

**The State of Texas
Office of Court Administration
Texas Remote Interpreter Project**

**COURT GUIDE TO USING THE
TEXAS REMOTE INTERPRETER PROJECT SERVICES**

1. **Project overview.** The Office of Court Administration's (OCA's) Texas Remote Interpreter Project (TRIP) is a three-year, grant-funded program that provides:

- *free* foreign language interpretation services
- in cases involving **intimate partner** violence
 - Available to ALL counties:
 - in **civil** cases
 - by licensed court interpreters (Spanish) or licensed or qualified interpreters (languages other than Spanish)
 - Available to counties with a population of less than 50,000:
 - in **criminal** cases
 - by licensed court interpreters (Spanish only)
- for hearings in district and county-level courts
- *via* telephone call using the court's speakerphone; by voice over Internet protocol (VOIP); or by computer videoconferencing

Remote site interpretation means that the interpreters are not physically present in the courtroom. Spanish language interpretation services will be provided entirely by licensed court interpreters employed by OCA. Interpretation services for languages other than Spanish will be provided by a commercial interpretation service under contract with OCA.

In civil cases only, a limited amount of grant funds are available for *free* remote interpretation services in languages other than Spanish. In the context of this project, "civil" cases include magistrate's orders of emergency protection (EPO) issued under provisions of the Texas Code of Criminal Procedure. For a magistrate's order of emergency protection (EPO) that is heard in conjunction with a criminal matter (e.g., magistration, bond hearing), TRIP services are available only if the OCA receives the court's confirmation (which will be documented during the appointment confirmation process for the hearing) that the criminal issues are incidental to the civil EPO hearing.

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TRIP services must **not** be used to replace county-funded licensed Spanish court interpreter services in **civil** and **criminal** cases involving family violence between intimate partners provided at no cost to either party;¹ or licensed or qualified interpreters in languages other than Spanish in **civil** cases involving family violence between intimate partners provided at no cost to either party. However, TRIP services are available in certain limited situations for counties that provide county-funded interpretation services, as follows:

- For counties that provide interpreter services in **civil** matters without cost to either party, the project services are available only if OCA receives the court's confirmation (which will be documented during the appointment confirmation process for the hearing) that (1) there is no county-funded licensed Spanish court interpreter or licensed or qualified court interpreter in a language other than Spanish available at the time of the hearing; and (2) delaying the case would likely cause undue hardship to or is likely to endanger the party seeking relief.
- For counties with a population of less than 50,000, the Spanish interpretation services provided by OCA's licensed court interpreters are available in **criminal** matters only if OCA receives the court's confirmation (which will be documented during the appointment confirmation process for the hearing) that (1) there is no county-funded licensed Spanish court interpreter available at the time of the hearing; and (2) delaying the case would likely cause undue hardship to or is likely to endanger the party seeking relief.

1.1 *Contact information.*

Texas Remote Interpreter Project

P O Box 12066

Austin, Texas 78711-2066

Phone: (512) 463-5656

Fax: (512) 463-3413

Email: interpreter@txcourts.gov

Information about the Project is also available on OCA's website, at:
<http://www.courts.state.tx.us/oca/DVRA/trip.asp>

1.2 *Service priorities.* TRIP's focus is on improving access to licensed Spanish court interpreters, and licensed or qualified interpreters in languages other than Spanish, in rural areas. As capacity allows, services are available on demand and by appointment. If capacity is reached, then the services will be provided according to the following priorities. However, once a request for interpretation at a given time and date has been confirmed, it will be provided regardless of service priority.

- **Service Priority 1**—Counties with a population of less than 50,000 can schedule an appointment beginning 30 days before the proceeding.

¹ Interpreter services in criminal cases are only available to counties with a population of less than 50,000.

- **Service Priority 2**—Counties with a population of 50,000 or more but less than 500,000 can schedule an appointment beginning two business days before the proceeding.
- **Service Priority 3**—Counties with a population of 500,000 or more can schedule an appointment on the day before the service is needed.

(See **Attachment A** for a list of counties within the respective priority categories. The list can also be found on OCA’s website at:

<http://www.courts.state.tx.us/oca/DVRA/trip.asp>.)

