



Office of Language Access Best Business Practices Video Remote Interpreting

The Office of Language Access (OLA) ensures Limited English Proficient (LEP) individuals' meaningful access to court events, in part, by providing qualified court interpreters. The future of court interpreting is being shaped by using technology to increase access to interpreter services in a timely manner and to efficiently use the pool of interpreters available. Scheduling interpreters continues to be challenging, and this document is intended to guide judges and court staff as OLA looks for new ways to provide language access.

The following are OLA's recommended remote interpreting guidelines:

1. If a court event can be held with a remote interpreter, OLA has a remote-first preference, if feasible.
2. Certain court events are better suited for remote interpreting than others.
3. While many events may be suitable for remote interpreting, given the technology available, OLA recommends that the following events should not be conducted with a remote interpreter:
 - a. Jury or court trial;
 - b. 4+ hour motions or evidentiary hearings; and
 - c. Any other event, due to the parties, the proceeding, or other extenuating circumstance, where the Managing Court Interpreter believes an in-person interpreter must be used.

If you have questions about the suitability to perform specific events remotely, please reach out to your Managing Court Interpreter. Also, please remain in close contact with your Managing Court Interpreter regarding your language access needs. They are the local experts who can work with you to troubleshoot, find solutions, and answer questions.



Office of Language Access Best Business Practices Events Suitable for Video Remote Interpreting

The Office of Language Access (OLA) recommends using WebEx to support the provision of language access services through remote interpreting. Remote interpreting includes the use of video, telephone, or any combination of video and telephone. The events listed in this document have been identified as court events that could be conducted remotely, at the discretion of the court. This is not an exhaustive list, and this document is intended as a guide to help judicial officers and court staff in determining when to use an interpreter remotely, as certain events are better suited for remote interpreting. If you have questions about this document and the suitability to perform specific events remotely, please reach out to your Managing Court Interpreter.

The Office of Language Access supports the use of remote interpreting for the following events.

1. Traffic
 - In-Custody Advisements
 - Continuances
 - First Appearance
2. D&N forthwith hearings
 - Child support hearings
 - Paternity hearings
 - Delinquency advisements
 - Continuances
 - First Appearance
3. Domestic Relations
 - Initial Status Conference
 - Advisements
 - Continuances
 - Post-divorce modification
 - Non-contested permanent order hearings
 - Court ordered mediation
4. Family Court Facilitator meetings
 - Initial Status Conference
 - Continuances
5. Problem Solving Courts

- Participant's advisement of program requirements and expectations
 - Follow up in-person meetings
6. Temporary Protection Orders and Time sensitive motions to modify
 - Continuances
 - Advisements
 7. Other Civil Matters
 - Small claims mediation
 - FEDs
 - Court-ordered mediation
 8. Misdemeanor Criminal matters
 - Appearance of counsel
 - First appearances
 - Bond appearances
 - Status conferences
 - Pre-trial conferences
 - Arraignments
 - Continuances
 - Plea hearings
 - Plea agreements
 - Hearings on Motion to modify time sensitive information
 - Bond revocation hearings
 - Probation compliance reviews
 - Revocation of probation hearings
 - Sentencing
 9. Felony Criminal matters
 - Appearance of counsel
 - Prelim demand
 - Continuances
 - Status conferences
 - Plea agreements
 - Nonviolent and nonsexual felonies
 - Advisements
 - Settings
 - Bond hearings
 - If an LEP victim will speak, notice must be given prior to the hearing
 - First Appearance
 - Bond Revocation hearings
 - Probation Revocation hearings
 - Pretrial conferences
 - Arraignments

- Plea hearings
- Sentencing
 - Nonviolent and nonsexual felonies

10. Other Off the Record events

- Clerk's office windows visits for Civil and Criminal cases, Collections Investigator, Records, etc.
- Self-Help Center with or without appointments
- Court Visitors
- First meeting with Protective Proceedings Monitor



The WebEx Virtual Courtroom: Information for Independent Contract Interpreters regarding Remote Interpreting

This document is intended to help you better navigate the WebEx Virtual Courtroom, which is the platform that will be used to provide remote interpreting services. The WebEx Virtual Courtroom is utilized differently in each judicial district, so you must confirm that this guidance should be followed with the Managing Court Interpreter scheduling you. The WebEx Virtual Courtroom requires the use of a conference call bridge to facilitate private communication and simultaneous interpreting.

An independent contract interpreter will need the following equipment to successfully participate in a virtual court event:

1. Computer or Tablet;
 2. Cellphone or Landline Telephone;
 3. Headset with Microphone; and
 4. Reliable and robust internet service.
- A WIFI connection may be used with the equipment listed above. However, an ethernet cable will be needed if your WIFI signal is not strong enough to ensure a clear connection.
 - A smart phone *can* be used to connect to the conference call bridge and WebEx, through the app or browser, to provide remote interpreting services. However, OLA recommends interpreters use two devices, such as a phone and computer or tablet, to connect to the WebEx virtual courtroom.
 - Before the WebEx Virtual Courtroom event, it is recommended that you test the equipment and your internet connection with the Managing Court Interpreter. Please reach out to the Managing Court Interpreter with questions **before** the event occurs. Plan what you need to have a successful WebEx experience.

Before joining the WebEx Virtual Courtroom:

- Make sure you understand the logistics of interpreting remotely through WebEx. It is recommended that you test the WebEx Virtual Courtroom before the court event.
- You must be prepared to interpret when you join the call. The Court will not be able to provide you with technical help.
- Make sure your cell phone is fully charged and, if possible, there is a landline available as a backup, in case of technical difficulties.
- Adjust your camera and audio before you join the meeting.
- Make sure the area behind you is an appropriate background to be seen.

- Ensure that the area where you are interpreting will be as quiet as possible during the entirety of the hearing. Use an empty room in your house with no audio or visual distractions.
- Do not interpret in a car, as a passenger or the driver.
- Be prepared with pen and notebook on hand before joining the meeting.
- Do not arrive late.

While interpreting in the WebEx Virtual Courtroom:

- Remember to mute your mic when not interpreting.
- Be assertive and ask for repetitions if you cannot hear one of the parties during the hearing.
- When rendering your interpretation look at the camera as if you were looking at the audience in the room.
- Keep your voice at a normal tone; there is no need to yell or whisper.
- Take notes, but don't allow it to distract you from using your memory skills during consecutive interpretation.

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