



**Navigating ADR Online:
Accessibility, Interpreters, and ADA Accommodations
October 19, 2020**

MPME Webinar Series



Ksenia has been specializing in the field of court interpreting since 1994, and has served as a certified court interpreter in New York City, Washington DC, Maryland, and Virginia, and an interpreter trainer and coach. Under Ksenia's leadership and guidance, the Maryland Court Interpreter Program has significantly grown and evolved with hundreds of new qualified and certified interpreters added to the Court Registry and various language access tools implemented in the Maryland courts. Ksenia and the Court Interpreter Program team have been collaborating with various Judiciary departments to provide training on the use of Zoom for Government in interpreted proceedings.

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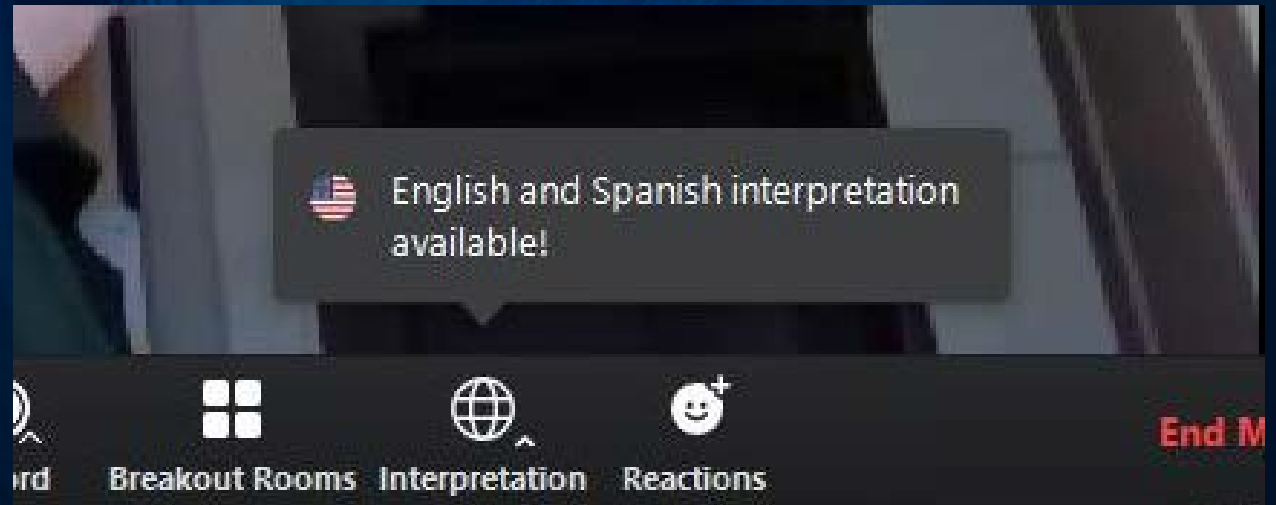


Lewis Dabney is Executive Director of the Key Bridge Foundation, a non-profit Alternative Dispute Resolution practice that provides a range of mediation, conflict resolution, program management, training, and technical assistance services to the federal sector. With his colleagues at Key Bridge, he has managed the US Department of Justice's Americans with Disabilities Act Mediation Program under contract for more than 20 years, processing over 7000 complaints. He is George Mason University's Cater School for Peace and Conflict Resolution 2020 Alumni of the Year.

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Basic Features of Zoom (in the hearing room)

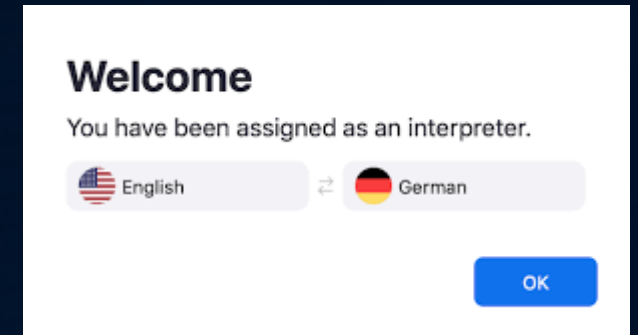
- ONCE THE LANGUAGE FEATURE IS ACTIVATED BY THE HOST, PARTICIPANTS AND THE LIMITED ENGLISH PARTICIPANT (LEP) WILL SEE ON THE MENU BAR THE LANGUAGE ICON WHICH MEANS THE INTERPRETATION CHANNEL HAS BEEN ACTIVATED:
- ZOOM OFFERS NINE LANGUAGE CHANNEL OPTIONS. IF YOUR LANGUAGE IS NOT ONE OF THE NINE, A LISTED LANGUAGE WILL BE SELECTED.
- JUST REMEMBER YOUR CHANNEL/LANGUAGE.



