



## Office of Language Access Best Business Practices Video Remote Interpreting

The Office of Language Access (OLA) ensures Limited English Proficient (LEP) individuals' meaningful access to court events, in part, by providing qualified court interpreters. The future of court interpreting is being shaped by using technology to increase access to interpreter services in a timely manner and to efficiently use the pool of interpreters available. Scheduling interpreters continues to be challenging, and this document is intended to guide judges and court staff as OLA looks for new ways to provide language access.

The following are OLA's recommended remote interpreting guidelines:

1. If a court event can be held with a remote interpreter, OLA has a remote-first preference, if feasible.
2. Certain court events are better suited for remote interpreting than others.
3. While many events may be suitable for remote interpreting, given the technology available, OLA recommends that the following events should not be conducted with a remote interpreter:
  - a. Jury or court trial;
  - b. 4+ hour motions or evidentiary hearings; and
  - c. Any other event, due to the parties, the proceeding, or other extenuating circumstance, where the Managing Court Interpreter believes an in-person interpreter must be used.

If you have questions about the suitability to perform specific events remotely, please reach out to your Managing Court Interpreter. Also, please remain in close contact with your Managing Court Interpreter regarding your language access needs. They are the local experts who can work with you to troubleshoot, find solutions, and answer questions.