1.3 Enrolling in the program. To enroll, a court must complete the form at: www.appointmentquest.com/provider/2150096234/signup. If a court lacks Internet access, the court can call OCA, at (512) 463-5656, to request that an enrollment form be faxed to it. After the court enrolls, OCA will send the court a “Participation Agreement” that must be signed by the judge and returned to OCA by mail or by fax to (512) 463-3413, before services can be scheduled.

2. Court interpretation in Spanish.

(See **Attachment B** for a judicial benchcard that provides a brief summary of the policies and procedures for scheduling and using the Spanish interpretation services provided by OCA’s staff interpreters.)

Spanish language interpretation services will be provided entirely by licensed court interpreters employed by OCA. These interpreters have passed stringent oral and written testing developed by the Consortium for State Court Interpreter Certification with the help of the National Center for State Courts, are experienced in Texas courtroom procedures, meet annual continuing education requirements, comply with the Licensed Court Interpreters Code of Ethics and Professional Responsibility, and receive ongoing training in family violence issues.

While the interpretation services are free, the court is responsible for the payment of any phone charges incurred.

2.1 Mode of interpretation. Interpretation will be *consecutive*, meaning that only one person talks at a time, usually about two sentences.² Sight translation of documents (oral translation of text written in one language into another language, in real time) and interpretation of audio or video recordings are **not** available services.

2.2 Required technology. To use this service, a court needs a:

² However, simultaneous interpretation may be provided in special circumstances if arrangements are made in advance.

- (1) speakerphone in the courtroom and the ability to initiate a long-distance telephone call;³
- (2) computer with a microphone and Internet access (for free voice over Internet service, which is commonly referred to as “VOIP”); or
- (3) computer with a microphone, a webcam, and broadband Internet access (for free videoconferencing).

Videoconferencing is the preferred method for providing remote-site interpretation services, due to the importance of non-verbal cues in rendering an accurate interpretation. Wired networks (a physical network plug is inserted into the computer) are preferred for videoconferencing. Wireless networks should be avoided due to lower image and sound quality. For video, the minimal quality is uninterrupted, intelligible audio coupled with the ability to recognize the speaker’s facial features at least 80% of the time. The interpreter may halt a session if audio quality becomes insufficient for accurate interpretation.

2.3 *MegaMeeting videoconferencing.* OCA interpreters use MegaMeeting, a web-based commercial videoconferencing service for both VOIP and videoconferencing. MegaMeeting **does not require installation of any software** and usually is not blocked by courthouse network security programs. The participants will simply log on to a website by clicking on a link in the e-mail they receive in confirmation of each service request. To participate in a MegaMeeting videoconference, the court’s computer must have at least 256 MB RAM/240 kbps speed and be linked to an Internet browser with a Flash Player 7 plug-in. MegaMeeting can be used with or without a webcam (the latter use will be voice-only).

2.4 *Minimum quality standards.* Whatever the telecommunication medium used, the court’s technology must meet minimum quality standards. This quality will be assessed by an OCA staff interpreter during a test call or videoconference session, which will be scheduled before the first use in that courtroom. Subsequent changes to the network or related equipment in a given courtroom may require adjustments to the interpreting services available, as remote interpreting is only feasible with a high-quality connection. Because the equipment can vary from courtroom to courtroom within a given courthouse, OCA will schedule test calls or videoconference sessions for each courtroom where remote interpreters will be used.

³. The speakerphone must be “full duplex,” meaning both parties can speak at the same time and still hear each other simultaneously. Since the late 1990s, all but the least expensive speakerphones have the full-duplex feature. Full duplex speakers also have an echo-elimination function. With older, half-duplex phones, the speaker cannot hear the other party until he stops speaking, and the first few words of the sentence may be cut off. To test your phone, try placing a call and speaking at the same time as the other person, interrupting, to see if you can both be heard at once.

