

## **Community of Practice for Family Law Attorney's Representing Immigrant Survivors of Domestic Violence and Sexual Assault**

### **Fundamentals on Remote Interpreting**

**October 27, 2020**

# Introductions



**Ana Paula Noguez Mercado, LL.M**  
Interpretation Training and Technical  
Assistance Coordinator  
Asian Pacific Institute on Gender-Based  
Violence

# Next COP Calls

- **November 17, 2020 at 1pm EST**
- **December 1, 2020 at 1pm EST**  
TBD



# Let's be present!



- ▶ Remove distractions



- ▶ Get a beverage



- ▶ Be ready to take notes



- ▶ Center yourself

# FUNDAMENTALS ON REMOTE INTERPRETING

NIWAP, Family Law Community of Practice

Oct 27, 2020

Ana Paula Noguez Mercado, LL.M

Interpretation Training and Technical Assistance Coordinator

[anoguez@api-gbv.org](mailto:anoguez@api-gbv.org)

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# ASIAN PACIFIC INSTITUTE ON GENDER-BASED VIOLENCE

- National Resource Center/Technical Assistance Provider
- Focused on domestic and sexual violence human trafficking and other forms of gender-based violence in the Asian and Pacific Islander Communities and immigrant communities
- Address language access barriers for limited-English proficient victims and survivors, in all languages
- Goals:
  - strengthen culturally-relevant advocacy, promote prevention and community engagement, and influence public policy and systems change.
- Main office located in Oakland, CA
- [www.api-gbv.org](http://www.api-gbv.org)

The Interpretation Technical Assistance & Resource Center (ITARC) works to improve systems responses to victims with LEP by providing technical assistance and training on the development and implementation of language accessible services

# The Power of Language



- 1) Accept the break room invitation
- 1) With your partner, share on a moment in your life when you very clearly felt the power of language (2 min per person)
- 1) Be ready to share one word that came out of your conversation.

Source: Adapted from The Highlander Center, What Did They Say? Interpreting for Social Justice, <http://www.intergroupresources.com/rc/Highlander%20curric.pdf>



# Introductions

In the chat box please share,

- 1) Name and gender pronouns (make sure you change your name on your Zoom window)
- 1) The languages you use in your daily lives
- 1) One word that stood out from your conversation

Source: Adapted from The Highlander Center, What Did They Say? Interpreting for Social Justice, <http://www.intergroupresources.com/rc/Highlander%20curric.pdf>



Spanish

English

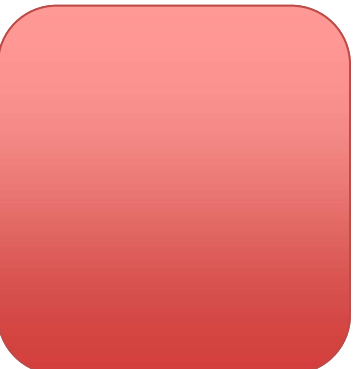
Mandarin

Hebrew

Portuguese

Spanglish

# Our Languages Matter





Joy

Relief

Understanding

Pleasure

Resp

Inclusive

Responsibility

Freedom

Bias

Dominance

Lingual Competency

Power

Comprehension

Comfort

Pressure and

Culture

Frustration

# Community Agreements

- 1 mic 
- Mute when not sharing
- Step up-step up
- Be fully present
- Other?

## The meadow

- ...



# OBJECTIVES

1. **Explore** current realities, challenges and successful practices when working **remotely** with survivors with Limited English Proficiency (LEP)
2. Offer practical tools for **working with remote interpreters**
3. **Share** tips and ideas on advocacy when working with courts remotely



