

# La Fuente Communications

## Interpreting and Translation Services

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### NEW INTERPRETER REQUEST PROCESS!

**IMPORTANT- Please save for reference and READ CAREFULLY.**

The following presentation will outline the **NEW process** for your interpreter and translation needs:

1. Provide La Fuente Communications with your full contact info.
2. Request an Interpreter
3. Change, Reschedule, and Cancel an interpreter you requested.
4. LOOK at the EMAIL TEMPLATES of the notifications you will receive.
5. Translations-QUOTE
6. Translation- REQUEST
7. FAQ's



# LFC CONTACT INFORMATION

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**Ana Ramirez Saenz**

CEO and Founder

Mobile: 616-340-3521

[Ana@lafuentecommunications.com](mailto:Ana@lafuentecommunications.com)

**Mariana Behrens**

**PRIMARY CONTACT FOR ANYTHING CONCERNING REQUESTS**

Manager of Operations

Mobile: 616-826-7242

[mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com)



# 1. New Requestors-Send LFC your full contact information

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If you haven't used La Fuente Communications for interpreter requests in the last 6 months, please send to [mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com) the following:

- Full name
- Kent ISD email address
- Building you work at
- Office phone number
- CELLPHONE number** (this is VERY important, so we can contact you, especially around HOME VISIT times, when you won't be in your office).

\*\*\*\*\* WE WON'T SHARE YOUR CELLPHONE NUMBER WITH OUR INTERPRETERS UNLESS YOU INSTRUCT US TO DO SO\*\*\*\*\*



# 2. Request an Interpreter

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Use this link to complete the Google Form when you need to request an Interpreter.  
This Google form is very similar to the one you've been using to date.

## [INTERPRETER REQUEST FORM \(CLICK HERE\)](#)



1. Submit your request via Google form.
2. You will receive a copy of the Google form you submitted.
3. Once we receive the Google form and it is entered in our schedule, you will receive a **“New Job Created”** email notification.\*
4. Once the interpreter is SECURED, you will receive a **Booking Confirmation email** with all the appointment information and the name of the Interpreter.
5. The evening before your scheduled appointment, you will receive a **Booking Upcoming reminder email**.

\*We prioritize our workload. Time-sensitive appointments will be processed first.

# 3. Changes, Reschedules and Cancellations

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If you need to Change, Reschedule, or Cancel your interpreter request:

1. Please **REPLY** to the ***Booking Confirmation Email*** or ***Booking Confirmation reminder*** you received and let us know if you want to cancel or change your appointment. If you haven't received either of them, please reply to the Google Form email you received after your request was submitted

We handle a large volume of appointments daily. It will be faster and easier to know which appointment you are referring to when you reply directly to the ***Booking confirmation*** email.

If you can't find it, send a new email but you **MUST** enter in the subject line < ***Date and language***> of the request you are referring to.

2. You will receive a response from La Fuente Communications confirming that we received your Change, Reschedule, and Cancellation.

**\*PLEASE NOTE ALL CANCELLATIONS MUST BE RECEIVED WITH MORE THAN 24 HOURS NOTICE TO AVOID CHARGES. ANY CANCELLATION RECEIVED WITHIN LESS THAN 24 HOURS WILL BE CHARGED FOR THE ENTIRE TIME SCHEDULED.**



# New Request Created

## *Email template*

Once you submit your Google form, we use that information and we enter it in our scheduling system. At this time you will receive an email that looks like this:

<PROVIDER'S NAME>,

This email is to notify you that the **NEW REQUEST** you submitted has been received

We will start working on securing an interpreter, and once they are confirmed, you will receive a **BOOKING CONFIRMATION** email.

Please make sure the information is correct and REPLY to this email if you need to change it, reschedule or cancel

### **Booking Details**

Client: *BUILDING YOU WORK AT*

Requestor: *PROVIDER'S NAME*

Location: *NAME OF SCHOOL W/ ADDRESS OR HOME VISIT ADDRESS*

Language: *REQUESTED LANGUAGE*

Expected Start Date: *11/18/24 11:00 AM EST*

Expected End Date: *11/18/24 12:00 PM EST*

Service Type: *Face to Face OR Virtual*

Consumer: *Student/Family name's*

Purpose of Assignment: *Home Visit, IEP, PTC, etc.*

Type of Interpreting: *Consecutive/Paused*

Provider/Contact: *Additional contact names*

Best Regards, The La Fuente Communications, LLC Team.

616-826-7242 mariana@lafuentecommunications.com

# Booking Confirmation

## *Email template*

Once we have secured an interpreter for your appointment, you will receive an email that will look like this:

<PROVIDER'S NAME>,

This is to **CONFIRM** the interpreter you requested at the time and location detailed below. Your interpreter will be, <INTERPRETER'S NAME>.

If any of the information below is not correct, please contact us immediately by replying to this email.