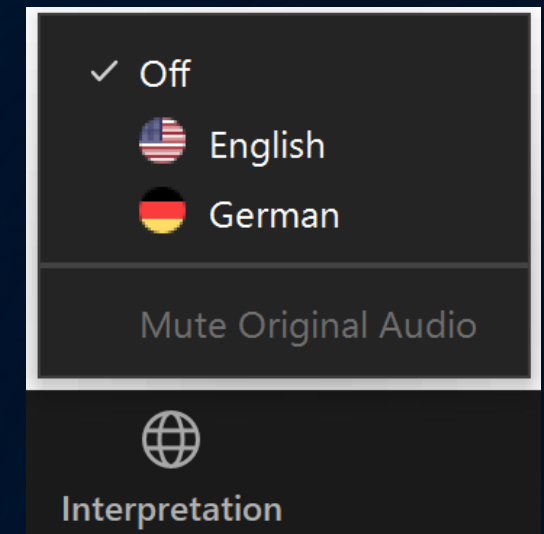
Using the Interpretation Feature

- AT THE BEGINNING, EVERYBODY IS IN THE MAIN ROOM INCLUDING THE INTERPRETER AND LEP.
- THE INTERPRETER MAY ASK THE HOST TO ACTIVATE THE INTERPRETATION FEATURE TO PROVIDE SIMULTANEOUS INTERPRETATION.
- ALLOW THE INTERPRETER TO EXPLAIN THE FEATURE TO THE LEP BEFORE ACTIVATING IT.
- SELECT THE ENGLISH LANGUAGE CHANNEL TO CONTINUE. THE INTERPRETER AND LEP WILL BE ON THE FOREIGN LANGUAGE CHANNEL.
- BRING THE LEP BACK TO THE ENGLISH CHANNEL FOR CONSECUTIVE INTERPRETATION.

INTERPRETER'S VIEW:



PARTICIPANT'S VIEW:

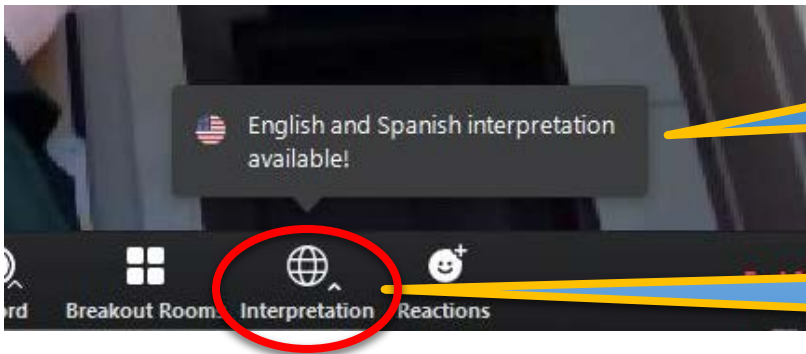


Troubleshooting

- IF YOU CAN'T HEAR PARTICIPANTS: SEND A MESSAGE THROUGH CHAT
- IF YOUR CONNECTION DROPS: TRY TO RECONNECT AFTER 1-2 MINUTES
- HAVE A BACKUP PLAN: RE-JOIN USING ZOOM PHONE/TABLET APP
- WHEN EVERYTHING ELSE FAILS: TRY TO DIAL-IN BY PHONE (PHONE# IS ON THE ZOOM INVITE)
- WHAT TO DO IF THE LEP CAN'T CONNECT TO THE LANGUAGE CHANNEL? – **REQUEST THE HOST DEACTIVATE THE INTERPRETATION FEATURE.**