## THREE DIFFERENT ROLES AND TOOLS TO ENSURE MEANINGFUL ACCESS AND EQUITABLE COMMUNICATION

<p><b>Multilingual Staff</b> <i>In-language advocacy</i></p>	<p><b>Translators</b> <i>Translation</i></p>	<p><b>Interpreters</b> <i>Interpreting</i></p>
<div data-bbox="226 669 634 1065" data-label="Image"> </div> <p data-bbox="201 1127 705 1312">Use skills in 2 or more languages to do their regular jobs</p>	<div data-bbox="802 685 1255 1071" data-label="Image"> </div> <p data-bbox="810 1127 1213 1367">Convert <b>written text</b> from one language into another</p>	<div data-bbox="1331 665 1604 932" data-label="Image"> </div> <div data-bbox="1638 685 1848 873" data-label="Image"> </div> <p data-bbox="1352 967 1869 1464">Use <b>spoken</b> or <b>sign</b> language to transmit a message from one language into another <b>without adding, deleting, or changing</b> the message.</p>

# TRANSLATION/ INTERPRETING...

...interchangeable terms

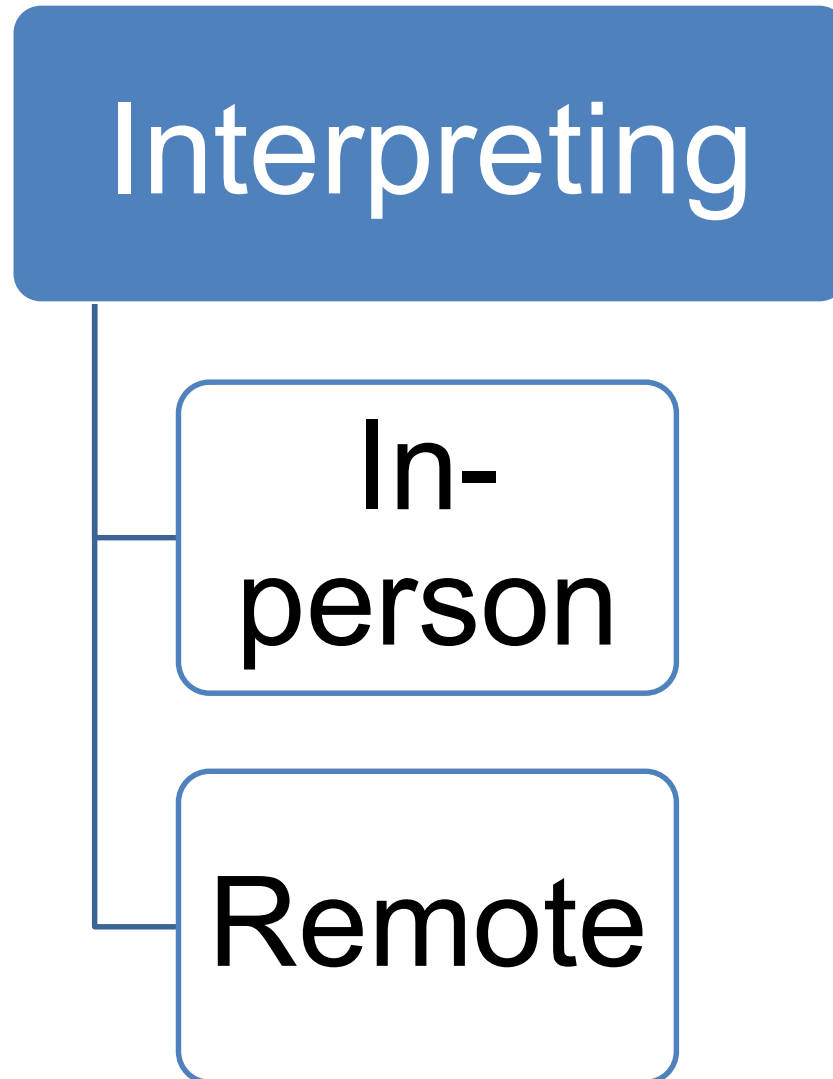


# MODES OF INTERPRETING

- ▶ **Consecutive:** Speakers pause while the interpreter relays the message.
- ▶ **Simultaneous:** Interpreters follow a few seconds behind speakers without pauses, often using special equipment.
- ▶ **Sight Translation:** Oral interpreting of document written in a different language.



