

Video Remote Interpreting in Penal Institutions



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23/05/18 ICT Workshop Stockholm



Contents



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- Video Remote Interpreting
- Language Distribution in Austrian Penal Institutions
- User Interface
- Languages Offered
- Interpreters
- Special Requests
- Data Protection
- Technology
- Optional Additional Features
- VRI Application at Penal Institutions in Austria
- Experience at Austrian Penal Institutions
- Application at Klagenfurt Prison
- Benefits of Video Remote Interpreting

Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice



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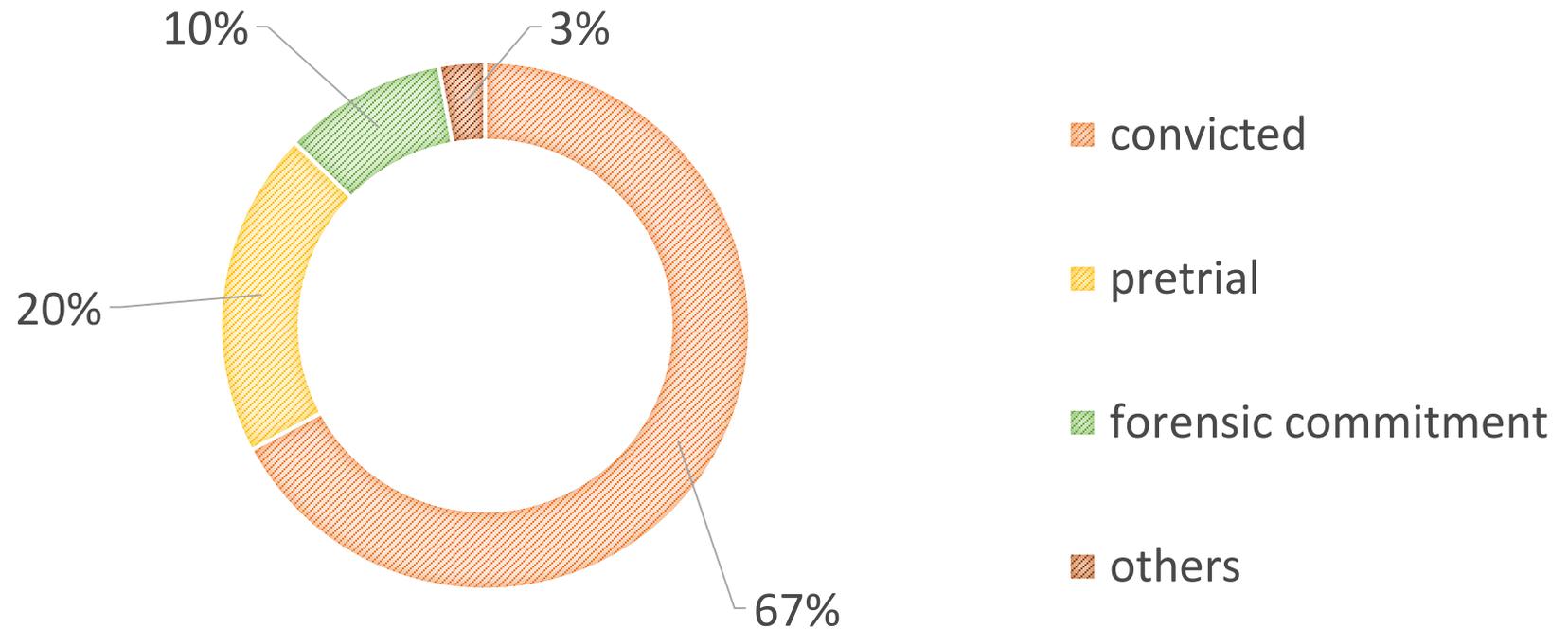
- The Austrian Prison Service is organized within the Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice.
- Staff: 3.900 people working in the Austrian Prison Service





Austrian Prison Service

- 27 prisons and 13 branch offices
- Approx. 9.000 prisoners
- convicted detainees, pretrial detainees and forensic commitment for dangerously disturbed prisoners



Video Remote Interpreting



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- VRI: makes it possible to introduce a qualified interpreter to a conversation via video link – within just 120 seconds.
- 9.125 prisoners, over 50% of them do not have a sufficient command of German.
- There has been an increasing demand for qualified interpreters in the Austrian judicial system. VRI facilitates a rapid reaction to the needs of prison officers and prisoners alike.

