

# INTERPRETER GUIDE FOR REMOTE HEARINGS

## YORK REGION PROVINCIAL OFFENCES COURT

### Preamble and Purpose

As a result of the COVID-19 pandemic, some court proceedings will be held virtually by video conference (Zoom) or by audio conference (telephone). As an interpreter, you may be scheduled to provide remote translation services to the Court.

The purpose of this document is to provide information to interpreters who will appear remotely before the Provincial Offences Court for a virtual proceeding. In this document, the term “virtual proceeding” means a hearing or case conference conducted by audio or video conference utilizing Zoom, a web-based conferencing solution. The Guide aligns with material provided by the Ministry. Please continue to comply with the *Court Interpreter Handbook* provided by the Ministry of the Attorney General as this Guide aligns with the Ministry’s direction.

Best practices apply to all remote hearings; however, the specific directions of the presiding judicial official should always be followed. While the court proceeding is taking place virtually, it should be regarded as a formal setting.

### REQUIRED TECHNOLOGY FOR INTERPRETERS DURING REMOTE HEARINGS:

Provincial Offences Court proceedings held in York Region by video conference will be held using the Zoom platform.

- You will require a computer or smart device that is equipped with a camera and microphone.
- Stable internet connection of at least 3mbps. This can be tested at <https://www.speedtest.org>

### PREPARING FOR THE ZOOM HEARING:

- Install Zoom for free. We recommend you download and install the Zoom meeting app on your smartphone, tablet or computer.
- Familiarize yourself with the Zoom app and test it on your device. You can join a test meeting at <https://zoom.us/test>
- You will receive video conference access information by email once you have accepted the booking.
- Join the Zoom hearing 15 minutes before the scheduled court start.. Be sure to check your equipment well in advance to be sure your device functions properly and that it is fully charged.

### York Region Provincial Offences Court Services

1-877-331-3309 (Newmarket) 1-866-758-0750 (Richmond Hill)  
TTY 1-866-512-6228  
york.ca



**Please note:** We are encouraging all interpreters to attend remote hearings by video to provide interpretation services. When you confirm the booking with the interpreter coordinator, you will receive a confirmation email notice with the Zoom video and audio connection information. If you are experiencing technical difficulties, please connect to the hearing by calling the telephone number provided on your notice. If difficulties continue, please contact the court at 1-877-331-3309 (Newmarket) or 1-866-758-0750 (Richmond Hill).

### **SPECIFICATIONS FOR VIDEO CONFERENCE PROCEEDINGS:**

Please ensure your microphone, headset and camera are working and not muted. You can test the equipment by clicking the ^ icon next to the 'Mute' icon on the bottom left hand side of the screen, selecting 'Test Speaker & Microphone' and following the prompts.

### **DURING THE REMOTE HEARING:**

When you join the meeting, you will be prompted to enter your name. Please use the naming convention: {name of language} interpreter, last name, first name.

The court clerk will admit you into the hearing and will, at the direction of the presiding Justice of the Peace, swear you in or have you affirmed in relation to the provision of your interpretation services.

You can mute and unmute your own microphone by pressing the 'Mute' or 'Unmute' icon on the bottom left hand side of your screen.

Once you have joined the Zoom meeting, the prosecutor will assign you to an 'interview room', which are breakout rooms to support private discussions between the defendant and the prosecutor. You may be moved between breakout rooms to provide interpretation services to multiple defendants. You will need to accept the Court's invitation to join the breakout rooms. The interview rooms are not considered the courtroom and the conversations are not recorded. The prosecutor will move you to the courtroom session when court is ready to start.

If there is a recess or break in the proceeding, all parties will be moved from the breakout/interview room to the waiting room. It is recommended that you mute your microphone and turn off your video for the length of the break.

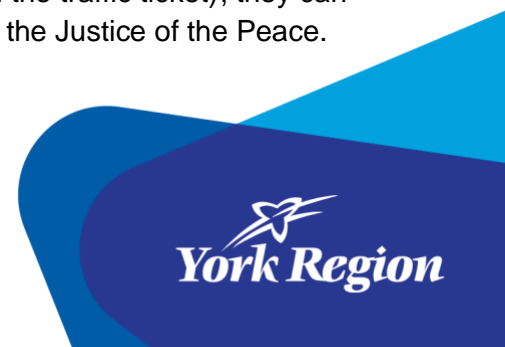
Upon completion of the matter(s), please confirm with the presiding Justice of the Peace that no additional interpretation services are required. Once you have concluded your interpretation services, you can disconnect by clicking on 'Leave Meeting' at the bottom right of your screen.

### **WALK-IN GUILTY (WIG) PROCESS WITH INTERPRETERS:**

York Region POA courts are scheduling remote Walk-in Guilty Plea matters. If a person receives a traffic ticket and would like to plead guilty with an explanation (Option 2 on the traffic ticket), they can call the courthouse directly in advance to book a remote appointment with the Justice of the Peace.

### **York Region Provincial Offences Court Services**

1-877-331-3309 (Newmarket) 1-866-758-0750 (Richmond Hill)  
TTY 1-866-512-6228  
york.ca



Court administration will schedule all appointments through an online appointment system, starting at 9 a.m. Appointments will be scheduled at ten-minute intervals without an interpreter or 20-minute intervals with an interpreter. Court Services will attempt to book numerous matters on the same day with the same interpreter.

### **Best Practices and Court Etiquette for Interpreters**

**Introductions:** When you first join the remote proceeding, you will be asked to identify yourself for the record. Use the naming convention - {name of language} interpreter, last name, first name.

**Join Early:** Please connect to the hearing 15 minutes before your scheduled court start.

**Find a Quiet Location:** Every reasonable effort should be made to find a quiet, private space.

**Speak clearly and slowly:** Remember to unmute before speaking. Speak clearly and slowly enough for everyone to follow what you are saying.

**Mute Microphone:** Do not use speakerphone. To minimize background noise, your microphone must be on mute when you are not speaking. If you are using a computer, close applications on your computer such as Twitter, Facebook and email.

**Dress Appropriately:** The Justice of the Peace will be dressed as they would to reflect the professionalism of the Court. Dress as if you are attending an in-person proceeding in the courtroom.

### **Technical Difficulties**

If the image and sound quality is interrupted, ask whether participants can hear you. If you disconnect unexpectedly, please try reconnecting. If difficulty continues, please try calling into the session using the telephone number provided on the email confirmation. If you cannot reconnect to the proceeding by phone or by any other device, contact court administration at 1-877-331-3309 for Newmarket or 1-866-758-0750 for Richmond Hill.

The video and audio connection information will be posted online at [www.york.ca/courts](http://www.york.ca/courts)

### **Additional Information**

Zoom connection information for interpreters can be found at – [www.york.ca/courts](http://www.york.ca/courts)

For further technical support on Zoom – [www.support.zoom.us](http://www.support.zoom.us)

### **York Region Provincial Offences Court Services**

1-877-331-3309 (Newmarket) 1-866-758-0750 (Richmond Hill)  
TTY 1-866-512-6228  
york.ca