# INTEPRETING MODALITIES

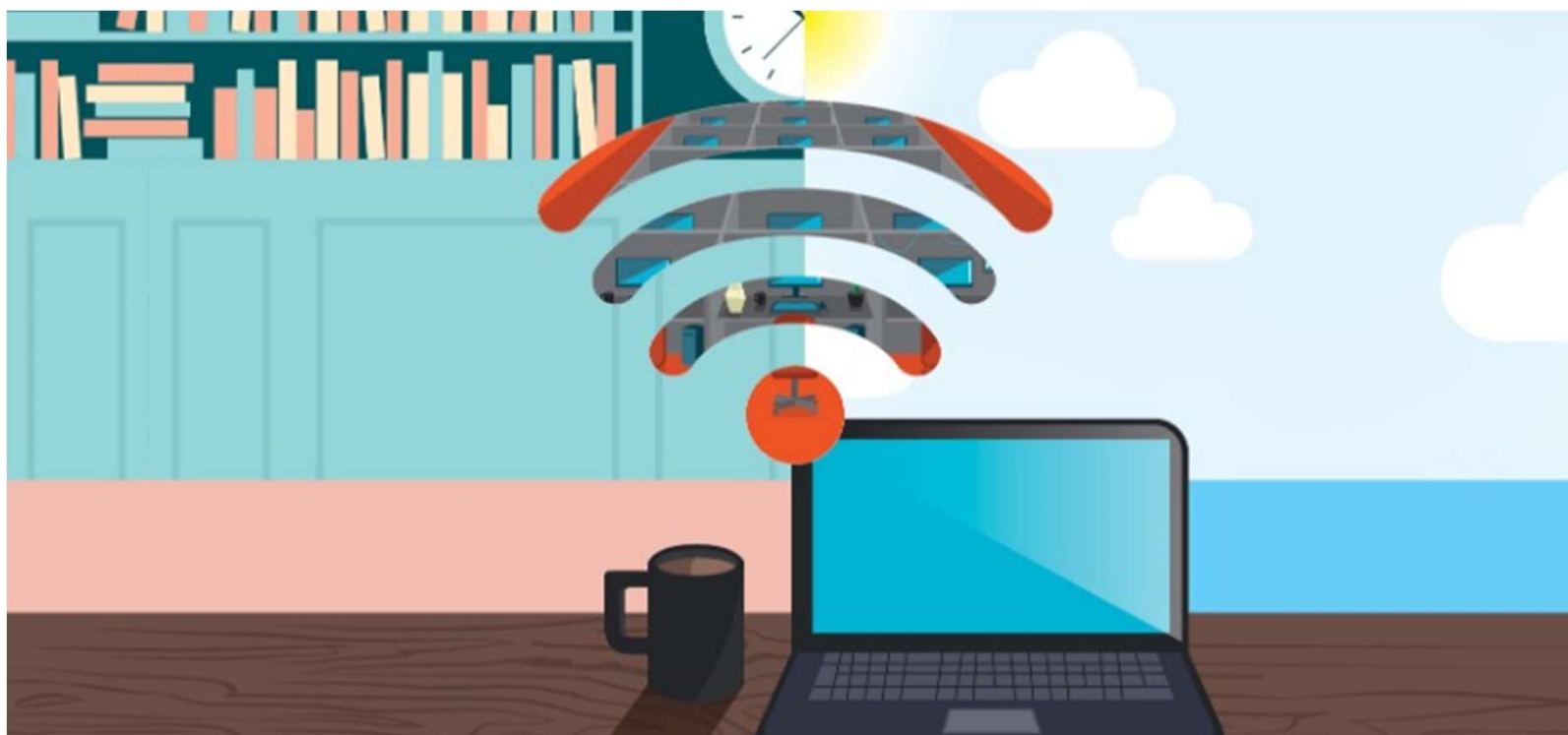


# POLL 1

**Which describes your experience working with remote interpreting (RI)?**

- 1) I use RI at least once a week, and I feel comfortable working with this modality
- 2) I have used RI within the last month, and I'm still learning platforms and protocols
- 3) I have no experience working with RI, and I'm unfamiliar with platforms or protocols for doing so.

