

**Language Access Plan of *Bonney Lake and Sumner Municipal Courts***  
**2023/2024**  
**Effective 1/24/2024**

**I. PURPOSE**

This LAP sets forth the Bonney Lake and Sumner Municipal Courts policies and basic procedures for the provision of timely language access services that ensure access for all limited English proficient (LEP), deaf, hard of hearing and deaf-blind (Deaf/Hard of Hearing/Deaf Blind) individuals who come in contact with the Bonney Lake and Sumner Municipal Courts services and programs. Language access services include both interpretation and translation services for LEP and D/HH/DB individuals.

**II. COURT POLICY REGARDING LANGUAGE ACCESS SERVICES**

Under Washington state law (RCW 2.42 and 2.43), Title VI of the Civil Rights Act of 1964 (Title VI), the Omnibus Crime Control and Safe Streets Act of 1968 (Safe Streets Act), the Americans with Disabilities Act (ADA) and the regulations implementing these federal laws, Washington courts are required to provide language access services to all LEP and D/HH/DB individuals in civil and criminal court proceedings, in all court-managed services and programs and develop a written language access plan pursuant to RCW 2.43.090.

It is the policy of Bonney Lake and Sumner Municipal Courts to provide non – English language interpreter services, at no cost, to LEP parties, witnesses, victims and others with an interest (e.g., parents, legal guardians, custodians) in all court proceedings and operations, both civil and criminal, except it is the responsibility of other government bodies, pursuant to state law. It is also the policy of these courts, to provide sign language interpreting services, at no cost, to persons who are D/HH/DB as required under applicable state and federal statutes and regulations.

Bonney Lake and Sumner Municipal Courts will provide accessible information to LEP and D/HH/DB individuals as to how to request interpreter services, as part of their notice to the public about the language access services.

Although D/HH/DB individuals are covered under the ADA and RCW 2.42 rather than Title VI and the Safe Streets Act, this plan covers language access services for both D/HH/DB and LEP individuals.

### III. DATA COLLECTION AND NEEDS ASSESSMENT

The Judicial Branch Administrator or designee will, on an annual basis, compile demographic data regarding the language needs of its community. The court will initially review data from sources such as the following:

- Most recent and relevant U.S. Census and American Community Survey (ACS)
- Local school district
- Washington State AOC – Language Access Interpreter Reimbursement Division (LAIRP)
- County health department
- Public Defender’s Office
- Prosecuting Attorney’s Office
- City or County Attorney’s Office
- Local legal aid service providers and community-based organizations which focus their services on immigrant and refugee populations, in order to identify possible immigration and new language trends.

This data will be analyzed annually to determine whether the courts allocations of language access resources are appropriate.

The Bonney Lake and Sumner Municipal Courts will make every effort to track requests for language access services by:

- Language preference (both spoken, written and signed)
- Case type (e.g. criminal, civil, etc.)
- Proceeding (e.g. trials, arraignments, pre trials, motions, mitigation, contested, etc.)
- Location of service request (e.g. court hearing, clerk’s office, court support services (probation), etc.)
- Whether the language access service requested was granted or denied
- Reason for Denial

In addition to mechanisms discussed under the identification of language needs section below, the Bonney Lake and Sumner Municipal Courts will track this internal data in a case management system where available and/or case files, if case management is not automated or via the AOC LAIRP. On an annual basis, the court will analyze the data collected to identify whether services requested are in fact provided, assist in the

allocation of language access resources and identify gaps in the provision of services to address future needs. The court provides this data to AOC on a regular basis as part of the reimbursement program and will seek assistance from AOC's Interpreter Coordinator Office for direction and assistance in tracking their data.

The Bonney Lake and Sumner Municipal Courts will send the final data compilation and analyses in the form of a biennial report to the Washington State Court Interpreter Commission, to assist the Commission in monitoring of these courts Language Access Plan, identification of interpreter training and certification strategies and other tools to assist the AOC and local courts in the provision of language access services.