- 2.5 *Hours of service.*** Spanish language interpretation services are available on weekdays, except on state holidays, as posted on AppointmentQuest. The court can log in at <http://www.appointmentquest.com/provider/2150096234/login> to check availability. If a court does not have Internet access, the court can obtain information about the hours of service on a particular day(s) by calling OCA, at (512) 463-5656, or faxing a request for that information to (512) 463-3413.
- 2.6 *Scheduling.*** When the court has or will set a hearing date for which interpretation services are needed, the judge or court staff can access the interpreters' calendar, which is posted online at www.appointmentquest.com/provider/2150096234/login, to determine interpreter availability and schedule services. The court will select an available time and date and enter the required prehearing information directly into the AppointmentQuest calendar. The calendar will automatically send a confirmation message to the court. If two or more interpreted proceedings are planned back-to-back, the court must set up a separate appointment for each, signing up for adjoining time slots of the expected, approximate length.
- If a court does not have Internet access, the court can call OCA, at (512) 463-5656, to determine interpreter availability and request a prehearing information form. The court must fax a request for interpreter services, along with the required prehearing information, to (512) 463-3413. The interpreter will confirm the appointment by fax or phone call.
- 2.7 *Appointment length.*** The court should allow 40% more time for consecutive interpretation, which is the type of interpretation provided by remote interpreters than is needed for simultaneous interpretation, which is the type of interpretation provided when the interpreter is present in the courtroom. AppointmentQuest accepts appointments in increments as short as 10 minutes (useful for multiple, short proceedings). Long appointments (those over 2.0 hours) are available. However, due to time constraints, special arrangements must be made to schedule long appointments. To schedule an appointment over 2.0 hours, court staff must contact the interpreters by email, at interpreter@txcourts.gov, or phone, at (512) 463-5656, at least seven business days before the hearing date.
- 2.8 *Cancellation policy.*** If a court has Internet access, the court must use AppointmentQuest to cancel appointments. If a court does not have Internet access, the court must send written notification of the cancellation by fax to OCA, at (512) 463-3413. OCA must be notified of any changes in or cancellations of scheduled interpreter services as far in advance as possible, to allow other courts the opportunity to schedule interpreter services during that time period.
- 2.9 *Compliance monitoring.*** For grant purposes, OCA must document that scheduled services were either used or timely cancelled. Therefore, OCA will monitor compliance with scheduling and cancellation policies and will discontinue or suspend services to non-compliant courts.

3. Non-Spanish language interpretation (in civil cases only)

In civil cases only, TRIP funds interpretation services for languages other than Spanish. These services are provided telephonically by a commercial interpretation service under contract with OCA. The commercial service's interpreters are not necessarily licensed as court interpreters by the state of Texas; however, they are screened, trained, qualified, and monitored through an internal program of the vendor. In counties with a population of 50,000 or more, the court must make a finding on the record that the commercial service's interpreter is being used to interpret because there is no licensed court interpreter within 75 miles who can interpret in the language that is necessary in the proceeding. (Tex. Gov't Code § 57.002).

While the interpretation services are free, the court is responsible for the payment of any phone charges incurred.

- 3.1 *Mode of interpretation.*** As with OCA's licensed Spanish court interpreters, the commercial service's interpretation will be consecutive interpretation. Sight translation of documents and interpretation of audio or video recordings are **not** available services.
- 3.2 *Technical requirements.*** To use the commercial services, the court must have a full-duplex speakerphone available in the courtroom.
- 3.3 *Hours of service.*** Non-Spanish court interpretation services are available Monday through Friday, 8:00 a.m. to 5:00 p.m. CST.
- 3.4 *Scheduling.*** Non-Spanish services are available during regular office hours (8:00 a.m. to 5:00 p.m., Monday-Friday); however, the court must use the Non-Spanish option on the AppointmentQuest scheduling program to provide prehearing information and request an appointment. When OCA staff confirms the appointment (by email or telephone), staff will also send the court an approval code along with the telephone number for the commercial service. At the scheduled hearing time, the court will call the commercial service and provide the approval code. Although the non-Spanish interpretation services *may* be available upon demand, to ensure that OCA has time to process the request for these services, at least one business day's notice is recommended. If two or more interpreted proceedings are planned back-to-back, the court must obtain an approval code for each proceeding.

