

## Language Access

- If remote interpreting services are needed for matters referred to mediation the Court will provide one.
- Language Access Protocol:
  1. The mediator or mediation service provider (CDRC, law school, private volunteer mediator) in a court-referred case will be provided with an interpreter if requested.
  2. The local ADR Coordinator (or court staff designee) will contact the language access and court Interpreters:

By Phone: 646-386-5670

By email: [courtinterpreter@nycourts.gov](mailto:courtinterpreter@nycourts.gov)

3. The local language access coordinator schedules the interpreter for a two-hour block during the work day (between 9:00 a.m.-1:00 p.m. or 2:00 p.m. to 5:00 p.m.)
4. If necessary, the local language access coordinator (court staff) can submit a request to the Statewide Office of Language Access (OLA) for remote interpreting. Using the remote interpreter request form: [Office of Language Access - Remote Interpreting Request \(courtnet.org\)](#), may lead to staff interpreters being used whenever possible, instead of other, more costly options.
5. Office of Language Access will request a staff interpreter first. The languages on staff are Arabic, BCS (Bosnian,

Croatian, Serbian), Bengali, Cantonese, French, Haitian Creole, Italian, Korean, Mandarin, Polish, Punjabi, Romanian, Russian, Spanish, Urdu, and Wolof. Some of these interpreters also interpret secondary languages such as Bambara, Fulani, Fuzhou, Malinke, Pulaar, Sylheti, Ukrainian, and Wenzhou.

- Any proceeding that is conducted virtually would be interpreted in a consecutive manner and not simultaneously.
- If the mediation will be interpreted remotely, Skype for Business or Microsoft Teams is preferred, but not required.