#### **A. Identified Current Needs**

The most current language need identification efforts undertaken by Bonney Lake and Sumner Municipal Courts shows the following non-English languages, whether spoken or signed, that are most frequently used in our **geographic area**:

- Korean
- Mon-Khmer/Cambodian
- Russian
- Samoan
- Spanish/Spanish Creole
- Tagalog
- Vietnamese
- Romanian

The Bonney Lake and Sumner Municipal Court have identified the following additional, frequently used non-English languages among court users in the area:

- American Sign Language
- Arabic
- Bulgarian
- Cham
- Khmu
- Korean
- Lao
- Marshallese
- Palauan
- Panjabi
- Real Time Interpreter
- Russian
- Samoan
- Spanish

- Swahili
- Ukrainian
- 

**B. Identified Future Needs (if any)**

Bonney Lake and Sumner Municipal Courts have identified the following emerging and/or additional languages among court users in the area for which resources will be needed in the future:

- Chuukese
- ASL is the other extremely difficult language to schedule for in-court proceedings, as there are only a few ASL interpreters qualified to interpret legal content.
- Registered interpreters are not trained or tested in different interpreting modes. For that reason, not all Court Registered Interpreters can provide simultaneous interpretation in court. We suggest all Court Registered Interpreters undergo additional training, for example, the “Advanced Skills for Court Interpreters training” (see Seattle Municipal Court Interpreter program).
- In the event a Washington State AOC credentialed interpreter is not available, we request the ability to use court interpreters who have court credentials in other states and to be reimbursed through the interpreter program. This will expand the interpreter pool and allow courts to continue to improve access to justice for all non-English court customers.

**IV. LANGUAGE ASSISTANCE IDENTIFICATION AND RESOURCES**

**A. Designated Language Access Services**

The Bonney Lake and Sumner Municipal Courts have designated the Judicial Branch Administrator as the person responsible for coordinating language access services and to whom requests for interpreters and other language access services may be addressed. This designated person is available to:

- Develop lists of interpreters and secure interpreter services;
- Receive and track language assistance requests;
- Address gaps in interpreter services by conducting outreach as needed;
- Provide information to assist LEP and D/HH/DB individuals to secure language access services;
- Assist or provide referrals to attorneys, justice partners, court support services case manager (probation), EHM providers, doctors completing psychological evaluations, customer services, in-house class providers, day reporting, jury (for D/HH/DB individuals), court staff and other relevant persons, to secure language access services for their clients and constituents;
- Answer questions from LEP and D/HH/DB individuals and the public at large, regarding the courts available language access services, including the courts language access resources such as translated materials, interpreter roster, language identification cards and other resources identified in this Plan.

- LEP and D/HH/DB individuals, attorneys, justice partners, government agencies and any other entities in need of language access services for court programs or activities or to acquire such services or information for themselves or their clients, may contact the designated language access person as follows:

Judicial Branch Administrator  
 Bonney Lake and Sumner Municipal Courts  
 9002 Main St E, Suite 100, Bonney Lake, WA 98391  
 253-862-6606  
 253-862-3053 - fax

## **B. Identification of Language Access Needs and Notice of Availability**

LEP and D/HH/DB, individuals may come in contact with court personnel via the phone, TTY (Teletypewriter) / TDD (telecommunication Device for the Deaf), in person, in writing or through other means. In addition, there are various points of contact within Bonney Lake and Sumner Municipal Courts where LEP individuals or persons who are D/HH/DB will be in contact with court staff. Sometimes people who need language access services will not request these services because they do not realize that such services are available at no charge or they do not recognize the level of English language proficiency or communication ability needed to effectively participate in the court program, court proceedings or court services. The first step in providing language access services is to enable LEP individuals or persons who are D/HH/DB, to properly identify their language needs.

