

Zoom Interpretation

DETAILED GUIDELINES FOR INTERPRETERS

Preparation

- Prepare for remote proceedings the same way you would if interpreting in person.
- Create a professional office space that allows you to work via Zoom without distractions.
- Use a headset with built-in microphone, ideally with noise-cancellation capabilities, and have a pen and paper ready to take notes.
- Be available for the Court at least 10 to 15 minutes before proceeding begins.

Connecting to Zoom

- You will receive a Zoom invitation by email with a link to the call from the Court or court staff. You are not required to have a paid Zoom license account to join the proceedings.
 - If you do not receive the Zoom link at least three (3) days before assignment, contact your Interpreter Services Coordinator. Do not wait until the last minute.

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- You may have to wait in a virtual waiting room before being allowed into the room.
- If the Court enables the Zoom interpretation feature (ZIF), you will see the following message: "Welcome. You have been assigned as an interpreter."
 - Click "OK" to accept.
- Please enter your title as follows: language, interpreter, and first name.
 - Example: Spanish Inter. [Name]
- If the proceeding requires simultaneous interpretation, ask the Court to activate the ZIF at the beginning of the hearing. Before that happens, however, Court staff should instruct the Limited English Proficiency (LEP) participant to select the English language channel immediately once the ZIF is activated. The interpreter will interpret these instructions.

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Communicating with the Court/Host

- You and the LEP should remain on the English language channel at the beginning of the hearing so you can interpret consecutively.
- When asked by the Court, state your name, language, and certification status.
- The Court will explain the ZIF to the LEP and verify that the LEP understands the ZIF and how to use the language channels. Inform the Court when you and the LEP are ready to proceed.
 - Note: This conversation can happen sometime before the hearing as well. The interpreter can interpret the communication between Court staff and LEP.
- Depending on the nature of the proceeding, you can recommend simultaneous interpretation. This requires that you and the LEP switch to the foreign language channel.
 - If you decide to use the ZIF and interpret simultaneously and you need to address the Court, do not forget to switch to the English channel. Switch back to the foreign language channel to continue interpretation.
- Keep the court updated on any issues you and/or the LEP encounter during the hearing and do not leave the hearing until the Court dismisses you.

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Ethics

- Your ethical duties remain the same when you interpret remotely. You must provide accurate interpretation, be impartial, avoid conflicts of interest, preserve confidentiality, understand the limits of your practice, and observe professional demeanor.
- The Court will administer the Oath for Interpreters pursuant to 204 Pa. § Code 106. See *Sample Colloquy*.
 - Once the Oath is administered, you will be an officer of the court for the duration of the proceedings.

Team Interpretation

- For proceedings that require team interpretation, you will receive your assignment, which will include your teammate's name and contact information.
 - If you do not receive this information at least three (3) days before the hearing begins, Elizabeth McCarrick (215) 683 - 8000.
- Contact your teammate as soon as possible to establish a protocol for how you will switch on and off on the Zoom platform.

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Team Interpretation Protocol Suggestions

- Once language channels are activated, interpreters will not be able to hear each other on Zoom. Team interpreters will also not have a separate communication channel on Zoom to speak privately.
 - You will need to establish a separate mode of contact outside of Zoom.
 - Option 1: Indicate switch-off times via text message. Other messaging apps, like Discord and Whatsapp, also work.
 - Option 2: Place earbuds under your headset to allow you to hear your teammate interpret and indicate when it is time to switch off.
 - Option 3: Send audio messages via SMS to your teammate and listen to them through the earbuds under your headset.
- Establish a rotation schedule sometime before the proceedings. It is recommended that teammates switch and interpret in 30-45 minute intervals.
 - The passive interpreter can also provide support to the active interpreter while proceedings are in progress (e.g., intervening if the active interpreter experiences technical issues).

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- During a recess, both interpreters should maintain constant audio contact with the Zoom meeting.
- When the active interpreter is interpreting, the passive interpreter will have their microphone and video camera off. When it is time to switch, the passive interpreter will turn on their microphone and video to indicate that they are prepared to switch.

Interpreting Multiple Languages

- You may be assigned to a hearing where interpreters of two or more languages are needed.
- When an LEP who requires Language A is called to testify, the Court will disable the Language A channel by un-assigning interpreters of Language A, and the LEP will testify in the English language channel. The interpreter(s) of Language A will interpret in consecutive mode in the English language channel.
 - This will allow interpreter(s) of Language B to hear interpretations of Language A.
- After testimony concludes, the Court will activate Language A channel again. The LEP of Language A and their interpreter(s) will go back to the Language A channel for simultaneous interpretation.

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Troubleshooting

- If you lose internet connection:
 - Try to reconnect for 2 minutes.
 - Always have a phone with the Zoom app installed nearby. Try to connect to proceedings from that app. Copy and paste the meeting link into the alternate device before proceedings begin.
- If all else fails, dial in via telephone using the phone number provided in your invitation email.
 - **Note** that the ZIF is not available when either or both the LEP and/or the interpreter dials in by telephone. They will have to proceed with consecutive interpretation.
- If the LEP cannot connect to their foreign language channel:
 - Ask the LEP to switch back to the English channel. Interpret consecutively from there.
 - If the LEP still cannot connect, even via the English language channel, ask the Court to disable the language channels completely and interpret consecutively.

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- In the event that ZIF becomes unusable, the LEP will call into the Zoom meeting via the telephone number provided in their invitation email. The interpreter will interpret consecutively.

For further assistance, please contact Elizabeth McCarrick (215) 683 - 8000.

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INTERPRETER COLLOQUY

It may be appropriate to colloquy the interpreter about their qualifications. See the sample below.

SAMPLE COLLOQUY

1. Are you a certified court interpreter in the Commonwealth of Pennsylvania?
2. What is your interpreter ID number?
3. How long have you been a court interpreter?
4. Approximately how many times have you interpreted in court?
5. Do you hold any additional credentials beyond your licensure or have any specialized training?
6. Are you familiar with the Pennsylvania Oath for Interpreters?
7. I will now administer this oath.
 - a. Do you solemnly swear or affirm that you will make an accurate, complete, and impartial interpretation from the English language into the [LEP's language], and vice-versa, of all communication during this proceeding using your best skill, judgment, and ability and that you will abide by the Rules of Professional Conduct for Judiciary Interpreters, and so you do swear or affirm?