



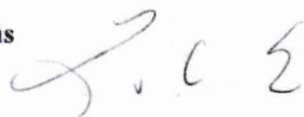
State of Illinois
Circuit Court of Cook County

Timothy C. Evans
Chief Judge

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MEMORANDUM

To: All Judges

From: Timothy C. Evans
Chief Judge 

Date: September 2, 2020

Re: CART (Communication Access RealTime Translation) on Zoom

As you are aware, the COVID-19 pandemic has provoked many changes to the way that court is conducted and I appreciate your flexibility as we implement new technology to allow for videoconferencing as an alternative to physical presence. Recently, Information Services, the Official Court Reporters Office, and the Office of the Chief Judge's Deaf/Hard of Hearing Access Team have worked together to ensure that court participants with disabilities are able to receive effective communication while attending court on Zoom. The Americans with Disabilities Act requires the court to provide auxiliary aids and services, along with reasonable accommodations, to individuals with disabilities upon request. These requests, along with any necessary documentation, are made to the Court Disability Coordinator, who schedules these services.

To facilitate effective communication for individuals with disabilities, I am asking for your assistance with the implementation and use of Communication Access RealTime Translation (CART) service while on Zoom. CART captions are frequently requested by deaf or hard-of-hearing individuals who rely on English, rather than residual hearing or sign language for comprehension. For hard-of-hearing individuals, CART use may be more frequent during the pandemic due to the muffling effects of face coverings. In addition to individuals with hearing disabilities, CART may be requested as an ADA accommodation for other disabilities, including cognitive issues.

CART captioners have a different role and function than court reporters. CART is written live at a higher degree of accuracy than what may be produced by a court reporter during a court proceeding. CART does not produce a court transcript as it functions only as an interpretive device. The Official Court Reporter assigned to the courtroom produce the official court record.

I have attached for your review instructions on allowing and using CART captions on Zoom which I encourage you to familiarize yourself. The instructions will be provided to court administrators as well. Questions about CART can be directed to the Supervisor of Deaf/Hard of Hearing Access, Ann Wohlmuth (Ann.Wohlmuth@cookcountyil.gov). Questions about ADA accommodations can be directed to the Court Disability Coordinator, Kate Verrant (Katherine.Verrant@cookcountyil.gov).

Thank you for your cooperation.

**CIRCUIT COURT OF COOK COUNTY
OFFICE OF ACCESSIBILITY & EDUCATION OUTREACH
DEAF / HARD OF HEARING ACCESS**

ZOOM: CART CAPTION ACCESS

HOST INSTRUCTIONS

Court participants who need an auxiliary aid for a hearing disability may request Communication Access RealTime Translation (CART) captions for effective communication under the Americans with Disabilities Act of 1990.

For more information on the court's responsibility to provide auxiliary aids and services for persons with disabilities, please contact the Court Disability Coordinator at 312.603.1915 or the Deaf / Hard of Hearing Access Team at (voice or text) 312.919.1452.

Background

Individuals who are deaf or hard of hearing may request Assistive Listening Devices (ALDs), Communication Access RealTime Translation (CART) captions, or sign language interpreters to access court proceedings.

Assistive Listening Devices (ALDs) provide sound amplification for individuals with hearing loss. Because ALDs are not available for ZOOM court appearances, participants who typically request ALDs may now require captions to support their understanding of speech during the court proceedings. In particular, hard-of-hearing individuals who rely on residual hearing combined with lip-reading may now require captions as many people currently wear a mask that obscures their mouth.

CART captions are usually requested by deaf or hard-of-hearing individuals who prefer to rely on English, rather than residual hearing or sign language for comprehension. CART may also be requested as an ADA accommodation by individuals who are not deaf or hard of hearing.

CART captioners have a different role and function than court reporters. CART is written live at a higher degree of accuracy than what may be produced by a court reporter during a court proceeding. CART does not produce a court transcript. CART functions only as an interpretive device. The Official Court Reporter assigned to the courtroom produce the official court record.

For Immediate Assistance, please text DHHA Supervisor, Ann Wohlmuth, (312) 919-1452 or OCJ Technical Support.

INSTRUCTIONS TO EMBED CAPTIONS INTO ZOOM

1. HOST: ZOOM Host must have captions enabled before the session starts.

To enable captions on ZOOM, the Host of the meeting should view the Account Settings. On the far left of the Account screen, select "Settings".

Scroll down in "Settings" to "In Meeting (Advanced)" options. Find "Closed Captioning" and switch the toggle to the right so it turns blue.

**** Account Settings cannot be viewed or changed after a ZOOM session has started. If captions are not enabled prior to the start of the Meeting Session, any participants who have already joined may need to "Leave Meeting" and rejoin the ZOOM session after Captions have been enabled by the Host or OCJ Tech Support.**

2. HOST: Assign Captioner - "Assign a Participant to Type"

If captions are enabled in the profile, the Host will be able to see a Closed Caption (CC) button at the bottom center of the ZOOM screen.

If there is no Closed Caption button for the Host, please see Instruction #1 above.

- Select - CC Closed Caption button – bottom center
- Click "Assign a Participant to Type"
- (In the pop-up window – list of participants) Find "Captioner – _____."
- Place the cursor over the name of the Captioner and choose "More."
- "Assign to type Closed Captions"

After a few moments, the Captioner will get a message, "The Host has assigned you to type Closed Caption."

After a few more moments, a CC button will appear for everyone else with the message, "Closed Caption is available."

The captions will only appear if they are turned on at a computer terminal.

The Host cannot turn captions on/off for anyone else.

3. **CAPTIONER:** Introduce and Set Up

The Captioner should introduce themselves in the Chat to identify if they are needed for attorney-client communications prior to proceeding.

- After a captioner is assigned in the main ZOOM session, the captioner assignment will transfer to the Break Out Room with the attorneys if needed.

TIPS:

Both CART (Communication Access RealTime Translation) and the Captioner's name should be put on the Record when parties are introducing themselves.

NOTE:

- Captions are delayed before appearing to the Consumer. Please pause between speakers to allow the Captioner and the Consumer to catch up with the text.
- The Captioner may also make other requests to work effectively.
- **Detainees will need CCDOC to assist turning on captions for viewing. (below)**

4. **CART CONSUMER/CCDOC:** Turn On Captions - "View Full Transcript"

The CART Consumer/CCDOC should click on the CC button (*bottom center on ZOOM session*) and select "View Full Transcript" in order to see the most text in a separate window.

CAUTION:

If "View Subtitles" is selected, only 1 line of text will be seen by the consumer and the text may move off the screen too quickly to fully process and comprehend the information especially with the normal delays that occur for captions to appear.

The view setting for captions is best determined by the CART consumer and may need to be adjusted.

TROUBLESHOOTING:

"View Full Transcript" will need to be turned on again on each time a new "room" is joined.

5. **CAPTIONER:** Inform the court of any impediments to your performance.