ZOOM Interpretation Feature Instructions

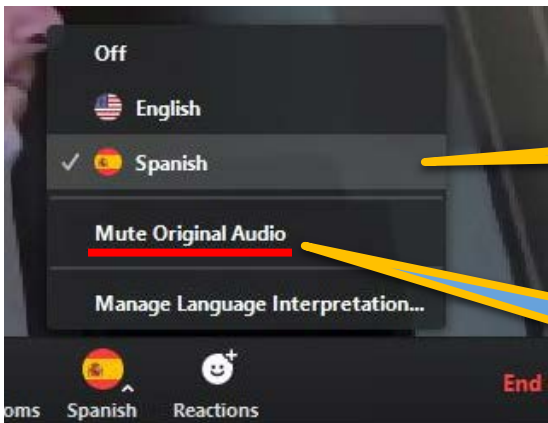
If the Interpretation feature is activated, all participants will see:



Alert balloon will last 30 seconds

Click Interpretation

All participants should select the English channel first. The LEP may be asked by the court, Host, or the Interpreter to switch to their language channel.



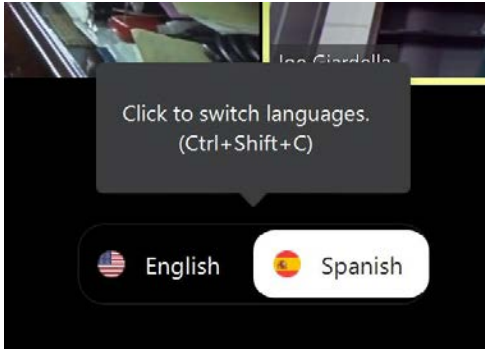
Select your language

The original language will be at a lower volume.
Mute Original Audio is recommended

You're ready to go!

For Reference

The interpreter will be interpreting in the consecutive mode on the English channel. The Interpreter may ask the LEP to switch to the foreign language channel to interpret for them simultaneously.



Interpreter has this

Other participants should select the English channel.



Other participants should select the English channel

The LEP should be on the English channel at the beginning of the hearing. They should switch to the foreign language channel only if instructed by the court or the interpreter. When on the foreign language channel, it is recommended for the LEP to mute the original audio (English channel) so they can only hear the interpreter.



LEP Participant's language
Mute Original Audio is recommended.

Zoom: Accessibility for Deaf and Hard-of-Hearing

DISCLAIMER

This guide does not constitute an endorsement, sponsorship or recommendation of Zoom or its affiliates.

On behalf of the Commission on Disability Rights, we are pleased to provide this guide on making your Zoom meetings and webinars accessible to attendees who are deaf and hard-of-hearing. Specifically, the guide will address how to add third-party closed captioners and interpreters to your meetings and webinars. To ensure full and equal participation for all attendees, we strongly encourage you to add an accessibility statement to your communications. We suggest the following language: “We are committed to accessibility. To request any accessibility needs, please contact name@americanbar.org or (telephone) by (provide deadline for requests).” Also, it is essential that, before your meetings and webinars start, you leave sufficient time to test the set up for captioners and interpreters so that individuals can join with the proper accommodations from the start.

Closed Captioning

In Zoom, closed captions in real time can be added to meetings and webinars for attendees who are deaf or hard of hearing, as well as for those who have cognitive, learning, or other disabilities. To do so, you will need to hire a CART (Communication Access Real-Time Transcriber) reporter from a third-party provider. Many at the ABA use ACS (Alternative Communication Service) at <https://www.acscaptions.com>. Also, you must advise the provider that you would like a transcript of the meeting. Before distributing the transcript, review and make any necessary edits.

You will need to send the third-party provider the following information: Event title and description, date, time, Zoom link, onsite contact’s name and number, and preparatory materials (e.g., agenda, speaker names, presentations). The provider will then schedule a captioner and send you a confirmation email with the captioner’s name and email address.

The CART reporter can caption directly to Zoom, to its external captioning page through StreamText, or to both simultaneously. Attendees may request both. You must notify the provider of your choices. For the external captioning page, ensure that the page is fully customizable for each individual viewer to set their own font size, style, color, and background. For captions to be directly connected into the Zoom meeting, the meeting host has to activate closed captioning in Zoom and assign our captioner.

