



## 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. You are not required to have a paid Zoom license account to join the court hearing.
- You may have to wait in a virtual waiting room before being allowed into the virtual hearing room.
- If the host enables the interpreter feature in the hearing, you will see the following message: **“WELCOME. You have been assigned as an Interpreter.”**
- Click **“OK”** to accept.
- Please enter your title: 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. Before they do that, ask the court’s permission to instruct the LEP participant to select the English channel immediately once the feature is activated.

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

- You and the LEP participant should remain on the English channel at the beginning of the hearing so you can interpret consecutively.
- State your name, language, and “Certified” or “Qualified” status.
- Ask the court’s permission to explain the Interpretation feature to the LEP (*see instructions below*). 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 interpreter and LEP participant switch to the foreign-language channel so you can interpret simultaneously.
- If you are on the foreign language channel interpreting simultaneously and need to address the court, don’t forget to switch to the English channel. The LEP participant may or may not need to switch to the English channel. Don’t forget to switch back to the foreign-language channel 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.

#### **HOW TO GIVE INSTRUCTIONS TO LEP?**

- Ask permission from the court to instruct the LEP.
- Ask the LEP: **What device are you using?**

- Once the Language Feature is enabled by the host, the participants, including the LEP, will see the Interpretation feature and available channels.
- Instruct the LEP how to find the language channel depending on the device used:
  - 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

### **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.

### **TEAM INTERPRETING ON ZOOM**

- You will receive your team interpreting assignment via Schedule Interpreter with the name and phone number of your teammate.
- Contact your team interpreter before the hearing and establish a protocol for how you will work together during the hearing:
  1. 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.
  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. If both of you are not interpreting, you should always maintain audio contact with the hearing.
- When the active interpreter is interpreting the passive interpreter will turn off the microphone and video camera to indicate the switch to the other active interpreter.

### **TROUBLESHOOTING**

- What to do if the interpreter loses 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).
- 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.