Courts with Internet access must use AppointmentQuest (www.appointmentquest.com/provider/2150096234/login) to submit the required prehearing information and obtain an approval code.

If a court does not have Internet access, the court can contact OCA by phone, at (512) 463-5656, or fax, at (512) 463-3413, to obtain a prehearing information form. The completed form must be returned by fax or mail to OCA before services can be scheduled.

- 3.5 Cancellation policy and compliance monitoring.** Appointments for non-Spanish interpretation services are subject to the same cancellation policy and compliance monitoring as apply to appointments for OCA staff interpreter services.

4. Data collection and reporting.

4.1 Required data. By the terms of the grant, OCA is required to collect and maintain data that measure the effectiveness of the program; therefore, the courts must provide certain basic information on each case both before and after the interpretation services are provided. Additional data elements, such as the actual time the interpreter spent on a case, will be tracked internally.

4.1.1 Prehearing data. The prehearing information to be provided by the court to OCA includes, but is not limited to the:

- type of case (i.e., for criminal cases, the offense charged; for civil cases, whether the matter is a Family Code protective order, magistrate's order of emergency protection, sexual assault victim's protective order, temporary order of emergency protection for a child under Family Code § 152.024, etc.)
- type of proceeding (hearing on the merits, pre-trial matter, post-trial matter or other (e.g., contempt);
- name of the Limited English Proficiency (LEP) participant;
- role of the LEP participant in this case (e.g., applicant, respondent, or non-party witness);
- primary language of the LEP participant; and
- court's telecommunication technology (videoconference, telephone, or VOIP).

In addition, the court should provide OCA with any other information that would be helpful in providing the interpretation services (e.g., recent changes in the telecommunications equipment used in the courtroom, a new judge who has not used the system before, an LEP person who is a child, etc.).

4.1.2 Post-hearing data. Information to be provided by the court to OCA includes:

- whether the case involves violations of pretrial (bond) conditions;
- whether the resolution resulted in an offender being ordered to attend batterer's intervention counseling;

- the resolution resulting from the proceeding (issuance of order, continuance, dismissal, etc.); and
- whether the case resulted in the issuance of a protective order.

This information may be requested verbally by the OCA staff interpreter at the end of each hearing in which Spanish interpretation services have been provided. For non-Spanish interpretation services, or if the information is not available at the close of the hearing in which Spanish interpretation services have been provided, OCA will send the court a post-hearing request for information, which can be returned by mail, fax or email. The court should provide the information as soon as possible (within 7 business days after the hearing adjourns) or state in writing that despite its best efforts, the information is not available.

- 4.2 *Non-compliance.*** If the court fails to provide the required prehearing and post-hearing data (or provide a written statement that despite its best efforts, post-hearing information is not available), it will be ineligible to participate further in TRIP until the required data or statement is provided.

5. OCA interpreter staff.

- 5.1** Comments about the TRIP may be sent to marco.hanson@txcourts.gov or (512) 463-1625.

- 5.2 *Code of Ethics and professional standards of interpreters*** TRIP services by Spanish court interpreters licensed in Texas will conform to the ethical and professional standards set out in 16 Texas Administrative Code § 80.100, summarized here. (See **Attachment C**). The interpreter shall be able to readily communicate with the LEP person, be able to interpret the LEP person's statements, and be able to accurately repeat and interpret statements of the LEP person to the judge or jury. The interpreter shall take and honor the oath or affirmation to use the interpreter's best skill and judgment to interpret truly and accurately during the court proceeding. The interpreter shall be able to effectively, impartially, and accurately interpret both receptively and expressively. The interpreter will recuse him or herself from participation in any proceeding in which the interpreter has an interest or a bias. The interpreter will follow the laws of the United States and the state of Texas with regard to provision of interpretation services.