**IF YOU WANT TO MAKE ANY CHANGES, RESCHEDULES, CANCELLATIONS OF THIS REQUEST, PLEASE USE THIS EMAIL AND REPLY WITH THE CHANGES, RESCHEDULES OR CANCELLATION COMMENTS.**

### **Booking Details**

Client: *BUILDING YOU WORK AT*

Requestor: *PROVIDER'S NAME*

Location: *NAME OF SCHOOL W/ ADDRESS OR HOME VISIT ADDRESS*

Language: *REQUESTED LANGUAGE*

Expected Start Date: *11/18/24 11:00 AM EST*

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Provider/Contact: *Additional contact names*

Notes:

Best Regards, The La Fuente Communications, LLC Team.

616-826-7242 mariana@lafuentecommunications.com

# Booking Reminder

*Email template*

The evening before your confirmed appointment, you will receive an email that will look like this:

<PROVIDER'S NAME>,

This email is a reminder of your upcoming interpreter request.

**IF YOU WANT TO MAKE ANY CHANGES OR CANCELLATIONS OF THIS REQUEST, PLEASE REPLY TO THIS EMAIL WITH THE NEW DATE/TIME OR CANCELLATION COMMENTS.**

### **Booking Details**

Client: *BUILDING YOU WORK AT*

Requestor: *PROVIDER'S NAME*

Location: *NAME OF SCHOOL W/ ADDRESS OR HOME VISIT ADDRESS*

Language: *REQUESTED LANGUAGE*

Expected Start Date: *11/18/24 11:00 AM EST*

Expected End Date: *11/18/24 12:00 PM EST*

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Best Regards, The La Fuente Communications, LLC Team.

616-826-7242 [mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com)



# Booking Cancellation

## *Email template*

When you cancel an interpreter request, you will receive an email notifying you of this cancellation.

Here is an email sample of what you might receive:

<PROVIDER'S NAME>,

The booking on \${booking.formatDateTime(booking.expectedStartDate)} has been **CANCELED** per your request.

The details of the appointment you canceled are presented below.

### **Booking Details**

Client: *BUILDING YOU WORK AT*

Requestor: *PROVIDER'S NAME*

Location: *NAME OF SCHOOL W/ ADDRESS OR HOME VISIT ADDRESS*

Language: *REQUESTED LANGUAGE*

Expected Start Date: *11/18/24 11:00 AM EST*

Expected End Date: *11/18/24 12:00 PM EST*

Service Type: *Face to Face OR Virtual*

Consumer: *Student/Family name's*

Purpose of Assignment: *Home Visit, IEP, PTC, etc.*

Type of Interpreting: *Consecutive/Paused*

Provider/Contact: *Additional contact names*

Best Regards, The La Fuente Communications, LLC Team.

616-826-7242 mariana@lafuentecommunications.com

# Unable to fulfill

## Email template

We try our best to find an interpreter for you. Unfortunately, sometimes we can't find an interpreter available at the day and time you requested.

When we are not able to find an interpreter to assist you, you will receive an email letting you know that we are unable to fulfill your request. If you would like to reschedule, please reply to the email with instructions.

Here is an email sample of what you will receive:

<PROVIDER'S NAME>,

We are **UNABLE TO FULFILL** the booking on 11/18/24 at 11:00 AM EST as we don't have any interpreters available for the day/times you requested.

The details of the booking are presented below.

If you would like to RESCHEDULE THIS APPOINTMENT, please REPLY to this email with the new date and time you want to request.

### **Booking Details**

Client: *BUILDING YOU WORK AT*

Requestor: *PROVIDER'S NAME*

Location: *NAME OF SCHOOL W/ ADDRESS OR HOME VISIT ADDRESS*

Language: *REQUESTED LANGUAGE*

Expected Start Date: *11/18/24 11:00 AM EST*

Expected End Date: *11/18/24 12:00 PM EST*

Service Type: *Face to Face OR Virtual*

Consumer: *Student/Family name's*

Purpose of Assignment: *Home Visit, IEP, PTC, etc.*

Type of Interpreting: *Consecutive/Paused*

Provider/Contact: *Additional contact names*

Best Regards, The La Fuente Communications, LLC Team.

616-826-7242 [mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com)

# Booking Unassign *Email template*

Sometimes, the interpreter's availability changed or unforeseen circumstances prevent the secured interpreter from covering the assignment you requested.

You might receive this email when your interpreter has been unassigned. However, we will work on securing a new interpreter and you will receive a new Booking Confirmation once we find another interpreter to assist you.

<PROVIDER'S NAME>,

The interpreter <INTERPRETER'S NAME> has been **UNASSIGNED** from the appointment you requested for < date and time>. This might be due to the interpreter's availability or unforeseen circumstances.

We are working on finding another interpreter to cover this assignment and you will receive a new Booking Confirmation when we secure a new interpreter.

The details of the booking are presented below.