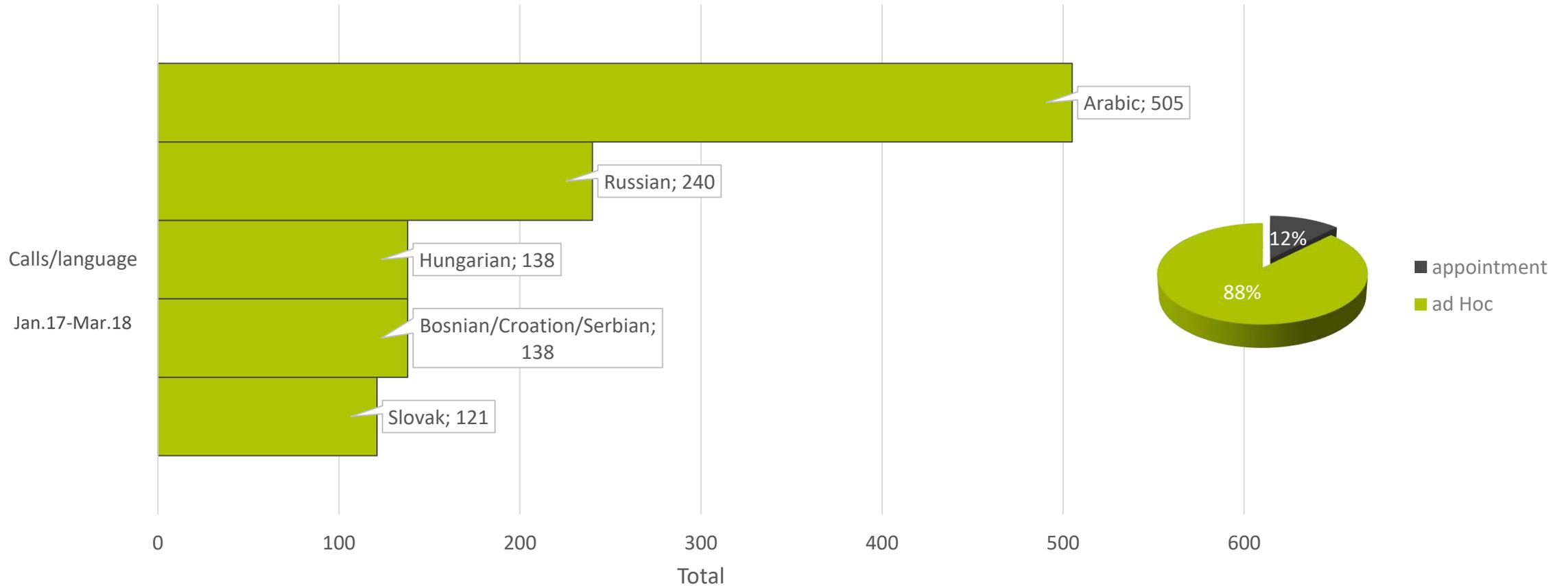


Our joint aim is to overcome language barriers at low cost – affordably yet in compliance with the law.

Language Distribution in Austrian Penal Institutions (Top 5)



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User Interface: Language Selection



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Arabic

Bosnian/Croatian/Serbian

Dari

Farsi

Turkish

Romanian

Russian

Albanian

Amharic

Armenian

Azerbaijani

Bengali

Online

Ad hoc languages are available from 8 a.m. to 6 p.m. from Monday to Friday (weekdays) and can be dialled directly. You will be connected to your interpreter immediately.
Languages by appointment must be booked via the hotline.

Offline

📶 Connection



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SAVD Office

VIDEODOLMETSCHEN
EINFACH.PERSÖNLICH
Videodolmetschen GmbH

Unmittelbarer Zug
hochqualifizier
dolmetscherIn

360P(585k)/720P(1.21M)

Languages Offered on a Day-to-Day Basis (8 a.m. - 6 p.m., Mon - Fri)



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SAVD ad hoc languages max. waiting time: 120 sec.

