

## ZOOM INTERPRETATION FUNCTION

### REFERENCE GUIDE FOR JUDICIAL OFFICER/ HOST

#### Zoom Language Interpretation function:

- Once the host admits participants to a virtual hearing room, allow the interpreter and Limited English Proficient participant/s (LEP) to communicate with each other briefly to confirm that they can hear and understand each other.
- Remind all participants that this is an interpreted event and that the Zoom Interpretation function may be activated to allow the interpreter to provide simultaneous interpretation on a foreign language channel for the benefit of the LEP participant.
- Please note that the Interpretation function should be activated only if it is anticipated that the hearing will involve lengthy English-language statements (motions, opening statements, witness testimony, etc.) and simultaneous interpretation will be necessary.
- The Interpretation function should not be activated at all if the hearing will consist primarily of questions to the LEP participant and his/her answers. The interpreter and LEP participant will remain in the virtual hearing room and the interpreter will interpret in the consecutive mode.
- Ask the interpreter to identify him/herself for the record and administer the oath to the interpreter first.

#### Interpreter Oath:

“Do you swear or affirm to interpret accurately, completely, and impartially and to refrain from disclosing confidential or privileged information obtained while serving in this proceeding?”

- Explain to all participants that once the Interpretation function is activated, they must select the English language channel, including the host. Click on the globe a second time to select English.
- Allow the interpreter to explain the Interpretation function to the LEP participant BEFORE it is activated.
- Once the host activates the Interpretation function, make sure the interpreter and LEP first select their foreign language channel (Russian, for example) if prompted to do so before proceeding further.
- Language interpretation cannot be initiated or managed when using the Zoom mobile app. Participants joining from the Zoom mobile app can only listen to interpretation audio channels.

#### How to activate the Interpretation function during the meeting:

- If the hearing involves questions posed to the LEP participant and responses, the interpreter and LEP participant MUST stay on the English channel and the interpreter will interpret in the consecutive mode. Instruct the speakers to stop and pause to allow for interpretation.
- If the hearing involves lengthy English-language monologues and discussions, such as motions, opening statements, or closing arguments, the interpreter will seek your permission to switch to the foreign language channel, so he/she can interpret simultaneously for the LEP participant.
- When the LEP participant and interpreter switch to the foreign language channel, all other participants should stay on the English channel and can place themselves on mute.

Breakout Rooms:

The Interpretation function is not available in the breakout rooms. The interpreter can only interpret in the consecutive mode. The interpreter should never be placed with the LEP participant alone in a breakout room. After leaving the breakout room, a window may appear for participants to select their language again.

Troubleshooting:

- If the LEP participant cannot connect to the foreign language channel, you should instruct him/her to remain on the English channel or you should end/disable the interpretation function entirely and proceed with the hearing without it. The interpreter will interpret in the consecutive mode.
- If a participant hears the English and foreign language channels at the same time, the participant should switch to the English channel.
- If the LEP or interpreter loses internet connection, he/she can rejoin the Zoom hearing by calling the phone number provided in the ZOOM invitation. The Language Interpretation function does not work for participants who dial-in, therefore, some interpreters will only be able to interpret in the consecutive mode or interpret simultaneously using a second device, but this is not always possible.
- If the Zoom hearing ends unexpectedly, contact the interpreter with instructions. Interpreters can interpret over the telephone in the consecutive mode.
- If a host or interpreter cannot initiate or manage the Interpretation function, it may be because they are using the Zoom mobile app. Hosts and interpreters should always sign-in to virtual hearings using a PC or laptop computer. They should also update Zoom when updates are available.
- If the globe and “interpretation” do not appear on the bottom of the host’s screen, the function was not enabled at the time of scheduling the meeting and is not available. To fix, ask all to rejoin in 5 minutes, end the meeting, go to your Zoom portal, locate the meeting, select “edit” enable the language interpretation function (email and language), save and then start the meeting.

Notes:

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For further assistance with the ZOOM Interpretation function, contact the Court Interpreter Program at [jennifer.figueira@delaware.gov](mailto:jennifer.figueira@delaware.gov) or call during the pandemic (302)319-8348.