#### **Booking Details**

Client: *BUILDING YOU WORK AT*

Requestor: *PROVIDER'S NAME*

Location: *NAME OF SCHOOL W/ ADDRESS OR HOME VISIT ADDRESS*

Language: *REQUESTED LANGUAGE*

Expected Start Date: *11/18/24 11:00 AM EST*

Expected End Date: *11/18/24 12:00 PM EST*

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Best Regards, The La Fuente Communications, LLC Team.  
616-826-7242 [mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com)

# 4. Translation- QUOTES

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## To Request a document translation Quote:

1. Send an email to [ana@lafuentcommunications.com](mailto:ana@lafuentcommunications.com), cc: [Mariana@lafuentcommunications.com](mailto:Mariana@lafuentcommunications.com)
2. On the subject line please write: *Quote for Translation*.
  - a. If your quote is time sensitive, add on the subject line – ‘time-sensitive’
3. On the body of the email provide a brief description:
  - a. Language to be translated into
  - b. Date needed
  - c. Any specific instructions
4. **ATTACH YOUR DOCUMENT TO THE EMAIL, preferably in MS WORD**
5. We will reply to your request within less than 24 hours

# 5. Translation- REQUESTS

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## To Request Translation of a Document

1. Send an email to [ana@lafuentecommunications.com](mailto:ana@lafuentecommunications.com), cc: [Mariana@lafuentecommunications.com](mailto:Mariana@lafuentecommunications.com)
2. On the subject line please write: Translation - Language(s)
  - a. If your request is time sensitive, add on the subject line – ‘time-sensitive’
3. On the body of the email provide a brief description:
  - a. Language(s) to be translated into
  - b. Date needed
  - c. Any specific instructions
  - d. **ATTACH YOUR DOCUMENT TO THE EMAIL, preferably in MS Word**
4. We will reply to your request within less than 24 hours, questions if any, and confirm or provide a delivery date for your translated document.

# 4. FAQ'S

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**Q: I would like to secure a specific interpreter for my appointment, can I do that?**

A; Yes! In the Google Form, you have the option to request a specific interpreter.

While we will do our best to secure them, please note that interpreters have busy schedules, and they might be already secured for a different appointment through us or even through other agencies.

**Q: Can I contact the interpreter directly to request interpreting services, change appointments, cancel appointments, etc.?**

A: No, all communication should be directly with La Fuente Communications' primary contact.

**Q: How can I make sure that I get the same interpreter for my Home Visit series?**

A: Sending us all the dates you need in advance, will help us secure the same interpreter for all your home visits.

**Q: I am not receiving the Booking Confirmation emails, what should I do?**

A: Check your Spam or Junk folder, when you find those emails make sure to mark them as "Safe".

It is also helpful if you add the email address below as a contact in your email contact list:

[mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com)



# 5. FAQ'S (cont.)

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**Q. I need to Cancel, Reschedule, or make a change in a request, but I haven't received the *Booking Confirmation* email yet., what should I do?**

A. Please REPLY to the email you received right after you submitted your Google form request. You haven't received the Booking Confirmation, because we don't have an interpreter assigned to your appointment yet.

**Q: I need to contact the family to confirm the appointment, ask them a quick question, reschedule, etc? Can you ask one of your interpreters to do it for me?**

A: For any interaction outside of the requested interpreter appointment, you need to use the Kent ISD dedicated phone service.

Our interpreters need to be scheduled for a minimum of 1 hr assignments.

If you would like to request a phone call or video call with one of our interpreters, you need to be on the line/video with the interpreter and the student/family. Please submit a 3- way phone call or video Interpreter request via the Google form.



# 6. FAQ'S (cont.)

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**Q: My interpreter is not here, what do I do?**

A: If your interpreter is NOT on site by the Start time, please Email or text Mariana Behrens immediately. **Replying to the *Booking Confirmation email* for fast reference is STRONGLY PREFERRED, but you can also text.**

Email: [mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com)

Mobile: 616-826-7242

**Q: I have an issue with an interpreter, how can I let you know about it?**

A: Please email us your comments, concerns or questions at: [mariana@lafuentecommunications.com](mailto:mariana@lafuentecommunications.com) and always cc: [ana@lafuentecommunications.com](mailto:ana@lafuentecommunications.com)

**Q: How can I keep track of all my interpreter appointments?**

A: We strongly suggest that you create a folder in your email account, where you can save all the Booking Confirmation emails you receive, that way you can file them as soon as you receive them and you can add them to your calendar. If you need to Cancel, reschedule or make a change you can refer to your **Booking Confirmation** in that folder and just click REPLY to let us know of the change.





# Thank you!

[www.lafuentecommunications.com](http://www.lafuentecommunications.com)

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PRESIDENT AND FOUNDER

Ana Ramirez-Saenz



MANAGER OF OPERATIONS

Mariana Ortiz  
Behrens