# WHAT DO WE MEAN BY REMOTE INTERPRETING?



# INTERPRETING MODALITIES

- Over-the-Phone Interpreting (OPI)



- Video Remote Interpreting (VRI)



- Video Relay Services (VRS)



- Remote Simultaneous Interpreting (RSI)



*Which modality do you use?*

# PROS

Pro RSI: Simultaneous

Access to skilled & higher quality interpreters in other parts of the country, esp. rare languages

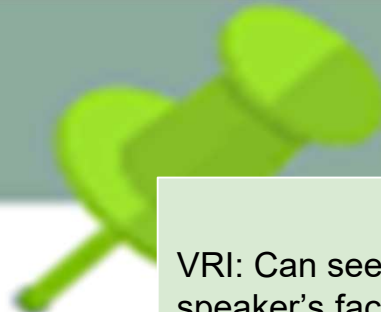
able to communicate in clients native language

RSI: may take less time

OPI: could be safer for survivors

OPI: technology

VRI: Can see the speaker's facial expression and gestures



# CONS

Unstable connections

VRI - No intonation/emotion for deaf interpreters if relaying over phone

Hard to control confidentiality - we don't know who else is with the client; or the person that is assisting them with the technology

Lack of access to technology for client

Con- is it impersonal,

RSI: sometimes hard to hear everything; could be hard to know if something is not being interpreted correctly

Non-tech savvy judges get frustrated with the tech, and it can sometimes spill over into the hearing itself



difficult to speak with interpreter before the hearing starts

Lack of confidentiality in VRI

difficult to know who is going to speak next, talk over one another, hard to know what is being interpreted



# GENERAL CONSIDERATIONS FOR USING RI

- ▶ Access to stable internet > Tech divide > Remote areas
- ▶ Access to technology > Which? > Where?
- ▶ Security, Confidentiality, Privacy
- ▶ Interpreter's Training
- ▶ Interpreter's Fatigue
  
- ▶ What else?

## Video Remote Interpreting (VRI) Pros and Cons

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>Limited English Proficient (LEP) Consumers Advantages:</b>	<b>Limited English Proficient (LEP) Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>Rural and remote areas that have very scarce pools of interpreters can benefit from this service.</li> </ul>	<ul style="list-style-type: none"> <li>Many rural and remote areas are not adequately equipped with high speed, broadband infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>LEP consumers in rural and remote areas will benefit.</li> <li>Choices of interpreters outside small linguistic communities are available.</li> </ul>	<ul style="list-style-type: none"> <li>In addition to less infrastructure, rural locales can become overly dependent on VRI—and not invest in time to obtain in-person interpretation when it is needed.</li> </ul>

## POLL 2

Which platform do you use?

Webex

Zoom

Microsoft Teams

Webex

Google Hangouts

Bluejeans

Other





Webex Meetings



zoom



Cisco Jabber



apigbv  
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## PROS

Doxy.me service is confidential link and client does not have to download anything to computer or phone.

Zoom- clients are a little more familiar because their kids and remote schooling



## CONS

Skype - does not allow for break out rooms. The more people on the call the harder it can be to hear

Zoom-bomb Spammers



# CONSIDERATIONS WHEN WORKING WITH SURVIVORS

## Technology Safety

exploring technology in the context of intimate partner violence, sexual assault, and violence against women



### Using Technology to Communicate with Survivors During a Public Health Crisis

ESPAÑOL

During a public health crisis such as the current COVID-19 pandemic, when [public health officials recommend “social distancing”](#) to slow the spread of infection, technology such as video calls or web chats may be useful tools to connect with survivors remotely.

**In considering new technology, survivors must be at the center of our decision-making.** This is true in ordinary times and must still apply even in a public health crisis. In practice, this means prioritizing both access and privacy.

Digital services offer more ways for survivors to connect to advocacy and support services. We recently developed a **Digital Services Toolkit**, available in [English](#) and [Spanish](#). The toolkit includes guides, worksheets, and recorded webinars focused on assessing capacity, choosing a platform and a vendor, and best practices for various types of tools including text, chat, and video.

#### SAFETY CHECK!

If you think someone’s monitoring your devices, visit this website from a computer, tablet, or smartphone that isn’t being monitored. [Exit from this website](#) and delete it from your browser history. For more information, [visit this page](#).