Enabling Closed Captions

1. Go to www.Zoom.us.
2. Click **SIGN IN** to your account at the top right-hand corner.
3. On the left, navigate to **Settings**, click **In Meeting (Advanced)**.
4. On the right, scroll down to **Closed captioning**. Toggle on: blue is on, grey is off.
5. **Save captions** should turn on automatically. This allows participants to save captions and transcripts at the end of the meeting.
6. **IMPORTANT:** If you plan to import the captions when uploading the video to a video-streaming platform – YouTube or Brightcove – you must have a CC file-type. To save a copy of the closed captions in a compatible format – .VTT rather than .TXT – follow these steps:
 1. From your Zoom account, navigate to your **Settings**, and select **Recording**.
 2. Under **Advanced cloud recording settings**, select **Audio Transcript**. This will enable you to download the closed captions in a compatible format.
 3. To download this file after the meeting, navigate to **Recordings** from your Zoom profile. Select the meeting. The **Audio Transcript** should be available for download.

Assigning a Captioner to a Zoom Meeting

1. When you are in the Zoom meeting, click **Closed Caption** from the bottom menu.
2. Click **Assign a participant to type**. A list of participants will be enabled on the right side of the screen. The captioner must join the meeting as a participant. For easy identification, “captioner” should appear after the captioner’s name. Choose the captioner from the participant list.
3. Click **More** and then **Assign to type Closed Caption**.
4. Users can turn the captions on or off by clicking the CC (Close Captioning) icon.
5. Within menu, users will see **Subtitle settings** which allows them to set the size of the captions.
6. Once the meeting ends, the host will see the option to have the captions saved. Click on that option. Note the captions will be saved as a .TXT file. You must convert to a .VTT file to upload the captions to a video platform.

Assigning a Captioner to a Zoom Webinar

1. Before the webinar begins, navigate to **Webinars** and select your program.
2. About halfway down the page, under **Invite Panelists**, select edit on the right-hand side.
3. Add the Name + (Captions) and email address provided by the CART services provider and select **SAVE**.
4. About minutes before the webinar, while you are in **Practice Mode**, the captioner should join. You can assign this person as captioner using the instructions above from a Zoom Meeting.
5. Alternatively, you can select **Participants** from the bottom menu, locate said representative, select **More**, and assign that person as the captioner.
6. Often times, this representative will confirm via chat; you will also see a blue CC icon next to their name in the **Panelist** tab of the participant list.

Assigning a Captioner to Zoom Breakout Rooms

1. Click **Meeting Participants**.
2. Click the captioner’s name.
3. Click **More**.
4. Click **Assign to type Closed Caption**.
5. Once captioner is assigned, it is not necessary to reassign the captioner when moving to a breakout room.
6. Open breakout room. Be sure to move your captioner to that room.
7. Click **Breakout Room**.
8. Assign your captioner to the breakout room.
9. Click **Open All Rooms** when ready to move to breakout rooms.
10. Once in breakout room, captioner clicks the cc button and then clicks on the bottom portion of the screen and begins to caption.
11. To view captions, users must click the up arrow to the right of the cc button and then click **View Subtitles** and/or **View Full Transcript**.
12. When returning to main room, captioner and users must repeat step 11 to view full captions.

Users Guide to StreamText

1. Click on the URL assigned by the provider.
2. NOTE: This link can be opened on a laptop, tablet, or smartphone. If you have trouble opening the link, try using a different internet search engine (Google, IE, Firefox, Bing, etc.)
3. After opening the realtime page, you will see a green checkmark in the lower right corner to indicate you are connected. If you see a yellow circle with an exclamation point, you are not connected.
4. Tabs at the top of the screen that will allow you to change the appearance of your realtime screen. Click on **Theme, Font Size, Font Family, Background, and Text Color** to personalize the appearance of the realtime page.
5. If you uncheck the box under Scroll, realtime text will stop scrolling.
6. Click **View Transcript** to go back and review the text. While you are viewing the transcript, realtime captions continue to run in the background. To return to realtime, simply close the transcript.

Interpreters

Assigning an ASL Interpreter to a Webinar or Meeting

Some attendees may request American Sign Language (ASL) interpreters for a meeting or webinar. You will need to hire an ASL interpreter from a third-party provider. Many at the ABA use ACS (Alternative Communication Service) at <https://www.acscaptions.com>. For webinars, the host will need to make the interpreter part of the panelist group, following the instructions above under the heading “Assign a Captioner to a Zoom Webinar.”

For meetings, the interpreter must join the meeting as a participant. For easy identification, “interpreter” should appear after the interpreter’s name. The host must ensure that the deaf person is able to “pin” the interpreter in order to see the interpreter at all times. Be sure to alert all participants that you will have an ASL interpreter, provide the interpreter’s name so they can find the interpreter, and include instructions on how to pin the interpreter.

