



LANGUAGE ACCESS PLAN

Ensuring meaningful
communication for
all families.

June 2026



OUR COMMITMENT

Osseo Area Schools is dedicated to ensuring that every family has timely and meaningful access to information and services.

With more than 125 languages spoken in our district, we're committed to providing multilingual communication that promotes the inclusive participation of all community members.

This Language Access Plan outlines the tools, processes and resources available for students, families and staff at Osseo Area Schools.

The plan aligns with [Minnesota Statute 123B.32](#) and federal civil rights laws to ensure students and families can participate fully in their education.



Purpose

A Language Access Plan (LAP) is a comprehensive document that outlines a school district's commitment and strategies to ensure equitable access to services for individuals who speak a language other than English or require additional assistance due to a disability.



125+ Languages
Spoken



Every Family.
Every Time.



Inclusive.
Accessible.
Equitable.

DEFINITIONS

To ensure clarity for our community:

Interpretation: The process of converting a spoken or signed message from one language into another.

Translation: The process of converting written text from one language into another while maintaining the meaning of the original message.

Language services: Resources and services that facilitate timely and meaningful communication between the district and families who prefer communication in a language other than English.

Language Access Plan (LAP): A document describing the services, processes and procedures our district uses to ensure effective communication with all students and families.

Preferred language: The specific language a family indicates they prefer for all school-to-home correspondence.

Multilingual learner: A broad category for students who speak, understand, or are exposed to multiple languages, including students who are currently receiving English Learner (EL) program services and those who never qualified for that support.

Bilingual staff: Employees who are speakers of more than one language. They may use their language skills to assist with basic interactions as part of their regular work. They're not necessarily trained or certified as interpreters for formal meetings.

Vital documents: Records containing critical information for accessing district programs and services, such as enrollment forms, Individualized Education Programs (IEPs), and health and safety notices. [Full definition.](#)

Trained or certified interpreters: Professionals who have completed specialized training to ensure accuracy and confidentiality. These individuals are prioritized for academic and special education meetings.

LANGUAGE IDENTIFICATION



During enrollment:

All families complete the Minnesota Language Survey (MNLS), which identifies a student's language experiences through parent/caregiver responses. This data is stored in the student's profile within the district's student information system.

Families also identify their preferred language for school communications and whether they would benefit from interpreter support. This enables schools to identify families who need language assistance and provide appropriate language services.

Families can update their preferred language for communication at any time.



Parents/caregivers: Preferred language

During enrollment, parents/caregivers specify their preferred language, which is recorded in their profile within the district's student information system. This enables schools to identify families who need language assistance and provide appropriate language services.

Families can update their preferred language for communication at any time.



NOTICE OF LANGUAGE SERVICES

Osseo Area Schools is proud to provide free language services throughout the district. These services are actively being shared to ensure families and staff are aware and have the resources and training to use them effectively.

Multilingual Specialists: Our district's Multilingual Community and Communication Specialists support families with communication updates, interpreting and translation services, and other helpful resources and supports. This document further explains the role and how to contact to reach out to them:

[Multilingual specialist flyer](#)

School and district websites: Translate any page on district and school websites by clicking the button ( EN ▼) at the top right of all webpages within the district.

Language services webpage via
OsseoSchools.org/LanguageServices:

Learn about language services, find out how to connect with Multilingual Specialists, and view the district's Language Access Plan.

Multilingual learners webpage via
OsseoSchools.org/MultilingualLearners:

Find information about the Multilingual Learner Program (commonly known as EL program), get details on how entering and exiting works, and answers to frequently asked questions.

NOTICE OF LANGUAGE SERVICES

Multilingual Facebook pages

Español: facebook.com/ISD279Espanol

Lus Hmoob: facebook.com/HmongISD279

Soomaali: facebook.com/ISD279Soomaali

Tiếng Việt: facebook.com/VietNamISD279

Oromoo: facebook.com/ISD279Oromo

School and district e-newsletters:

Translate any district or school e-newsletter by clicking the button  at top right corner of each e-newsletter.

District and school handbooks: Each back-to-school handbook will include information about our district's commitment to language services, family rights and how to find more information on what's offered.

We're Glad You're Here posters and flyers:

Each school's main office area displays posters and flyers sharing that language services are offered. Community members scan a QR code to learn more about their rights and the language services our district provides.

I Need Assistance cards:

Each school has small cards for families to pick up in their school's main office or at various events.



These can be kept and shown to district and school staff anytime language services are needed.

NOTICE OF LANGUAGE SERVICES:

INTERPRETERS

Spoken interpretation (verbal): Interpretation from qualified interpreters is available for communications related to academic outcomes, progress, determinations, and placement of students in specialized programs and services, as well as parent/caregiver and teacher conferences, enrollment, informational meetings, and more. This is a free service.

