

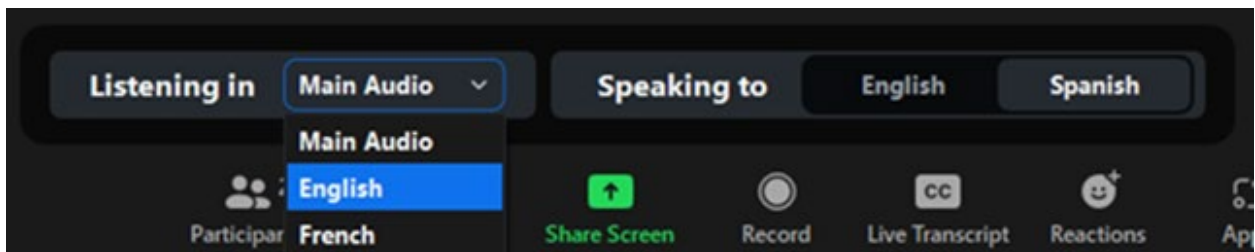
## INTERPRETING DURING A ZOOM HEARING

### INSTRUCTIONS TO INTERPRETERS

- Prepare for the remote hearing the same way you would for an in-person hearing.
- Create a professional office space that allows you to work without distractions.
- Use a headset with a built-in microphone and have a pen and paper ready to take notes.
- Be available to the court 10 - 15 minutes before the hearing.
- Test the audio and video before the hearing.

#### HOW TO CONNECT TO ZOOM

- You will receive a non-reply email Zoom invite with a link from the court, or an email containing the Zoom link from the court staff. You are not required to have a paid Zoom license account to join the court hearing. If you do not receive the Zoom link two days before the assignment, contact the interpreter coordinator. **Do not wait until the last minute.**
- You may have to wait in a virtual waiting room before being allowed into the virtual hearing room-
- Once you are let in the Zoom hearing, click on the three dots on the upper right corner of your own video and **rename** yourself. Enter: Language, interpreter, and first name. (Example: Mandarin Inter. Linda)
- If the hearing requires simultaneous interpreting, ask the court or Host to activate the interpretation feature at the start of the hearing. **Important: Before they do that, ask the court's permission to instruct the LEP participant to select the Spanish channel immediately once the feature is activated.**
- If the host enables the interpreter feature in the hearing, you will see toggle bars appear at the bottom of your Zoom screen for you to choose the **"Listening"** channel and the **"Speaking"** channel.



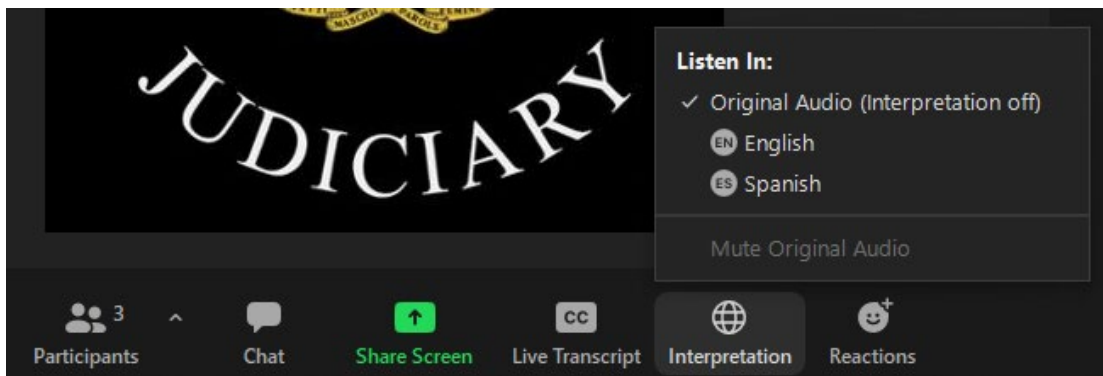
- You will be put in the foreign language **"Speaking"** channel by default. Choose English as your **"Listening"** channel.

#### HOW TO GIVE INSTRUCTIONS TO LEP?

- Ask permission from the court to instruct the LEP.
- Ask the LEP: **What device are you using?** (see the trouble shooting section)
- Once the Language Feature is enabled by the host, the participants, including the LEP, will see the Interpretation feature and available channels.