#### GET HELP NOW

See our list of [National Helplines](#) to talk to someone who can answer your questions and support you.

NNEDV, Using Technology to Communicate with Survivors During a Public Health Crisis <sup>27</sup>  
<https://www.techsafety.org/digital-services-during-public-health-crises>

<b>Feature / Functionality</b>	<a href="#"><u>Cyph</u></a>	<a href="#"><u>Gruveo</u></a>	<a href="#"><u>Doxy.me</u></a>	<a href="#"><u>Zoom</u></a>	<a href="#"><u>ResourceConnect</u></a>
<b>One-on-One Chat</b>	Yes	Only within video or voice meeting	Yes	Only within video or voice meeting	Yes
<b>Group Chat</b>	Yes	Only within video or voice meeting	No	Only within video or voice meeting	Internal group chat for agencies available now. External group chat with survivors coming soon.
<b>One-on-One Video &amp; Voice</b>	Yes	Yes	Yes	Yes	No
<b>Group Video &amp; Voice</b>	Available in April	Yes	Yes, premium feature for up to 10 people	Yes	No

# BEST PRACTICES FOR WORKING WITH REMOTE INTERPRETERS



## Tip Sheet

### Remote Interpreting in Domestic Violence/ Sexual Assault Victim Service Settings

*This is a dynamic and living document. Our intention is for it to reflect new issues and solutions as they develop. If you have any additional information on remote interpreting from a healing-centered approach, please email us at [anogues@api-gbv.org](mailto:anogues@api-gbv.org) to incorporate that knowledge into these resources.*

#### What is Remote Interpreting?

Remote interpreting is a telecommunication service that uses devices such as web cameras or video phones to provide sign language or spoken language interpreting services<sup>1</sup>. Remote interpreting modalities are:

- Over-the-phone interpreting (OPI): Interpreting provided over the phone via a landline or browser app with audio
- Video Remote Interpreting (VRI): Interpreting provided over video platforms with a camera (using one audio channel)

In domestic violence/ sexual assault victim services settings, remote interpreting may be appropriate when:

- It is impossible to provide on-site interpreting due to disaster response restrictions
- No certified or qualified interpreter is available in person

**For best practices and tips on Remote Counseling and Advocacy, visit:**

- **NNEDV**, How to Operate as a Remote Workplace During a Public Health Crisis:

<https://www.techsafety.org/remote-work-public-health-crisis>

- **NJCEDV**, Tips for Remote Counseling and Advocacy, <https://njcedv.org/tips-for-remote-counseling-advocacy/>

Victim service agencies providing remote advocacy need to ensure their services are equally available to survivors with Limited English proficiency (LEP). They need to meet clients where they are, and provide safe options that allow them to communicate with the program, and benefit from services in their primary language.

Below some basic considerations/guidelines to ensure the provision of accessible services to populations with LEP.

#### Basic Considerations

##### 1) Protecting client's confidentiality:

- Ask interpreters/interpreting agency what safeguards they implement to ensure the protection of confidential information shared during appointments/events
- Sign an agreement with interpreters/interpreting agencies detailing client's confidentiality and



# WORKING WITH REMOTE INTERPRETERS: BEFORE THE SESSION

1. **Decide what modality** will you use OPI/ VRS/ VRI/ RSI based on survivor's preference
2. Make sure you know how to **effectively use the platform.**
  - Chose a platform that best supports communication rather than improvised solutions
3. **Familiarize** yourself with the process and make sure you know how to troubleshoot
4. Make sure you have a **strong internet and phone connection, & a quiet and private space** to connect
5. Use **headset with microphone** to enhance sound

# WORKING WITH REMOTE INTERPRETERS: BEFORE THE SESSION

6. Ensure interpreters receive good **quality sound**
7. **Identify** language or use a telephonic interpreting service to support you with that
8. **Schedule** interpreter(s) well ahead of time>  
Promote team interpreting.
  - Interpreters are using at least 22 cognitive skills when interpreting, and many more when working remotely!
  - Accuracy declines significantly **after thirty minutes** of interpreting
9. Provide **materials** to interpreters in advance
10. **Tech check** before the session or at the beginning of the call with interpreter and survivor.