As a first step towards ensuring that LEP and D/HH/DB individuals can properly identify their language needs and to request language access and assistance services, Bonney Lake and Sumner Municipal Courts have a legal obligation to provide accessible notice to the public of an individual's right to spoken and sign language interpreter services to access court proceedings and court-managed programs.

### **1. Identifying Language Needs at Points of Access**

Bonney Lake and Sumner Municipal Courts will identify language access needs at all points of contact with the court. The following are examples of some of the access points in courts:

- Telephone calls to court staff.
  - *Court Clerk's Office 253-862-6606*
- Security screening at courthouse entrance located at:
  - Bailiff's station 9002 Main St E (1<sup>st</sup> floor), Bonney Lake, WA 98391
- Clerks Office and front counter located at:
  - 9002 Main St E, Suite 100, Bonney Lake, WA 98391
- Courtroom

- Cashier Office
- Court Records office
- Court Managed programs and services including Court Support Services (formerly Probation)
- Remote hearings (video or telephonic)
- Use of language line (company that provides interpreter services by phone to assist with initial contact with a person on the phone or at the counter, to establish assistance need)
- LAP posted on court's website.

Other Courthouse signage. To ensure the earliest possible identification of the need for language access services, the Bonney Lake and Sumner Municipal Courts have established internal protocols with the various justice partners which routinely interact with these courts, in order for these partners to communicate to the appropriate court staff, the needs of LEP or D/HH/DB participants who will be coming into contact with the court. While justice partners themselves may be under a separate legal obligation to provide language access services to their clients, the court will be notified of any services that fall under the responsibility of the court, as early as possible so services may be provided in a timely and efficient manner. Examples of justice partners to be notified include:

- LEP or D/HH/DB person notifies the Court of their needs
- Judges, court personnel
- Domestic violence victim's advocate
- Attorney/public defender for LEP or D/HH/DB person
- Court facilitator
- Law enforcement officers (via citation)
- Correctional facilities personnel
- Court Support Services (Probation)
- Customer service personnel receiving request via phone or in person

## **2. Notice of the Availability of Language Access Services**

To facilitate the ability of LEP and D/HH/DB individuals to request their need for language access services, the Bonney Lake and Sumner Municipal Courts shall provide notice of the availability of language access services translated into Washington State's most frequently used languages that states:

*"You have the right to language access services at no cost to you. To request these services, please contact the Court for assistance".*

The Bonney Lake and Sumner Municipal Courts displays this notice on its website (See Attachment A) and at the following locations:

- Clerk's Office Front Counter

- Bailiff Station
- Courtroom
- Court Lobby

Additionally, Bonney Lake and Sumner Municipal Courts have the following resources available at their points of contact, including those listed above when appropriate, to help LEP and D/HH/DB and court staff communicate with each other:

- Language identification “I Speak” language identification guides at all points of contact
- We ask AOC to develop an electronic version of the “I Speak” card and a Poster to make sure any court employee can easily find it online. Examples, a map of the world so that the person can point to their country.
- Multi-lingual notices at all appropriate points of contact notifying members of the public of their right to request an interpreter or other language assistance at any point during their contact with the court.
- Other: Access to the “Language Line”.
- TTY for D/HH court customers

When it appears that an individual has difficulty communicating due to a language barrier, Bonney Lake and Sumner Municipal Court staff will inform the LEP or D/HH/DB person of their right to have language access services provided by the courts at no cost, even if the LEP or D/HH/DB person has not made a request for the language access services.