Albanian (8 a.m.-3 p.m.)

○Arabic – Standard Arabic

○Bosnian/Croatian/Serbian

○Bulgarian

○Dari

○Farsi

○Kurdish – Kurmanji

○Polish

○Romanian

○Russian

○Slovak

○Czech

○Turkish

○Hungarian

**SAVD languages by appointment
(available by prior appointment)**

Albanian (from 3 p.m.)

○Arabic – Morocco

○Amharic

○Armenian

○Azerbaijani

○Bengali

○Berber

○Chinese

○German Sign Language

○English

○Filipino (Tagalog)

○French

○Fula

○Georgian

○Greek

○Hausa

○Hebrew

○Hindi

○Igbo

○Italian

○Kinyarwanda

○Kirundi

○Korean

○Kurdish – Sorani

○Latvian

○Lithuanian

○Malinke

○Mandinka

○Macedonian

○Mongolian

○Nepali

○Oromo

○Pashto

○Poruguese

○Punjabi

○Slovene

○Somali

○Soninke

○Spanish

○Swahili

○Susu

○Tamil

○Thai

○Chechen

○Tigre

○Tigrinya

○Twi

○Ukrainian

○Urdu

○Vietnamese

○Wolof

○Zarma

The languages offered are adapted in line with customer demand

Languages offered at weekends, on public holidays & at night



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Optional additional feature

- Covers the time frame from 6 p.m. to 8 a.m., weekends and public holidays
- Interpreter response time in this time frame: max. 15 min.
- The languages offered are gradually being expanded in line with customer requirements and demand

The following languages are available as part of the **W/PH/N service** within **max. 15 min.**

| | |
|--------------------|----------|
| Arabic | Russian |
| Farsi | Slovak |
| Kurdish – Kurmanji | Czech |
| Polish* | English* |

* available from 1/6/18

Interpreters



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Requirements

- Completed university degree, sworn in at court, foreign-language skills, experience in community interpreting
- Interpreting and translation skills (interpreting strategies, note-taking)
- Social, cultural and intercultural skills (knowledge of values, norms and intent)
- Communication skills (ability to communicate using verbal and non-verbal means)



Special Requests



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- **Male/female interpreter:**

If there is a preference for a male or female interpreter, this request can be made via the hotline. In some situations prisoners do express a preference, for example during a physical examination.

- **Same interpreter:**

If the same interpreter is desired as in the previous conversation, this request can be made via the hotline. Example: for check-ups/follow-ups

- **Different dialects:**

‘Arabic is not the same as Arabic.’ Even within a single language there are different dialects. Often it is not clear which dialect the prisoner speaks before the conversation begins. The hotline will connect you with an interpreter who speaks the correct dialect.



Data Protection



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- Interpreters undertake to sign the code of honour & the declaration of commitment
- Commitment continues after the commissioned assignment has been completed
- Guaranteed compliance with all specifications stipulated in German and/or Austrian data protection legislation
- Comprehensive IT security concept in preparation for the General Data Protection Regulation (GDPR; comes into force on 25/5/2018)
- Data transfer via point-to-point encryption
- Professional indemnity insurance in the amount of € 400,000.00

Technology



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- Jointly designed with the global market leader Cisco
- Further developed for SAVD and adapted to the requirements of video remote interpreting
- Web-based solution
- Works on every terminal/device



Identification Tool



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Optional additional feature

- Possibility to enter additional information after clicking on a language
- Two fields for numeric (field 1) & alphanumeric (field 2) information
- The interpretation can be assigned directly to a prisoner



Qualified Electronic Signature



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Optional additional feature

With the qualified electronic signature, penal institutions can ask their video remote interpreters to provide a legal electronic signature. Possible applications are:

- Law enforcement: protocols on explanatory meetings that have taken place with prisoners
- Policing: transcripts of interrogations

Signatory: 10036

Date: 19/12/2017 16:22

This document is equipped with a qualified electronic signature and is in principle legally equivalent to a manually signed document according to section 4 par. 1 of the Digital Signature Act (Signaturgesetz).

This document has been digitally signed!