In-person and video interpretation: Qualified interpreters are available for parent-teacher conferences, special education (IEP) meetings, and other school appointments. **Families may request an interpreter** through their school office or complete [this form](#) to schedule an in-person or video/online interpreter.

On-demand phone interpretation:

Our district uses the *Language Line* to provide immediate support in over 200 languages. This service is available 24/7 for quick questions or phone calls with school staff. Either a family member or staff can initiate a call.

Virtual meetings: Interpretation can be added to virtual meetings (such as Google Meet or Microsoft Teams) by coordinating with school staff in advance.

TRANSLATIONS

Vital school documents

Our district prioritizes the professional translation of documents that affect a student's legal rights, health or safety.

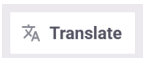
District and school websites

Families can instantly translate any page on OsseoSchools.org by clicking the globe icon  at the top right of the site.

Direct text messaging

Teachers and support staff use TalkingPoints to send text messages to families in their preferred language. This allows families to reply in their preferred language, and messages are then translated back into English.

E-newsletters

District and school e-newsletters include a translation feature at the top of each message: 

COMMUNICATING LANGUAGE SERVICE OFFERINGS

This Language Access Plan will be available on the district website via OsseoSchools.org/LanguageServices.

Information on how to access services will be on the site and shared annually in the district's back-to-school updates via the Insider (staff) and Connect (parent/caregiver) e-newsletters, the article area of district and school homepages, and district social media. See the [communication plan for further detail](#).

Staff: All staff receive training through professional development sessions, video tutorials and step-by-step guides each year.

Families: Language services are offered to families who indicate a preferred language other than English. Information about language services is shared with all families through regular communication outlets (e-newsletters, websites, and social media pages), printed handouts and in handbooks.

Community: Community-wide communication outlets include the Have You Heard newsletter and district and school websites.

Interpreter phone numbers used to contact school/district staff

Español:

855-891-8364

Lus Hmoob:

844-577-9549

Soomaali:

855-891-5322

Tiếng Việt:

855-891-8365

Русский:

855-891-5321

Staff should refer to the Interpreting and Translating page on the staff portal, OsseoSchools.org/LanguageResources, for information about how to access and work with interpreters.

STAFF ROLES AND RESPONSIBILITIES

To ensure every family has the same meaningful access to information and services, our staff members hold the following responsibilities.

More at osseoschools.org/LanguageResources.

School Board: Formally adopts the Language Access Plan every two years. They ensure the district has the resources and budget to meet all state and federal language access laws.

Superintendent and Cabinet: Oversee the districtwide use of this plan. They ensure that all departments – from Transportation to Enrollment – prioritize clear, multilingual communication.

Multilingual Community and Communication Specialists: Act as a primary bridge between the district and multilingual families to build strong, supportive relationships.

- Coordinate projects for electronic, print and verbal communication to ensure they're culturally and linguistically appropriate.
- Advocate for scholars and families to ensure they have an equal voice in school activities and decision-making.
- Collaborate with community partners to facilitate family outreach and engagement activities.

Multilingual Learning (ML) department: Manages the quality of professional translation and interpretation services. Provide the necessary tools, systems and training for staff.

Community Relations team: Ensure multilingual communications continue to be at the forefront of all messaging districtwide. Provide information on the tools to accomplish this as well as the direction for how to use them – specifically for the parent/caregiver audience.

Principals, site and department leaders: Ensure their schools, sites and departments are welcoming and inclusive. Fulfill expectations and utilize provided resources – and then share with staff as applicable.

Office teams: (Principals, Administrative Professionals, Business/Resource Managers, etc.): Ensure their schools/sites/departments are welcoming and inclusive. Fulfill expectations and utilize resources.

Teachers and support staff: Responsible for checking family language preferences in Synergy before communicating. Must use approved tools (like TalkingPoints, Language Line or Synergy) to ensure families are informed about academic progress and school events.

All staff: Every employee is responsible for protecting the civil rights of students and families. This includes providing meaningful access to school programs and maintaining the privacy (FERPA) of family information during interpreted conversations. Additionally, all staff must utilize established protocols and resources to provide multilingual communication as a standard practice.

REVIEW AND YOUR RIGHTS

Feedback on language services is collected from families and staff through surveys and meetings, providing valuable insight to refine and enhance the plan. The plan will be reviewed and updated every two years.

Your rights and the review process

Families have the right to receive important school information in a language they understand. If you feel that your language needs have not been met, or if an accommodation was not provided, you have the right to appeal (request a formal review).

To file an appeal or provide feedback:

1

Step 1: Contact your school's Principal to discuss your concerns.

2

Step 2: If the issue is not resolved, contact the District Office at info@district279.org or via mail at 11200 93rd Ave N, Maple Grove, MN 55369.

3

Step 3: The district will review your request and provide a response regarding the language assistance accommodations.

