

Language Services in an Emergency

REFERENCE GUIDE

During an emergency, some solutions may only permit consecutive interpreting (not simultaneous interpreting). If this is the case, be aware that the proceeding may take longer since the interpreter will have to speak out loud rather than privately to the limited English proficient individual.

TELEPHONIC INTERPRETING

If possible, use a Maryland certified or qualified interpreter from the Maryland Court Interpreter Registry or a court staff interpreter. These individuals are skilled in interpreting legal terminology and courtroom proceedings. Use Language Line for courtroom proceedings only if Registry interpreters are not available.

1. **Registry Interpreters – By Phone.** Freelance interpreters who normally appear in person, may be assigned to assist by phone. They should be paid under current Court Interpreter Program policies, for the same rates and under the same conditions.
 - a. Use ScheduleInterpreter to invite and assign an interpreter just as you would for an in-person session. Mark it as an “Over the Phone (OPI)” interpreting assignment.
 - b. Provide instructions on whether the interpreter will be contacted or whether they will need to dial in to the courtroom or a remote proceeding.
 - c. Have instructions handy on how to set up the conference call if necessary.
2. **Staff Interpreters.** Some courts have staff interpreters who can be available by telephone. Follow the same procedure above to assign and arrange for the proceeding.
3. **Language Line.** Although not normally recommended for longer proceedings or trials, in an emergency, the court may determine it necessary to use Language Line. Please note that Language Line may be experiencing delays due to a high volume of calls during the present emergency. To use Language Line:
 - a. Dial: 1-866-874-3972
 - b. Enter a Client ID:
 - i. Circuit Courts: 530284
 - ii. District Courts: 530277
 - iii. Commissioners: 530280
 - c. Indicate the desired Language.

- d. Provide a 4-digit access code: _____ (Access codes only needed for circuit courts. See the list that follows).

If you are facilitating a multi-party call, conference the interpreter in first, then conference in the other parties. Document the interpreter's name and ID number for future reference. Brief the interpreter as he or she will not be aware they are participating in a court proceeding.

VIDEO REMOTE INTERPRETING (VRI)

1. **Staff Interpreters.** A few courts have staff interpreters who, if not on site, can be available by videoconference to interpret in Polycom-equipped courtrooms, provided the staff interpreter has a Polycom-enabled laptop.
 - a. Use ScheduleInterpreter to assign the staff interpreter, marking it as a "VRI" session.
2. **Access to Justice Staff Interpreters.** Access to Justice can provide on-demand interpreter services in Spanish and Russian via videoconference to any Polycom-enabled courtroom. Contact staff at 410-260-3569 or 410-260-1291.
3. **Remote ASL.** Courts can provide ASL interpretation using a remote ASL laptop provided the interpreter can be heard on the record when it is necessary to voice for the deaf or hard-of-hearing person. Most courts have a laptop configured for this use but any laptop can be configured for use with the service. Instructions on using Remote ASL services are available on the Judiciary's Court Toolkit on Accessibility : <https://mdcourts.gov/sites/default/files/import/legalhelp/pdfs/accessibility/08instructions.pdf>
4. **Skype for Business.** For proceedings that will be done remotely by the judge, courts are encouraged to use Skype for Business. Interpreters can be assigned to participate using Skype for Business as well from any location. You can find instructions on setting up a Skype for Business session on Courtnet at: <https://courtnet.courts.state.md.us/technologyeducation/pdf/qrcskypeaudioconferencing.pdf>
5. **Need Help?** If you need assistance setting up a videoconferencing session contact Service Now at mdcourts@service-now.com or call 410-260-1114.

LANGUAGE LINE ACCOUNT NUMBERS FOR CIRCUIT COURTS:

6300 – Program Services
6311 – Circuit Court for Allegany County
6318 – Circuit Court for Anne Arundel County
6310 – Circuit Court for Baltimore City
6312 – Circuit Court for Baltimore County
6319 – Circuit Court for Calvert County
6313 – Circuit Court for Caroline County
6320 – Circuit Court for Carroll County
6314 – Circuit Court for Cecil County
6321 – Circuit Court for Charles County
6315 – Circuit Court for Dorchester County
6322 – Circuit Court for Frederick County
6316 – Circuit Court for Garrett County
6323 – Circuit Court for Harford County
6317 - Circuit Court for Howard County
6324 – Circuit Court for Kent County
6301 – Circuit Court for Montgomery County
6306 – Circuit Court for Prince George’s County
6302 – Circuit Court for Queen Anne’s County
6307 – Circuit Court for St.Mary’s County
6303 – Circuit Court for Somerset County
6308 – Circuit Court for Talbot County
6304 – Circuit Court for Washington County
6309 – Circuit Court for Wicomico County
6305 – Circuit Court for Worcester County