



Remote interpretation services (virtual and hybrid meetings)

Definitions

Virtual meeting: All participants join the meeting virtually via a web conferencing platform (Zoom, Teams, WebEx, etc.). Participation by telephone is permitted only for passive participants (listening). Interpreters work from an accredited interpretation studio.

Hybrid meeting: Some participants are there in person and others join the meeting remotely via a web conferencing platform. Interpreters work from an interpretation booth in the same room as the in-person participants. Participation by telephone is permitted only for passive participants (listening).

Audiovisual providers

In addition to obtaining interpretation services from the Translation Bureau, clients must reserve audiovisual (AV) services and an interpretation studio from an accredited provider (see page 5).

Teleconferences

For health and safety reasons, the Translation Bureau stopped providing simultaneous interpretation services for over-the-phone meetings in 2019. Participants who wish to join a virtual meeting using a telephone line may do so only if they will not be actively participating in the meeting (listening only).

Additional information

Please visit our [intranet site](#) for more information. We would be happy to discuss your specific needs and are available to answer your questions. Please feel free to contact our team of senior interpreters at TPSGC.BTInfoConferencesLO-TBConferencesInfoLO.PWGSC@tpsgc-pwgsc.gc.ca.



Requirements for events with remote simultaneous interpretation

Important

Please note that as of February 7, 2022, if you are participating virtually in a meeting with simultaneous interpretation, your remarks will only be interpreted if you use a headset with an integrated boom microphone or an approved table-top microphone. This equipment is mandatory. It helps to protect the health and safety of interpreters and ensure that the sound quality is sufficient for interpretation.

Equipment requirements for active participants (anyone who speaks)

1. Microphones

- All active participants must use a headset with a boom mic or a unidirectional table microphone.
- Microphones must be wired and comply with ISO 20109 to provide the sound quality necessary for interpretation.
- See the list of recommendations (page 4).

The following equipment is forbidden:

- Built-in computer microphones.
- Omnidirectional ("octopus" style) or shared microphones.
- Wireless microphones (Bluetooth).
- Earbuds with microphones (such as Earpods or AirPods).

2. Cameras

- The person speaking must turn on their camera and be visible to the interpreters.

3. Connectivity

- Use a wired Internet connection for better connectivity.
- Suspend any streaming or other bandwidth usage during the meeting.

Organizational requirements

1. Interpreters must be in the same location as their colleagues and the technician.
2. Clients must obtain audiovisual services or studio space from an accredited provider.



Since April 1, 2021, the Translation Bureau requires that all interpreters work exclusively on ISO 20109-compliant interpreting consoles to ensure the hearing protection of its employees and to protect them from acoustic shock. AV suppliers accredited by the Translation Bureau are qualified to meet the technical requirements of the TB. (See list on page5).

3. Direct communication (*does not apply to hybrid meetings*)
 - Provide a direct means of communication (such as chat) between interpreters, technicians, and event organizers to report problems or interruptions.

4. Sound Tests
 - All active participants (or keynote speakers in the case of a large-scale or "town hall" style event) should participate in sound tests with interpreters and technicians to ensure that sound and image quality and equipment are satisfactory.
 - Allow approximately 30 minutes before the start of the meeting for these tests.

During virtual or hybrid meetings, the interpreters' ability to provide simultaneous interpretation will always depend on the audio and video quality of each active participant. If the sound quality is poor, the interpreters will be forced to interrupt service until the sound quality has improved.



Headsets with integrated microphones

SENNHEISER PC-8 USB

<https://www.staples.ca/products/222022-en-sennheiser-pc-8-usb-over-the-head-binaural-voip-headset-with-usb-connector>

LOGITECH H111 (3.5 mm; not USB)

<https://www.logitech.com/en-ca/product/stereo-headset-h111?crd=1873>

KOSS CS100 USB

<https://www.amazon.ca/Koss-Communications-Headset-Microphone-CS100-USB/dp/B00C0NWBEI>

KOSS CS300 USB

https://www.amazon.ca/CS300-USB-communication-D-Profile-Electret-T%C3%A9l%C3%A9phone/dp/B07K6VZQ11/ref=sr_1_67?dchild=1&keywords=Koss&qid=1593465362&sr=8-67

LOGITECH H340 USB

<https://www.bestbuy.ca/en-ca/product/logitech-logitech-h340-usb-headset-981-000507-black-981-000507/10218413>

LOGITECH USB HEADSET ZONE WIRED

https://www.amazon.ca/-/fr/981-000871/dp/B0843N4L5S?language=en_CA

Table microphones

RODE NT-USB MINI USB MICROPHONE

https://www.amazon.ca/-/fr/NT-USB-Mini-microphone-magnétique-amovible-amplificateur/dp/B084P1CXFD?language=en_CA

BLUE YETI USB MICROPHONE

https://www.amazon.ca/-/fr/Blue-Microphones-Microphone-Yeti-Argent/dp/B002VA464S?language=en_CA

FIFINE GOOSNECK USB MICROPHONE

https://www.amazon.ca/-/fr/Microphone-dordinateur-Indicateur-Ordinateur-K052/dp/B07JB984Y7?language=en_CA



The following suppliers (listed in alphabetical order) are accredited under PSPC's supply arrangement, which you can view [here](#).

<p>Baldwin AV Ottawa https://baldwinav.com/</p> <p>Mike Giannandrea 613-235-5263 ext. 317 mike@baldwin.com</p>	<p>LMB Ottawa/Montreal/Toronto/Vancouver/Fredericton http://www.lmbsystems.com/eng/equipment/audiovisual.php</p> <p>Paul Spaniel – Ottawa – paulspaniel@lmbsystems.com Emmett Minor / Operations Manager – Ottawa 613-288-0300 emmettminor@lmbsystems.com Vince Ness – Montreal vness@lmbsystems.com Tyler McAlear – Vancouver tyler@lmbsystems.com Matthew Pike – Toronto matthewpike@lmbsystems.com Tanya Bourque – New Brunswick tanya@lmbsystems.com</p>
<p>Duoson Ottawa https://duoson.com/</p> <p>Hall Price hprice@duoson.com Richard Provost 613-742-7474 provost.richard@duoson.com</p>	<p>Encore AV (formerly Freeman) – Ottawa/Montreal/Vancouver/Edmonton/Calgary/ Winnipeg/Halifax https://www.encore-can.com/</p> <p>Mathieu Griffith 613-913-8165 federal.canada@encoreglobal.com 1-833-373-3283</p>
<p>ECM (PSPC Events and Conference Management) Ottawa/Gatineau TPSGC.ReceptionGEC-ECMReception.PWGSC@tpsgc-pwgsc.gc.ca</p>	<p>SOLOTECH Montreal https://www.solotech.com/</p> <p>Eric Gauthier 418-683-5553 ext. 3604 / 418-933-1443 eric.gauthier@solotech.com</p>
<p>ELC Ottawa http://www.elcottawa.com</p> <p>Sam Mainer sales@elcottawa.com</p>	