VRI Application at Penal Institutions in Austria



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Collaboration with the Federal Ministry of Justice

- Pilot project started at the penal institution in Vienna's Josefstadt in 2014
- Regular operation in April 2016
- Roll-out in early 2017: integration of 27 penal institutions and 3 outposts in Austria

• Areas of application

- Medical department
- Financial penalty department
- Youth department
- Specialist services (care sector)

Experience at Austrian Penal Institutions



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Statement

‘As one of the first to use the video remote interpreting system as part of the pilot project “*Video Remote Interpreting in the Medical Department of the Penal Institution Wien-Josefstadt*”, the entire medical team has benefited from the qualitative advantages of the system. Not only is the appropriate language translation available immediately so that the patients can be examined without any complications, but the workflow with this medium has also been expedited dramatically as a result of avoiding the previous circumstances that required external interpreters – with all their financial and time-related disadvantages – to be arranged. With this service it is possible to arrive at a standardised anamnesis and examine patients without any language barriers. Video remote interpreting is now applied in outpatient and inpatient areas and, with over 60 ethnicities in our institution, it is now an indispensable approach.’



Mag. Claudia Mika

Contact – Federal Ministry of Constitutional Affairs,
Reforms, Deregulation and Justice / Department of
enforcement and care in the penal system

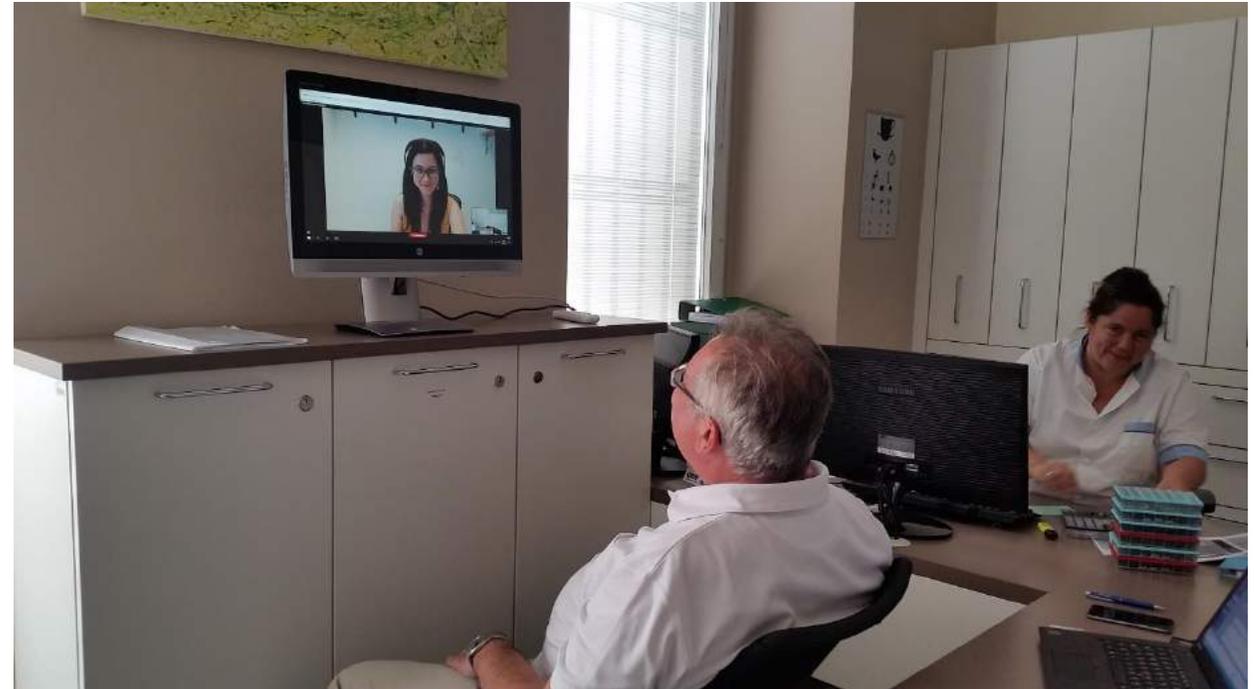
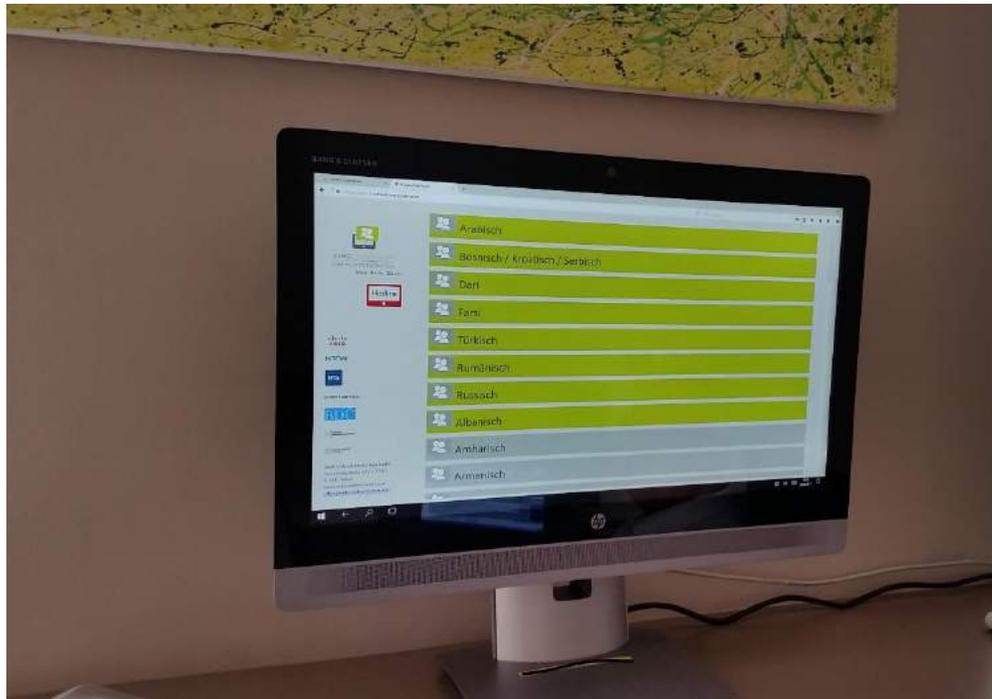