How to Pin an ASL Interpreter on Zoom

The pin screen allows you to disable active speaker view and only view a specific speaker. Pinning another user’s video only affects your local view in the Zoom Room, not the view of other participants and does not affect cloud recordings.

Instructions

1. Start a new or scheduled meeting.
2. Tap **Manage Participant** on the Zoom Room Controller. Tap the Host or Participant’s name > tap **Pin Video**.
3. If you have multiple screens in your Zoom Room, you can choose which screen to pin the video to.

Equipment recommendations for Video Remote Interpreting/Remote Simultaneous Interpreting (VRI/RSI)

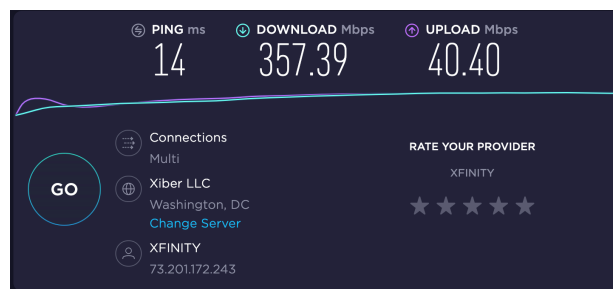
By Tamber Hilton, Federally Certified Court Interpreter (FCCI/AOUSC)¹

Connectivity:

Hard-wired ethernet connection from computer to router is the best practice standard for VRI/RSI. WiFi, even if very fast, is frequently somewhat unstable and momentary lags in connectivity can seriously affect upload/download quality and by extension the audio quality, which will have a significant impact on the quality and smoothness of interpretation. Relying on cellular data is also strongly not recommended. **Ethernet is the (relatively!) worry-free option.** The connection should have a minimum of 1.5 MBPS upload/download capability,² although a minimum of **5 MBPS upload/download speed** with a maximum of 50 ms of ping, also referred to as latency, would probably be safer.³

Test your speed and ping: <https://www.speedtest.net/>

Below is an example of the output from a connection test of XFINITY's Gigabit package using an ethernet cable with a USB-C adapter to a MacBook Pro, from speedtest.net:



Connectivity equipment required:

- Ethernet cable connecting router to computer (recommended Cat-6, which will support up to 1000 MBPS).
- USB and USB-C adapters are available for laptops that do not have ethernet ports. The adapter should also be compatible with up to 1000 MBPS/gigabit connectivity. Using an adapter may slow down a connection as opposed to WiFi or a direct ethernet connection to the computer equipment, but strong connection stability should be the top priority.

Computer equipment:

The ideal option for an interpretation home studio is a modern desktop with an ethernet port and plenty of USB and other ports for the various peripherals that interpreters may use, and a second monitor to access documents and glossaries/dictionaries. However, most up-to-date laptops and desktops running a PC or Mac operating system will work very well. **Phones and tablets are not recommended for interpreters or presenters/meeting hosts**, though for meeting participants/service users they should be fine.

Minimum recommended:

Dual Core 2Ghz or Higher (Intel i3/i5/i7 or AMD equivalent) and 4 GB RAM (Source: Zoom technical requirements;⁴ VoiceBoxer suggests the roughly the same but with 1.6-GHz dual-core Intel Core i5⁵).

Higher end:

8GB RAM, Intel i7 Core Processor, dedicated sound card and graphics card (Source: Kudo technical requirements)⁶

¹ Special thanks to Katty Kauffman (FCCI/AIIC/TAALS) for her invaluable feedback and advice in the drafting of this document.

² <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

³ <https://support.voiceboxer.com/article/technical-requirements/>

⁴ <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

⁵ <https://support.voiceboxer.com/article/technical-requirements/>

⁶ <https://kudo.thinkific.com/courses/take/Onboarding/texts/2669843-the-right-hardware> *Has additional useful equipment recommendations.