## **V. LANGUAGE ACCESS SERVICES –**

Once the Bonney Lake and Sumner Municipal Court staff have determined interpreter services are required for an LEP or D/HH/DB individual, court staff have access to the following procedures for securing an interpreter. The general procedure for the Bonney Lake and Sumner Municipal Courts are as follows:

- Once the court is notified that an interpreter is needed:
- Notification is sent to the Interpreter Coordinator
- Interpreter Coordinator makes the necessary arrangements to secure a certified or registered (when available) interpreter as requested by contacting the interpreters for requested services (phone call or email)
- When the interpreter is confirmed, the court is notified.
- Staff may call the Language line to assist with individuals needs

### **A. Language Access Services Inside the Court Room (in person or remotely)**

#### **1. Appointment of a Certified, Registered or Non-Credentialed Interpreter for In Court Proceedings (in person or remotely)**

The person responsible for appointing or securing the assistance of an interpreter at the Bonney Lake and Sumner Municipal Courts will comply with the following order of preference in appointing an interpreter in [RCW 2.43](#).

Credentialed (certified or registered by AOC) are to be appointed, whenever possible.

The person securing services of an interpreter shall indicate, for the court, the reason a non-credentialed interpreter has been retained; for example, no credentialed interpreter is reasonably available or there is no credentialed interpreter in the language spoken by LEP person.

If a non-credentialed interpreter is appointed, the judge is required to find and note on the record ‘good cause’. See [Bench Card](#).

In the event no local interpreter (in person or remote) is available, the court or designated authority will weigh the need for moving forward with the proceeding against any possible negative consequences to the LEP or D/HH/DB person’s ability to effectively participate in the proceedings through the use of an interpreter, as may be allowed in accordance with [GR11.3](#).

Bonney Lake and Sumner Municipal Courts will NOT appoint to interpret, anyone with a potential conflict of interest in the case, including the following: minors; friends and family of the LEP or D/HH/DB person, advocates, attorneys, justice partner bilingual staff, anyone deemed unqualified after Voir Dire by the court. (See [Code of Professional Responsibility for Judiciary Interpreters](#))

## **2. Practices in the Appointment and Use of Interpreters**

In appointing interpreters, staff of Bonney Lake and Sumner Municipal Courts will ensure that the interpreter and the LEP or D/HH/DB participant can effectively communicate. It is also the practice of Bonney Lake and Sumner Municipal Court to:

- Make a determination of the appropriate number of interpreters that may be required for the proceeding pursuant to [GR11.4](#). When the proper administration of justice so requires the court will appoint multiple interpreters.
- Appoint a team of two interpreters for trials and proceedings over 2 hours ([GR11.4](#)). This will ensure a higher level of accuracy and eliminate the need for frequent breaks. On rare occasions, when only one interpreter is available, the court will need to recess for 10 minutes after every 20 minutes. This will allow the interpreter to have frequent breaks to avoid interpreting fatigue, ensure accuracy and avoid subsequent errors.
- Allow the LEP or D/HH/DB person to waive their right to the assistance of an interpreter only if the waiver is knowing, voluntary and on the record. The waiver of an interpreter may be rejected by the court or later revoked by the person.
- Require interpreters to provide sight translations for documents related to the



court proceedings (not on the record).

- Prohibit interpreters from assisting LEP or D/HH/DB with entering information on court forms without the involvement of an attorney of record for represented clients or court staff for the non-represented clients, in the completion of such forms.
- Assign sign language interpreters for jurors who are D/HH/DB when such persons are called and selected for jury service.

### **3. Calendaring and Scheduling of Interpreters for In-court and Out-of-court proceedings or encounters.**

Bonney Lake and Sumner Municipal Courts will provide interpreter services in a timely manner. To provide high quality language access services in an efficient manner, Bonney Lake and Sumner Municipal Courts employ the following practices:

- Batching of matters for which an interpreter for a specific language is needed so long as this does not cause unnecessary delays in access and loss of remedies available to litigants, such as mitigation hearings in frequently requested languages.
- Coordinating calendars so an interpreter may be available for several matters in the same court location on the same day.
- Coordinating the use of interpreters so that when an interpreter is not busy in a courtroom proceeding, they may be available in person or via remote interpreting technology.