ATTACHMENT A

THE TEXAS REMOTE INTERPRETER PROJECT – JUDICIAL BENCHCARD WORKING WITH OCA SPANISH INTERPRETERS

Interpreters:	Licensed Spanish court interpreters with training on family violence issues.
Courts:	District and county-level courts
Case Types:	For all counties, civil cases involving family violence between intimate partners (including a magistrate's order of emergency protection). Additionally, in counties with a population of less than 50,000, criminal cases involving family violence between intimate partners .
Service Priority 1:	Counties with a population of less than 50,000 can schedule an appointment beginning 30 days before the proceeding.
Service Priority 2:	Counties with a population of 50,000 or more but less than 500,000 can schedule an appointment beginning two business days before the proceeding.
Service Priority 3:	Counties with a population of 500,000 or more can schedule an appointment beginning on the day before the proceeding (subject to the availability of an interpreter).
Appointments:	Weekdays except state holidays. To check availability, log in at http://www.appointmentquest.com/provider/2150096234/login . ¹
Cost:	Free for qualifying civil and criminal cases. (Phone charges are paid by the court.)
Technology:	Landline speakerphone (minimum) or high-speed Internet (preferred).

To enroll in the program (required before the first appointment):

1. Log on to www.appointmentquest.com/provider/2150096234/signup.
2. Submit the information required to enroll the court.
3. Participation Agreement, which will be faxed to the court, must be signed **by the judge** and returned to OCA.
4. An OCA interpreter will schedule a test call or videoconferencing session.

To schedule an interpreter:

1. Log on to www.appointmentquest.com/provider/2150096234/login.
2. Submit the information requested about the proceeding.
3. An OCA interpreter will respond by the next business day to confirm the appointment with connection details.

TELEPHONE ONLY—A few minutes before the scheduled appointment:

1. Call the phone number provided in your appointment confirmation email.
2. Identify the court to the interpreter and provide requested information.

VIDEOCONFERENCE or VOICE OVER INTERNET PROTOCOL (VOIP)—A few minutes before the scheduled appointment:

1. Click on the link to MegaMeeting.com sent in the confirmation e-mail.
2. Identify the court to the interpreter and provide requested information.

¹ Courts without Internet access should contact OCA (at phone 512-463-5656 or fax 512-463-3413) to obtain services.

Procedure for successful use:

1. When the court has multiple short proceedings (10 minutes or less) that will be heard consecutively, court staff should schedule the hearings in consecutive 10-minute increments.
2. Prior to the hearing, any document that a participant or the court anticipates using should be sent to the interpreter by fax to 512-463-3413. However, the interpreter is **NOT** permitted to perform sight translation of documents or interpretation of audio or video recordings.
3. The judge or the judge's designee should make sure that all parties are close enough to a microphone (and for video conference calls, the video camera and screen) to be clearly heard by the interpreter. The judge should confirm at the beginning of the proceeding that (1) all participants can hear each other; and (2) the interpreter and limited English proficiency (LEP) participant understand each other in Spanish.
4. When the hearing convenes, the judge should ask for and resolve any challenges to the interpreter's qualifications or appearance via telecommunication. OCA staff interpreters' qualifications are available at <http://www.courts.state.tx.us/oca/DVRA/dvra-home.asp>.
5. After resolving all legal challenges to the interpreter, the judge should administer the interpreter's oath. (See below for sample oath).
6. The judge should instruct all hearing participants on the use of the interpreter (see below).
7. The judge should ensure that: (1) all speakers pause at reasonable intervals (about every two sentences/10 seconds); and (2) the LEP participant pauses for interpretation, even if the participant understands or speaks some English.
8. Especially on voice-only calls, the judge and the participants should remember that the interpreter cannot see any of the gestures, evidence, or other visual cues in the courtroom.

Sample oath to administer to interpreter: "Do you solemnly swear that you will well and truly and to the best of your ability discharge the duties of interpreter and translate from English into Spanish, and from Spanish into English, such questions and answers as shall be put to the witness and received from the witness in the case now pending before the Court?"

Sample instructions for the judge to give to all hearing participants: "We will be using a Spanish interpreter today who is at a remote site. The interpreter will communicate with [name of Spanish-speaking participant]. It is important to speak clearly and at a moderate speed so that our voices will be heard through the microphone located [place]. The interpretation will be consecutive so the speaker must pause every 10 seconds or so. If we speak too fast or for too long, the interpreter will have to ask for repetitions to make sure [he/she] conveys the exact same information in the other language. Please direct all questions and statements to the Spanish-speaker rather than to the interpreter. For example, phrase the question as 'What is your marital status?' rather than as 'Ask her what her marital status is.' The interpreter will then speak from the perspective of the person for whom [he/ she] is interpreting."

