communicating with Multilingual Guardians;" authored by FHS ML educators Remy Dankers, Rita Fleming and Sophie Haugland*