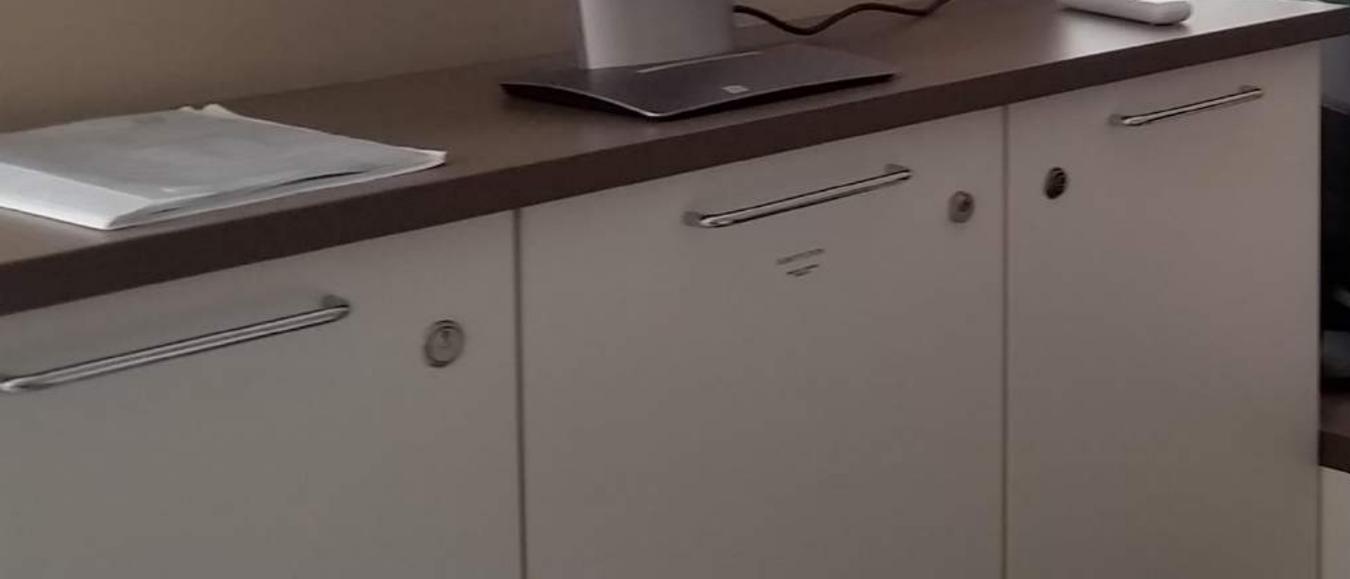
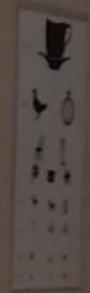
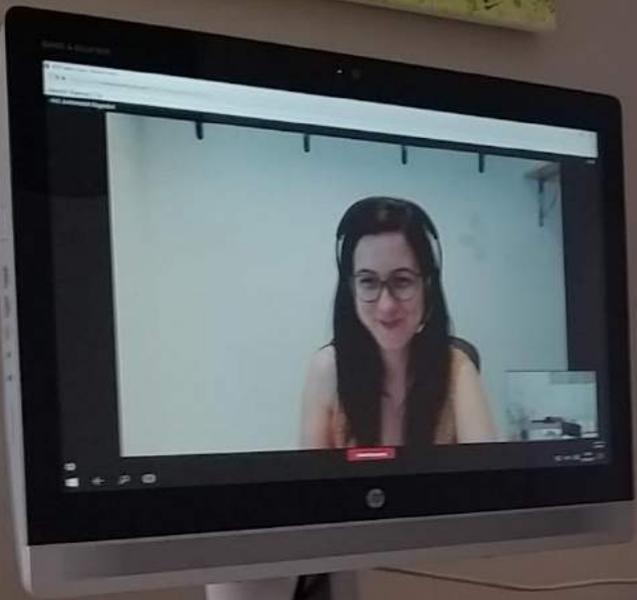
Application at Klagenfurt Prison