Required case data: To fulfill grant requirements, the interpreter will ask the court for certain case information at the close of the hearing or in a later communication. If the court fails to provide the required data, it will be ineligible to participate further in the Texas Remote Interpreter Project until the required data is provided.

Technical Assistance: interpreter@txcourts.gov or (512) 463-5656
Comments: interpreterprogramsupervisor@txcourts.org or 512-463-1625

ATTACHMENT B

COUNTIES ALPHABETICALLY BY PRIORITY LEVELS

Service Priority 1: Counties with a population of less than 50,000

Andrews	Culberson	Hopkins	McCulloch	Stephens
Aransas	Dallam	Houston	McMullen	Sterling
Archer	Dawson	Howard	Medina	Stonewall
Armstrong	De Witt	Hudspeth	Menard	Sutton
Atascosa	Deaf Smith	Hutchinson	Milam	Swisher
Austin	Delta	Irion	Mills	Terrell
Bailey	Dickens	Jack	Mitchell	Terry
Bandera	Dimmit	Jackson	Montague	Throckmorton
Baylor	Donley	Jasper	Moore	Titus
Bee	Duval	Jeff Davis	Morris	Trinity
Blanco	Eastland	Jim Hogg	Motley	Tyler
Borden	Edwards	Jim Wells	Navarro	Upshur
Bosque	Erath	Jones	Newton	Upton
Brewster	Falls	Karnes	Nolan	Uvalde
Briscoe	Fannin	Kendall	Ochiltree	Val Verde
Brooks	Fayette	Kenedy	Oldham	Waller
Brown	Fisher	Kent	Palo Pinto	Ward
Burleson	Floyd	Kerr	Panola	Washington
Burnet	Foard	Kimble	Parmer	Wharton
Caldwell	Franklin	King	Pecos	Wheeler
Calhoun	Freestone	Kinney	Polk	Wilbarger
Callahan	Frio	Kleberg	Presidio	Willacy
Camp	Gaines	Knox	Rains	Wilson
Carson	Garza	La Salle	Reagan	Winkler
Cass	Gillespie	Lamar	Real	Wood
Castro	Glasscock	Lamb	Red River	Yoakum
Chambers	Goliad	Lampasas	Reeves	Young
Childress	Gonzales	Lavaca	Refugio	Zapata
Clay	Gray	Lee	Roberts	Zavala
Cochran	Grimes	Leon	Robertson	
Coke	Hale	Limestone	Runnels	
Coleman	Hall	Lipscomb	Sabine	
Collingsworth	Hamilton	Live Oak	San Augustine	
Colorado	Hansford	Llano	San Jacinto	
Comanche	Hardeman	Loving	San Saba	
Concho	Hartley	Lynn	Schleicher	
Cooke	Haskell	Madison	Scurry	
Cottle	Hemphill	Marion	Shackleford	
Crane	Hill	Martin	Shelby	
Crockett	Hockley	Mason	Sherman	
Crosby		Matagorda	Somervell	

Service Priority 2: Counties with a population of 50,000 or more but less than 500,000

Anderson	Galveston	Liberty	Rusk
Angelina	Grayson	Lubbock	San Patricio
Bastrop	Gregg	Maverick	Smith
Bell	Guadalupe	McLennan	Starr
Bowie	Hardin	Midland	Taylor
Brazoria	Harrison	Montgomery	Tom Green
Brazos	Hays	Nacogdoches	Van Zandt
Cameron	Henderson	Nueces	Victoria
Cherokee	Hood	Orange	Walker
Comal	Hunt	Parker	Webb
Coryell	Jefferson	Potter	Wichita
Ector	Johnson	Randall	Williamson
Ellis	Kaufman	Rockwall	Wise

