

Amber Gandy
February 10, 2023

Certification of Amber Gandy

If someone comes to the window and says that they need an interpreter, we as staff would put a sticky note on the file to indicate the interpreting need. So, the note would just say the language (e.g., Spanish) that the court user needs.

I and other staff put notes on files indicating the need for interpreting for cases that are scheduled to come in person and for cases scheduled to come virtually. The case is not scheduled any differently based on the information on the note or the need for interpreting services.

If someone who speaks Spanish calls, I transfer the caller to a bilingual staff member, and that staff member assists them. All of the staff follow the same process with putting the sticky note on the file to indicate a need for interpreting services. We do this for all languages, not just Spanish.

If I'm working in the courtroom for a virtual session and there is a note on the file that the party needs an interpreter, then when I pull that file I call up Language Line. I go onto the Insight website for Language Line, log in, select the language that I need, and put the Zoom information into the form. Within a few minutes, an interpreter in that language joins with video and audio. Once the interpreter logs in, the interpreter identifies himself/herself, and I let them know who needs the interpreter.

If the defendant is in a breakout room with the prosecutor, I move the interpreter into that room. The interpreter follows the defendant either in the breakout room or in the courtroom with the judge.

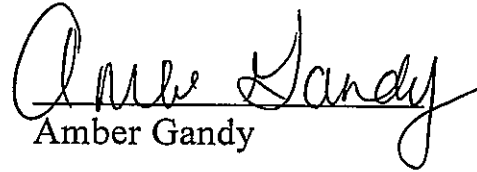
If an interpreter provides services in a breakout room, that is private and not recorded in the audio. If the defendant only was with the prosecutor, then the interpreter would not be heard on the sound recording. The Language Line invoice would still show the use of the interpreter through Insight.

If a defendant is scheduled for an in-person appearance and staff are informed that the defendant needs Spanish-language interpreting services, then the defendant is scheduled for the in-person session when the on-site interpreter is here (rather than the other in-person session).

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I am providing this certification voluntarily and of my own free will. I have not been coerced by anyone to make the certification. I certify that the foregoing statements made by me are true. I understand that if the foregoing statements are willfully false, I am subject to punishment.

Dated: February 10, 2023


Amber Gandy