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- Medical department





VRI Application at Penal Institutions in Austria



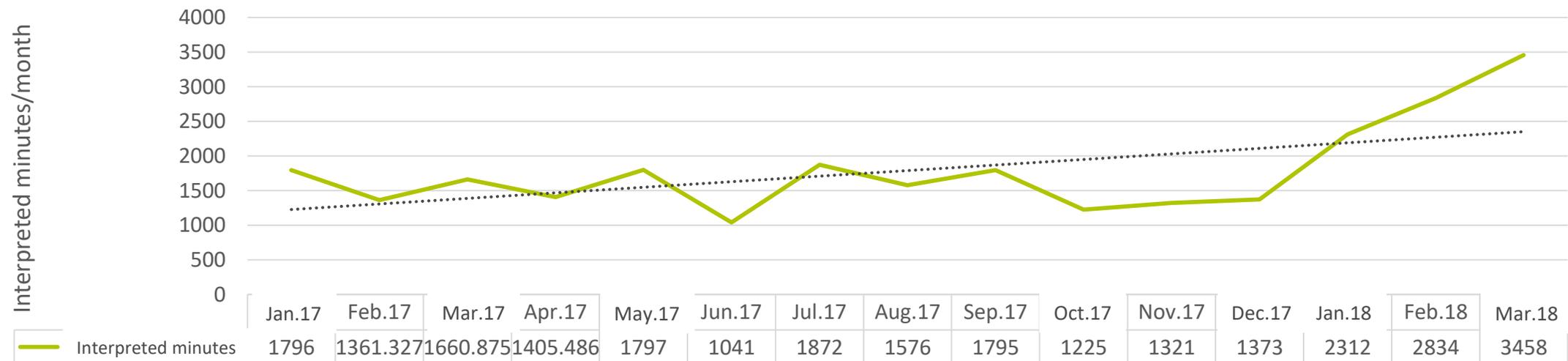
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- Figures from 2017:

- 30 locations (27 prisons + 3 outposts)
- 1.320 interpretations
- More than 300 interpreted hours

- Since the beginning of 2018:

