

TIPS for HOST/MODERATORS

IMPORTANT NOTE: This document provides tips to judges and judiciary staff on working with remote interpreters in virtual courtrooms, both spoken and sign language¹. Be sure to also read "[General Tips](#)" and specific tips for [Judges](#) and [Interpreters](#).

1. For court proceedings that require remote interpreting services, coordinate with the Vicinage Coordinator of Interpreting Services (VCIS) and/or staff Interpreters prior to the court event to determine the best possible remote interpreting service.
2. **Plan Ahead.** Hosts/Moderators of all virtual platforms should:
 - a. confirm with LEP court users what technology they will use (i.e. computer device/smartphone, listening and microphone equipment, type of internet connection);
 - b. schedule device/technology testing prior to the virtual court event with all participants including the LEP and interpreter(s);
 - c. ensure that all parties have the relevant access links, Meeting ID numbers and/or passwords required to connect to the virtual courtroom at the scheduled time; and
 - d. **see Tip #11 below** for the appropriate Host/Moderator Set-up Checklist to ensure proper remote interpreting service and court record, when a determination is made in coordination with the VCIS/staff interpreter(s) that remote simultaneous and consecutive interpreting is appropriate.
3. Make sure that all participants join audio over internet (no dial in).
4. Perform a sound and video check before each proceeding begins to ensure all parties can be seen/heard by the interpreter and that the interpreter/s can hear and/or see other attendees. Attendees can adjust personal microphone volume settings.
5. Rename the interpreter's screen name to show Interpreter, language, and their full name.
Examples:
 - a. INTERPRETER (SPA) Jane Smith; and
 - b. INTERPRETER – 2 (SPA PHONE) Jane Smith (if connected via a 2nd device).

¹ These tips are based on the Judiciary's Language Access Plan (LAP). Directive #01-17, Standard 1.8 [Use of Remote Interpreting](#), Appendix 9 [Operational Standards for Telephone Interpreting](#), and Standard 2.6. Video Remote Interpreting May be Appropriate in Limited Circumstances, as well as best practices from *Fundamentals of Court Interpretation: Theory, Policy, and Practice*, 2012 Victoria Felice Vazquez, Holly Mikkelson)

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6. Mute non-speaking participants for audio clarity on the record and so the interpreter can perform consecutive interpretation accurately. Interpreter should never be muted.
7. If available, use “screen sharing” feature to make documents available for sight interpretation (e.g. proposed order). Onscreen document should always be legible.
8. If available, use “breakout” room feature (Zoom), or other equivalent if available, for private attorney/client conversations and include the interpreter if necessary.
9. If the software permits, instruct participants to put their title and full names onscreen. This helps interpreter(s) follow the flow of communication. During screenshare, gallery view may not always be available and clear naming conventions provide clarity to all attendees.
10. Tips to give to LEP court users participating remotely include:
 - a. Use headphones and microphones plugged into your device.
 - b. If no headphone/microphone is available, do NOT use speakerphone. Remain in a quiet place away from background noise and make sure cellular signal or WiFi is strong.
 - c. Use the login information provided to join court event, such as meeting id and phone number, if joining by phone.
 - d. Wait until you are admitted into the meeting.
 - e. If you have access to video, and you have the ability to see all participants, including the interpreter, select that view.
 - f. Follow host instructions in testing audio / video to make sure you can hear the interpreter, the judge and any other person that will be participating.
 - g. Stay muted and unmute yourself when it is your turn to speak.
 - h. If you have a long question, answer, or argument, please pause frequently so that the interpreter can interpret accurately.
 - i. If you see the interpreter raise his/her hand, please allow the interpreter to start interpreting.
 - j. During testimony, only one person can speak at a time for clarity of the record and so that the interpreter can interpret accurately.
 - k. If appearing by video, remove personal photos, distinguishable information, and any other personal items you do not want the public from your background camera view.

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- 11. If it is determined, in coordination with the VCIS/Staff Interpreter, that Zoom is available for the matter, proceed to Checklist A Zoom Simultaneous (Phone to Zoom). If the Alternate Method for simultaneous interpreting is determined to be appropriate, proceed to Checklist B Alternate Method (Phone to LEP). Interpreter(s) must be connected via two devices for each method.**

CHECKLIST A. HOST/MODERATOR SETUP – ZOOM SIMULTANEOUS (PHONE-TO-ZOOM)

- ✓ Confirm that LEP has an internet device (e.g. computer/tablet/smartphone) with latest version of zoom app installed;
- ✓ Confirm with the VCIS/Staff Interpreter(s) whether this method is appropriate;
- ✓ Enable Language Interpretation feature  when scheduling the virtual meeting;
- ✓ Send meeting invitation link and/or Meeting ID + Password to all attendees, including LEP(s) and interpreter(s);
- ✓ Use the dial-out feature to invite interpreter to join via secondary device (e.g. cell phone, landline, VOIP);
- ✓ In the meeting, select the Manage Language Feature and assign interpreters + language pairs and click START;
- ✓ Confirm all participants have selected a language channel and the interpreter has provided instructions to LEP(s) via phone audio on how to access their preferred language channel.

CHECKLIST B. HOST/MODERATOR SETUP – ALTERNATE METHOD (PHONE-TO-LEP)

- ✓ Confirm that each LEP has access to 2 devices (e.g. computer/tablet/smartphone + cell phone or two cell phones). If LEP is appearing via attorney's computer, they need only their cell phone.
- ✓ Confirm with VCIS/Staff Interpreters whether this method is appropriate