### **4. Remote Interpreting**

For hearings, the Bonney Lake and Sumner Municipal Courts use the following remote interpreting technologies:

- Video-remote interpreting (VRI)
- Telephonic interpreting

Use of telephonic interpreting agencies only for out of court matters, e.g., for customer service. Assign credentialed interpreters for in-court proceedings when using remote interpreting. See attachment B: Telephone Interpreting Best practices and Remote Interpreting Best Practices.

VRI will be used appropriately and will meet the requirements for providing effective communication, including:

- Real-time, full-motion video and audio
- A clear, large image
- A clear transmission of voices

- Adequate training of staff in utilizing the equipment
- Have an IT person to monitor VRI session
- Adequate training of interpreters

Remote interpreting can be problematic in some circumstances such as for individuals who are deaf or hard of hearing, the elderly, those struggling with mental illness and others.

The court requires training for staff and appointing authorities on VRI and telephonic interpreting, how to use the technologies, how to use the technologies, how to follow best practices on remote interpreting and what are appropriate events for such types of remote interpreting service. See Attachment B (telephone Interpreting Best Practices and Remote Interpreting Best Practices).

## **B. Language Services Outside the Courtroom**

Bonney Lake and Sumner Municipal Courts are responsible for taking reasonable steps to ensure that LEP and D/HH/DB hearing impaired individuals have meaningful access to services outside the courtroom. It is the practice of these courts, to provide interpreters for court-managed services, programs and operations consistent with state and federal language access mandates. In compliance with such mandates, the courts shall provide language access services at:

- Attorney Client interviews
- Investigator Witness Interviews
- Criminal diversion programs
- Information counters
- Intake or filing office
- Court managed classes
- Court Support Services (Probation) and/or support services offices
- Interviews for public defender eligibility
- Interviews for orders for protection
- TTY
- Translation of letters/requests in other than English languages
- Payments of fines/tickets
- Court Support Services (Probation) and/or support interviews (housed within and a part of the court)
- Time Pay or Community Service desk
- Electronic Home Monitoring
- Public Service counter in person or over the phone
- Day reporting
- Community Resource Services
- Mental health Assessments
- Bailiff Station

- Other: Jails or Western State Hospital when necessary for completion of an RCW 10.77 competency evaluation
- CCAT Assessment
- MRT Classes, Anger Management Classes and MRT Addiction/Substance Abuse Classes

The court, in compliance with federal and state civil rights laws and regulations, shall provide the most appropriate language access service for these programs and services, including qualified interpreters, bilingual staff and providing translated materials and information. When the most appropriate language access service is the appointment of a qualified interpreter, the court shall follow the guidelines described for the appointment of interpreters.

RCW 2.42 requires that courts provide interpreters for persons who are D/HH/DB when they are required to attend court ordered programs or services. In addition to the provision of qualified interpreters in all proceedings where required, court's bilingual staff may assist with language needs outside of court proceedings, in the language of the LEP person. Bilingual staff shall be trained to understand their role and how it differs from the role of an interpreter. Bilingual staff may be utilized for communications about court matters, outside of court proceedings.

### **C. Translated Forms and Documents**

The Bonney Lake and Sumner Municipal Courts understand the importance of translating forms, documents and electronic materials into non-English languages, so that LEP individuals have greater access to the courts' services. Judicial and court staff shall not use web-based applications or software to process or provide translations for LEP individuals, as this method can provide inaccurate or incorrect translations.

State forms which have been translated are available at [www.courts.wa.gov/forms](http://www.courts.wa.gov/forms). Additional informational resources translated into Spanish include:

- [A Guide to Washington State Courts / Guía de los Tribunales del Estado de Washington](#)
- [Self-Represented Persons in District Court / Personas que se representan a sí mismas en el Tribunal de Distrito](#)
- [Self-Represented Persons in Municipal Court / Personas que se auto representan en los Tribunales Municipales](#)
- [Self-Represented Persons in Superior Court Civil Proceedings / Personas que se auto representan en procedimientos civiles en el Tribunal Superior](#)
- [An Introduction to Small Claims Court / Introducción Al Juzgado De Demandas De Cuantía Menor](#)

The Bonney Lake and Sumner Municipal Courts currently have the following forms translated into commonly used languages (Spanish)

- Advice of Rights
- Indigency Screening Form

The courts shall make available such forms at appropriate locations in their court systems and on their court's website.