Webcam:

- The integrated webcam for most laptops and desktops should be adequate, but a separate HD webcam is preferable.
- Zoom provides an extensive list of recommended webcam models:
<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

Headset: Recommended specifications for integrated mic/headset equipment

- Light, comfortable, binaural (double-sided) headset
- Noise cancelling microphone to filter out background sound
- Wideband audio reception/transmission
- Acoustic shock protection
- In-line mute and volume controls
- Integrated microphone with rotating boom that permits the interpreter to choose the side of their head for the mic
- No active noise cancelling in the headset portion
- Hardware connection compatible with interpreter's computer: i.e., USB (or USB+adapter), USB-C, 3.5mm jack

Acoustic shock protection: If interpreters cannot access headphones that have acoustic shock protection, which brings the headset price point up significantly, they must be aware that acoustic shock is a serious workplace injury issue for interpreters.⁷ Acoustic shock appears to be a complex phenomenon that is not linked exclusively to sounds above a specific decibel threshold.⁸ However, using devices that limit incoming sound volume below certain levels is prudent to avoid sudden sound exposure at levels likely to cause pain or hearing loss. Interpreters should also inform themselves about hearing loss issues in general as a workplace injury issue that may affect them, and perhaps consult with an expert on how best to protect themselves. As a starting point, U.S. OSHA guidance indicates that “the threshold of discomfort [for sound] is between 85 and 95 dB SPL and the threshold for pain is between 120 and 140 dB SPL” (decibel sound pressure level).⁹ [See here for a chart illustrating what decibel levels mean in practical comparative terms.](#)

Sennheiser, Plantronics, and Jabra are industry leaders for business/call center headsets that have features that interpreters need, and all offer models with acoustic shock protection. Sennheiser calls theirs ActiveGard (limits sound peaks to 118 decibels).¹⁰ Jabra markets theirs as PeakStop (limits sudden spikes to a maximum of 118 decibels) and Safetone (integrates PeakStop and Intellitone technologies, limiting sound spikes to a maximum of 118 decibels, or 105 decibels in Safetone 2.0 models, and keeping average sound exposure levels below 85dB over a given period).¹¹ Plantronics has options it calls Sound Guard (limits sound spikes to a maximum of 118 decibels), or SoundGuard Digital (limits peaks to 102dB and keeps the user's average daily decibel level from exceeding 80-85 dB).¹²

Here are a few USB/USB-C options incorporating most or all of the functionality described above:

Sennheiser USB PC-8 (\$34.90) (no acoustic shock protection, but strong sound and noise cancelling on a budget)

<https://www.eposaudio.com/en/us/gaming/products/pc-8-usb-voice-over-ip-headset-504197>

Sennheiser SC60 USB (\$60.00) (noise cancelling microphone, ActiveGard 118 decibel peak limiter)

<https://www.voipsupply.com/senneheiser-sc-60-usb-ml-duo-headset>

Sennheiser SC660 USB - \$187.00 (ultra noise cancelling microphone, ActiveGard 118 decibel peak limiter)

<https://www.voipsupply.com/sennheiser-sc660-usb-ctrl-professional-dual-headset>

Jabra Evolve2 40 (\$129.00) (Safetone hearing protection, advanced noise-cancelling microphone)

<https://www.jabra.com/business/office-headsets/jabra-evolve/jabra-evolve2-40###24089-899-999>

Jabra Engage 50 (\$221.00) (Safetone 2.0, intelligent volume control, intelligent noise cancellation in microphone)

<https://www.jabra.com/business/office-headsets/jabra-engage/jabra-engage-50###5099-610-189>

⁷ <https://www.nimdzi-com.cdn.ampproject.org/c/s/www.nimdzi.com/hearing-loss-and-acoustic-shock-a-silent-threat-for-interpreters/amp/>

⁸ A good primer on acoustic shock: Janice C. Milhinch, Acoustic Shock Injury: Real or Imaginary? (2002)

<https://www.audiologyonline.com/articles/acoustic-shock-injury-real-or-1172>

⁹ Franks, Stephenson, and Merry, 'Preventing Occupational Hearing Loss: A practical guide' (1996) p. 91,
<https://www.cdc.gov/niosh/docs/96-110/pdfs/96-110.pdf?id=10.26616/NIOSHPUB96110> accessed 04/01/2020.

¹⁰ https://epi.eposaudio.com/globalassets/files/white-papers/406836858-white-paper_activegard-technology_en1.pdf

¹¹ <https://www.jabra.com/blog/peakstop-safetone-intellitone-what/>; <https://www.jabra.com/support-page/hearing-protection>

¹² <https://www.poly.com/us/en/innovations/soundguard>