- Computer – Click on the globe on the bottom right 

- Phone – Click on 3 dots found on the bottom right side
- Tablet - Click on 3 dots found on the top right side
- **Important:** The LEP and the interpreters have different controls in Zoom. This is what the LEP sees:



### **HOW TO COMMUNICATE WITH THE JUDGE/MAGISTRATE/ZOOM HOST?**

- State your name, language, and “Certified” or “Qualified” status.
- Ask the court’s permission to explain the Interpretation feature to the LEP. Make sure the LEP participant understands the use of the channels. Inform the court when you and the LEP participant are ready to proceed.
- Depending on the nature of the hearing, you can recommend that the LEP participant switch to the foreign-language channel so you can interpret simultaneously.
- If you are speaking to the foreign language channel interpreting simultaneously and need to address the court, don’t forget to switch your **“Speaking”** channel to English. The LEP participant may or may not need to switch to the English channel. Don’t forget to switch your **“Speaking”** channel back to the foreign-language to continue interpreting for the LEP.
- Keep the judge updated on any impediments you or the LEP may encounter during the video hearing (lost audio or video connection; can’t hear the parties, etc.)
- Do not disconnect from the video call until the judge or magistrate dismisses you.

### **TEAM INTERPRETING IN ZOOM**

- For hearings that require team interpreting, you will receive your team interpreting assignment via ScheduleInterpreter with the name and phone number of your teammate. If you don’t receive this information two days before the assignment, contact the interpreter coordinator.
- Contact your team interpreter as soon as you can after you are assigned and establish a protocol for how you will work together during the hearing:
  1. Once the language channels are activated, interpreters will not be able to hear each other on Zoom in the same speaking channel. Team interpreters will not have a separate channel on Zoom to communicate with each other privately. You will need to establish a separate connection, outside of Zoom, to communicate with each other.
    - Option one: Use text messages for switching.

- Option two: Use text messages plus audio (a regular phone call to your partner or a voice call through an app such as WhatsApp). Use earbuds for the phone and put the earbuds under your headset. This will allow you to hear your partner interpreting.
  - Option three: Use text messages, audio and video (a video call to your partner through an app such as WhatsApp). Use earbuds for your phone and put the earbuds under your headset. This will allow you to both see and hear your partner interpreting.
2. You should establish a rotation schedule before the hearing begins. It is recommended to switch every 30 minutes.
  3. The passive interpreter will provide ongoing support to the active interpreter while the hearing is in progress.
  4. During a recess, you should always maintain audio contact with the hearing.
- When the active interpreter is interpreting, the passive interpreter will have the microphone and video camera off. When it's time to switch, the passive interpreter will turn on the microphone and video camera to indicate they are ready to switch.

### **MULTIPLE LANGUAGES**

- You may be assigned to a hearing where interpreters in two or more languages are needed (for example, language A and language B).
- When an LEP witness who requires an interpreter in language A is called to testify, the LEP needs to switch to the English channel and testify in the English channel. Interpreter(s) of language A will choose English as both the **“Listening”** and **“Speaking”** channel and interpret in the consecutive mode.
- The LEP of language B still stays in language B channel. Interpreter(s) of language B will choose English for **“Listening”** and language B for **“Speaking”** and provide simultaneous interpretation in the language B channel.
- After the testimony concludes, the LEP of language A will switch back to language A channel. Interpreters of language A will choose English for **“Listening”** and language A for **“Speaking”** to provide simultaneous interpretation.

### **RELAY INTERPRETATION**

- Relay interpretation happens when it takes multiple steps for a language to be interpreted into English. For example, interpreters for the Mam language can only interpret Mam into Spanish. Therefore, a Spanish interpreter is also needed.
  - Consecutive interpretation is recommended to ensure accuracy.
  - The interpretation feature will not be activated. For example, the LEP, the Mam interpreter, and the Spanish interpreter will all speak in the main session.

## CODE OF ETHICS

Your ethical duties remain the same when you serve as a remote interpreter. You must provide accurate interpretation, be impartial, avoid conflicts of interest, preserve confidentiality, understand the limitations of your practice, and observe professional demeanor.

## TROUBLESHOOTING

- **Important:** You must download the Zoom app and join the Zoom hearing using the app in order to be assigned as an interpreter for simultaneous interpretation. The Zoom interpretation feature is **not** available if you join the Zoom hearing through a web browser. The interpretation feature is also **not** available if you use a Chromebook or dial in.
  
- What to do if you lose internet connection?
  - Try to reconnect for 2 minutes.
  - Always have a cell phone with the Zoom app nearby. Try to connect to the hearing from the app. Copy and paste the hearing link to the alternate device before the hearing begins.
  - If everything else fails, dial in by phone (Zoom invite has the phone number). Interpret consecutively.
  
- What to do if the LEP individual cannot connect to the language channel?
  - Ask the LEP to switch to the English channel. Interpret consecutively from the English channel.
  - If the LEP still cannot connect, ask the host to disable the language channel so you can interpret in the consecutive mode.
  - If simultaneous interpretation is necessary due to the nature of the hearing and the LEP is still unable to switch to the language channel, request permission from the judge to call the LEP on the phone to provide simultaneous interpretation.

**For more information on interpreting in Zoom, please contact Maggie Cao at the Court Interpreter Program at (410) 260-3562.**