# WORKING WITH REMOTE INTERPRETERS: DURING THE SESSION

1. Allow for interpreters' **introduction** and **pre-session/** Review Remote Interpreting Guidelines
2. **Note interpreter's name or ID number**
3. **Explain the purpose** of the call
4. Schedule a **break** every 30 minutes or **hire 2** interpreters to work as a team for call over 1 hour
5. **Use first person** and address your client directly
6. **Speak** to the survivor **in short sentences** and pace/pause for interpreting
7. **Check frequently** for understanding



# WORKING WITH REMOTE INTERPRETERS: AFTER THE SESSION

Follow up with **client**

Follow up with **interpreter**

## Tip Sheet

# Considerations When Using Interpreters for Victims with Limited English Proficiency

### 1. Complete and Accurate Interpretation

- a. The interpreter's comfort with domestic violence, sexual violence, and child abuse may have an impact on the interpreter's ability to interpret completely and accurately.
- b. The use of slang varies from region to region and from generation to generation. How victims may describe sexual violence or body parts may be misinterpreted if the interpreter is not familiar with the slang used by the victim.

### 2. Impartiality and Avoidance of Conflicts of Interest

- a. Be aware of the potential for interpreter bias. A competent interpreter will be able to interpret impartially. But individuals should be aware of the potential for interpreter bias to effect the impartiality of the interpreter. Forms of bias that could influence an interpreter include: cultural biases regarding men and women, victim blaming, age bias, and gender bias.
- b. Many interpreters come from the same community the victim is from. Relationships and the standing of an interpreter in the community could influence a victim's comfort and willingness to share her/his story.

### 3. Confidentiality

- a. It is important to reiterate to the interpreter and victim that all conversations are confidential.
- b. The fact that the interpreter has interpreted for the victim should also be confidential.

### 4. Legal Advice

- a. Interpreters role and standing in the community because of their

# USE OF AD HOC INTERPRETERS



- Self-reported multilingual people without formal training as interpreters.
- Using a client's family member/friend to interpret for legal services is a conflict of interest and could jeopardize accuracy, attorney-client privilege, and confidentiality.
- Can be used **exclusively** for emergencies and limited conversations to gather the information you need to find the right interpreter (like someone's preferred language and region of origin).

## POLL 3

### Has Your Local Court Implemented Remote Interpreted Hearings?

Yes, with audio only and using consecutive interpreting

Yes, with VRI and using consecutive interpreting

Yes, with VRI and using consecutive and simultaneous interpreting

Remote hearings with interpreting are not an option in my state

# DISCUSSION

- ▶ What types of standards, protocols, guidelines, bench cards, and trainings are your local courts implementing for remote hearings with interpreters?
- ▶ Are litigants able to fully understand and participate? Are there standardized instructions in different languages?
- ▶ What training/ equipment do interpreters needed?

# Video Remote Interpretation Solutions and Resources for Courts

A Pandemic Resource from NCSC

Language Access Services Section | June 2020 | Version 1



## Introduction

During this national public health crisis, many state court systems across the country have moved quickly to adopt remote technology to ensure the continuation of court operations. For many courts, this has included implementing various strategies to provide interpretation during remote hearings to meet the needs of limited English proficient (LEP) court users.

To assist state court systems with providing remote interpretation both during and following the pandemic, staff at the NCSC's Language Access Services Section (LASS) have worked with state language access program managers across various jurisdictions to provide the following tips, resources, and answers to frequently asked questions with regard to providing video remote interpretation (VRI) for remote court proceedings.<sup>1</sup>

NCSC, Video Remote Interpretation Solutions and Resources for Courts [https://www.ncsc.org/data/assets/pdf\\_file/0023/41387/VRI-Solutions.pdf](https://www.ncsc.org/data/assets/pdf_file/0023/41387/VRI-Solutions.pdf)

