



Interpretation for Remote (Zoom) Meetings – Guidelines for Hosts

Key tips for better interpreted remote meetings

- Shorter meetings (half day max.) – a full day remote meeting is not feasible
- Shorter sessions in meetings
- Train participants on meeting tools well in advance – more than once
- Emphasise meeting protocols to all participants – everyone is responsible for the success of remote meetings
- Participant hardware and internet connection is critical:
 - Strong Wi-Fi connection
 - Headsets with a speaker microphone
 - Connect with laptop or desktop
 - NO mobile phones to connect to meetings – they do not support proper engagement in meeting or sound quality for communicating and interpretation
 - Join with Ethernet cable if possible
- Participants must eliminate background noise (children, fans, chickens, etc.)
- Instruct participants to have their videos on when talking – this greatly assists effective interpretation

For meeting organisers/ Hosts

- To ensure smooth coordination of the interpreted meeting the division will need to provide:
 - **Meeting Host:** chairs and manages the meeting over the Zoom platform
 - **Meeting Coordinator:** interacts between interpreters/ IT technician and meeting Host
 - **Other staff** to assist smooth running of Zoom meeting (e.g. monitoring microphones of non-speaking participants)
- An IT technician will be present at the meeting to assist with Zoom technical issues
- The Interpretation and technical IT teams will arrange a pre-meeting with you to discuss the interpreted meeting process on the Zoom platform
- There is a special set of Zoom functions relating to Interpretation that IT will run the Host through

Before the meeting

- Lodge a Service Request as early as possible via [Service Now](#): This alerts all relevant OMD services of your meeting
- Please send all meeting documents to the Interpretation Team as early as possible (agenda, papers, slides/presentations, speeches, other documents to be read in meeting, etc.)
- Zoom and other platforms have functionality to record the audio channels. Recording interpretation carries risks for SPC – accordingly it is necessary that the following disclaimer be included in meeting documentation: *Please note that SPC will not be liable for any external use of the recorded meeting material, including any recording of the meeting interpretation, which is provided as an aid to meeting communication and is not warranted by SPC as being a verbatim record of the original speech*
- You must advise and receive the consent of all participants (and the Head of Interpretation) if you wish to record the meeting
- Ensure that all meeting participants have the Zoom meeting log-in details – IT will provide technical support
- Ensure that participants understand the essential functions of the Zoom platform to effectively participate in the meeting (seek IT support in advance)
- Ensure that you send the Zoom meeting login details to the Interpretation Team (via the allocated Team Leader)
- Ask all participants to ensure they have an appropriate headset (with integrated microphone) – Bluetooth hardware will *not* work, given bandwidth limitations
- *Ask participants to choose a quiet room/location to attend the meeting, and to eliminate background noise*

At commencement of the meeting

- Host to join the meeting approximately 10 minutes prior to start, to recap issues with interpreters/ IT technician
- IT will recap with the Host the Zoom functions relating to Interpretation; Interpreters will recap meeting protocols relating to interpretation

- Ask participants to join the meeting at least 5 minutes early, to ensure all are connected and ready to start
- Explain to all participants the way the meeting will be organised, and emphasise the need for sticking to the meeting protocols to ensure the Zoom meeting runs smoothly
- Run through the Zoom functions with participants, to ensure participants can effectively participate in the meeting
- Advise participants:
 - to switch off all notifications on their computers (e.g. email, Skype, calendars)
 - to use the video function whenever they are speaking (this aids interpretation)
 - to always identify themselves when they intervene
 - to stay concise, speak clearly and slowly, not too close to the microphone, avoid shuffling paper while speaking, and always mute when not speaking
 - that if the interpreter cannot hear a speaker adequately, they will intervene with: 'INAUDIBLE' – the meeting Host will ask the speaker to repeat their last sentence (or to rectify connection/ hardware/ noise issues)
 - to give clear references to documents being used
- Just before commencing, please ask each participant to “test” their microphone by saying a couple of words each

During the meeting

- Host to manage speakers by giving the floor in turn. Only one speaker at a time
- Please identify each speaker clearly, so the interpreters understand who is speaking
- Remind speakers of the meeting protocols if needed, especially to speak slowly and clearly
- Remind speakers to turn off their microphones when not speaking (we encourage the SPC team to proactively manage this by having staff monitoring the Zoom meeting and switching off mics not in use)

Special instructions to be given participants for *simultaneous interpretation*

- Advise participants that the meeting will be conducted by simultaneous interpretation (the interpretation occurring simultaneously with the speech)
- Remind the participants of the Zoom controls to switch channels between English and French
- Advise participants to speak continuously, but be concise, and speak clearly and slowly

Special instructions to be given participants for *consecutive interpretation*

- Advise participants that the meeting will be conducted by consecutive interpretation (only one language spoken at a time, then the interpretation follows, in brief speech sections)
- Speak for two sentences and then stop, to allow the speech to be interpreted
- Start speaking again when each section of interpretation has been delivered

Thank you,

The Interpretation Team