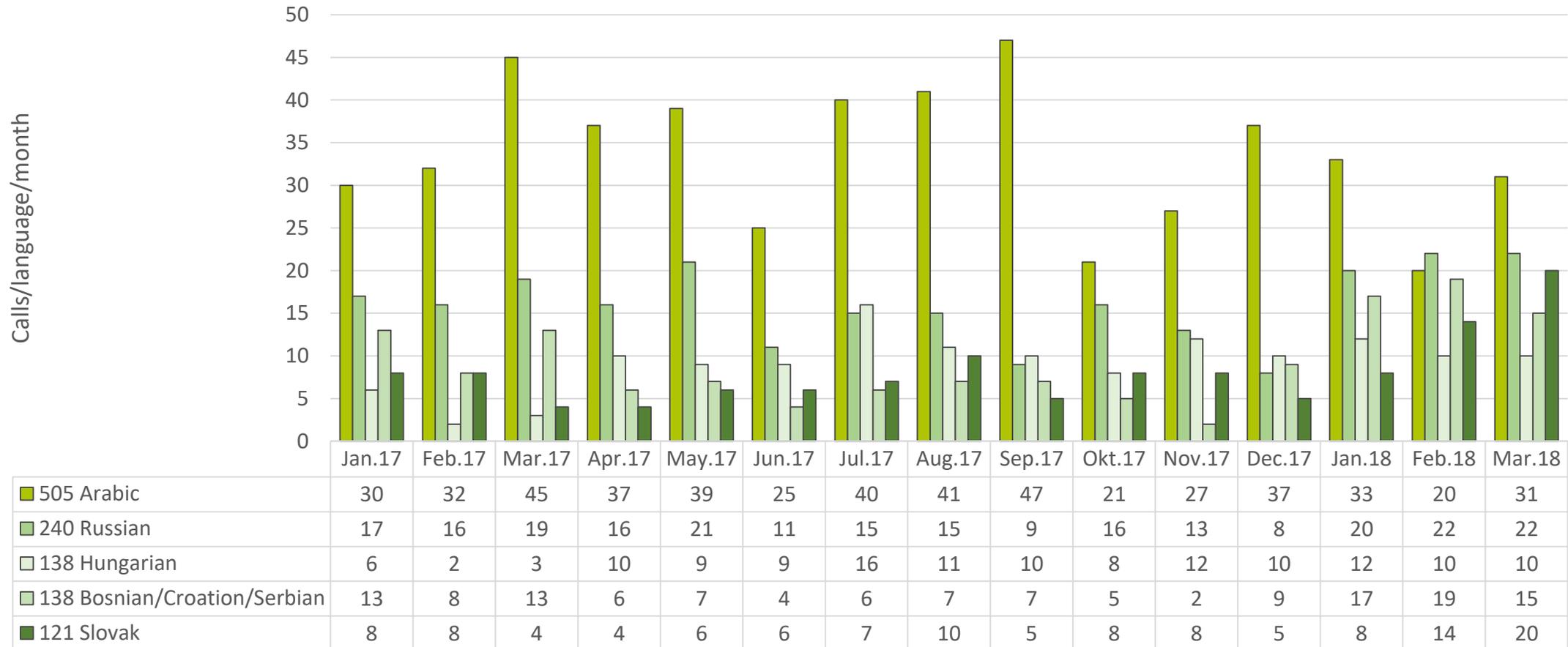
- Already more than 140 interpreted hours (first quarter)
 - medical departments: 65 interpreted hours
 - care sector: 43 interpreted hours
 - financial penalty department: 37 interpreted hours



Language Distribution in Austrian Penal Institutions (Top 5)



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Benefits of VRI in Austrian Penal Institutions



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- No waiting time – connection with interpreter in max. 120 sec.
- Gender-specific booking of interpreters
- Impartial and subject-sensitive interpreting events
- Avoids personal inhibitions thanks to interpreters' geographical distance (no contact with the local milieu)
- Trained interpreters who act in a neutral and transparent way (subject to confidentiality)
- Extensive knowledge of the special terminology used in the justice sector (penal institutions, new start)
- Reduces the liability risk in the event of legal situations with serious consequences
- Complies with data protection laws
- Reduces costs by up to 50% compared to on-site interpreters (no travel costs)
- Billing is exact to the minute
- Requires no new hardware because the system can be used on every terminal (PC, laptop, tablet, mobile phone...)
- Removes the emotional pressure of responsibility

Thank you for listening!



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