Service Priority 3: Counties with a population of 500,000 or more

Bexar	Denton	Harris	Travis
Collin	El Paso	Hidalgo	
Dallas	Fort Bend	Tarrant	

Source: U.S. Census Bureau, 2010 Census

ATTACHMENT C

Licensed Court Interpreters Code of Ethics and Professional Responsibility 16 Texas Administrative Code § 80.100

(a) **Preamble.** Many persons who come before the courts are non- or limited-English speakers. The function of court interpreters and translators is to remove the language barrier to the extent possible, so that such persons' access to justice is the same as that of similarly situated English speakers for whom no such barrier exists. The degree of trust that is placed in court interpreters and the magnitude of their responsibility necessitate high, uniform ethical standards that will both guide and protect court interpreters in the course of their duties as well as uphold the standards of the profession as a whole. Interpreters are highly skilled professionals who fulfill an essential role in the administration of justice.

(b) **Applicability.** This code shall guide and be binding upon all persons, agencies and organizations who administer, supervise use, or deliver interpreting services to the judiciary. This code is therefore intended not only to set forth fundamental ethical precepts for court interpreters to follow, but also to encourage them to develop their own, well-informed ethical judgment.

(c) **CANON 1: ACCURACY AND COMPLETENESS.** Interpreters shall render a complete and accurate interpretation or sight translation, without altering, omitting, or adding anything to what is stated or written, and without explanation. The register, style, and tone of the source language should be conserved. While interpreting or translating, court interpreters are to use the same grammatical person as the speaker. Guessing should be avoided. Interpreter errors should be corrected for the record as soon as possible.

(d) **CANON 2: REPRESENTATION OF QUALIFICATIONS.** Interpreters shall accurately and completely represent their certifications, accreditations, training, education, and pertinent experience. Court interpreters shall bring to the judge's attention any circumstances or conditions that impede full compliance with any canon of this code, including, but not limited to: interpreter fatigue, inability to hear, or inadequate knowledge of specialized terminology, and must decline assignments under conditions that make such compliance unattainable. Acceptance of a case by an interpreter conveys linguistic competency in legal settings.

(e) **CANON 3: IMPARTIALITY AND AVOIDANCE OF CONFLICTS OF INTEREST.** Interpreters shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. Interpreters shall immediately disclose to the Court and all parties any real, potential, or perceived conflicts of interest. Interpreters shall abstain from comment on cases in which they serve. An interpreter who is also an attorney should not serve in both capacities in the same matter, unless agreed to by the judge and all parties.

(f) **CANON 4: PROFESSIONAL DEMEANOR.** Interpreters shall conduct themselves in a manner consistent with the dignity of the court and shall be as unobtrusive as possible.

(g) **CANON 5: CONFIDENTIALITY.** Interpreters shall not disclose privileged or confidential communications or information acquired in the course of interpreting or preparing for interpretation, unless authorized by the Court or by law.

(h) **CANON 6: SCOPE OF PRACTICE.** Interpreters shall limit themselves to interpreting or translating, and shall not give legal advice, express personal opinions to individuals for whom they are interpreting, or engage in any other activities which may be construed to constitute a

service other than interpreting or translating while serving as an interpreter. An interpreter may convey legal advice including the explanation of forms and/or services to a person only while an attorney is giving it.

(i) CANON 7: ASSESSING AND REPORTING IMPEDIMENTS TO PERFORMANCE.

Interpreters shall assess at all times their ability to deliver their services. When interpreters have any reservation about their ability to satisfy an assignment competently, they shall immediately convey that reservation to the judge.

(j) CANON 8: DUTY TO REPORT ETHICAL VIOLATIONS. Interpreters shall report to the judge any effort to influence or impede the performance of their duty, or their compliance with any legal requirement, any provision of this code, or any other official policy governing court interpreting. An interpreter having knowledge that another interpreter has committed a violation of any provision of this code shall inform the judge and/or the appropriate licensing authority.

(k) CANON 9: PROFESSIONAL DEVELOPMENT. Interpreters shall continually improve their skills and knowledge and advance the profession through activities such as professional training and education, and interaction with colleagues and specialists in related fields. Interpreters should keep informed of all statutes, rules of courts and policies of the judicial system that relate to the performance of their professional duties.