CAFE LINGO

# How to Work with a Remote Interpreter in a Virtual Hearing

**boostlingo** Blog

How to Work with a Remote Interpreter in a Virtual Hearing



Boostlingo, *How to Work with a Remote Interpreter in a Virtual Hearing*,  
<https://boostlingo.com/2020/04/30/how-to-work-with-a-remote-interpreter-in-a-virtual-hearing/>



## RI RESOURCES

- **Bluehorizon**, *TRI Webinar 1: An Overview of Remote Interpreting*: [https://www.youtube.com/watch?v=d6Filpjf\\_aM&t=807s](https://www.youtube.com/watch?v=d6Filpjf_aM&t=807s)
- **National Center for State Courts**, *“Back to the Future”: Video Remote Interpreting and Other Language Access Solutions in the Time of COVID*: <https://vimeo.com/434341338>
- **Hawai'i State Judiciary**, *Remote Court Hearings via Zoom or Webex*: <https://www.courts.state.hi.us/remote-court-hearings-via-zoom-or-webex>
- ▶ **Wisconsin Court System**, *A Handbook for Court Interpreters Working in Teams*, <https://www.wicourts.gov/services/interpreter/docs/inthandbook.pdf>
- ▶ **ATA**, *Interpreting in the Face of a Pandemic*, <http://www.ata-divisions.org/ID/interpreting-in-the-face-of-a-pandemic/>



# OTHER PROMISING PRACTICES

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- **Building Interpreter and Translator Pools (DV/ SA contexts)**
  - Ayuda: [https://ayuda.com/wp-content/uploads/2017/06/CLIB\\_One\\_Pager.pdf](https://ayuda.com/wp-content/uploads/2017/06/CLIB_One_Pager.pdf)
  - Ahsakiran: <http://ashakiran.com/Jul2017/trauma-informed-interpreting-2>
- **Interpretation Skills Building Training**
  - API-GBV: [www.api-gbv.org](http://www.api-gbv.org)
  - CRLA/ Antena Los Angeles : <https://www.crla.org/>  
<https://antenalosangeles.org/>
- **Reimbursement for language services**
  - NMCADV Accessibility Project, <https://www.nmcadv.org/accessibility/>
- **Multilingual Advocacy**
  - The Asian Women's Shelter Multilingual Advocate Model, <https://www.sfaws.org/programs>

# CONTACT API-GBV/ ITARC

- **Interpretation Technical Assistance Resource Center (ITARC)**
  - Cannon Han - [chan@api-gbv.org](mailto:chan@api-gbv.org)
  - Ana Paula Noguez Mercado – [anoguez@api-gbv.org](mailto:anoguez@api-gbv.org)
  - Kayla Chan – [kchan@api-gbv.org](mailto:kchan@api-gbv.org)

# REQUESTING TA AND TRAINING

- Submit a request via <https://www.api-gbv.org/culturally-specific-advocacy/language-access/>



About Gender-Based Violence ▾ Culturally Specific Advocacy ▾ Resource Library 🔍

legal service providers. Use this form to submit a request.

Potential topics include:

- Federal and state laws and policies on language access in civil and criminal courts,
- Meeting the needs of culturally diverse victims/survivors with limited English proficiency,
- Improving language access policies and practices in organizations and systems,
- Roles and responsibilities of advocates and systems personnel at various points of contact,
- Model programs and practices for

**Submit a request:**

Name

Organization/Program Name

Email Address

Please briefly summarize your technical assistance or training request



## OTHER RESOURCES

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- **U.S. Department of Justice**, Civil Rights Division, Federal Coordination & Compliance Section (FCS): [www.justice.gov/crt/cor](http://www.justice.gov/crt/cor)
- **Casa de Esperanza/ National Latin@ Network**, LEP Toolkit: <http://nationallatinonetwork.org/lep-toolkit-home>
- **NIWAP** <http://niwaplibrary.wcl.american.edu/cultural-competency/multilingual-materials-for-victims/are-you-safe-at-home>
- **Vera Institute of Justice. Center on Victimization:** <https://www.vera.org/securing-equal-justice/ensuring-access-for-people-with-disabilities-and-deaf-people>





# Thank You!