#### **D. Providing Emergency Information to LEP Court Customers**

Bonney Lake and Sumner Municipal Courts are responsible for taking reasonable steps to ensure that LEP and D/HH/DB individuals have meaningful access to emergency information should an emergency situation arise. The courts provide such information in the following ways:

- Emergency exits are clearly marked
- Evacuation map(s) are located in visible public areas

### **VI. TRAINING**

The Bonney Lake and Sumner Municipal Courts are committed to providing training for all judicial and court staff members who come in contact with LEP and D/HH/DB individuals, in order to ensure equal access to justice. The court will provide staff training on all requirements in this Language Access Plan. Additional training opportunities will include

- Proper appointment and scheduling of interpreters for all court proceedings and court-managed programs and services
- Bench Card on Interpreting for Judges and Magistrates
- Role of an interpreter, modes of interpreting and Code of Professional Responsibility for Judiciary Interpreters
- Courtroom management when interpreters work in the courtroom
- Best practices of remote interpreting
- Court staff meetings and training opportunities regarding interpreter issues and customer service
- Staff instruction regarding LAP policies and procedures during orientation and on an annual basis, as described by this LAP Plan.
- Training for attorneys, administrators and judges regarding best practices of working with court interpreters

Bonney Lake and Sumner Municipal Courts request the Interpreter Commission develop webinars for judicial branch administrators/court interpreter coordinators on best practices of working with and appointing court interpreters. It can take years for such person to develop a much needed understanding of tools and procedures for scheduling court interpreters.

Resources and information regarding language access services, policies, procedures and tools for providing language assistance (such as bench cards, language “I Speak” identification guides, brochures, etc.) are available to all court staff and decision makers at one or more of the following locations in our court.

- The court’s intranet
- The court’s Language Access Coordinator/Interpreter Coordinator

## **VII. COMPLAINT PROCESS FOR NON-COMPLIANCE**

### **1. Complaints Against Local Court**

This specific complaint process is designed to bring to the attention of the local court and if necessary, the Interpreter Commission, allegations filed by LEP or D/HH/DB parties that the local court is out of compliance with its own Language Access Plan, any applicable federal statutes or regulations, state statutory provisions, such as RCW 2.42 or 2.43 and/or any applicable state or local court rules. This is an informal process whereby the Interpreter Commission may be involved in providing consultation and guidance to LEP parties and local courts in resolving and removing barriers to language access services and resources. LEP and D/HH/DB individuals are encouraged to first file a complaint with the local court using local court customer complaint filing procedures. The local court complaint rules are as follows:

#### **A. Local Court Complaint Process:**

1. The complaint is submitted to the judicial branch administrator or interpreter coordinator in person or in writing, in LEP person’s language, for consideration in accordance with local court complaint process.
2. The Court will respond to the complaint within 5 business days.

#### **B. Complaints may also be filed with the Interpreter Commission at:**

Washington State Interpreter Commission  
c/o Interpreter Commission Staff  
Administrative Office of the Courts  
PO Box 41170  
Olympia, WA 98504-1170.

Or by contacting James Wells at 360-350-5373 by telephone or via email to [james.wells@courts.wa.gov](mailto:james.wells@courts.wa.gov)

### **III. PUBLIC NOTIFICATION AND EVALUATION OF LAP**

#### **A. LAP Approval & Notification**

Bonney Lake and Sumner Municipal Courts LAP has been approved by the Bonney Lake and Sumner Municipal Court Presiding Judges and the Judicial Branch Administrator and a copy has been forwarded to Washington State's Administrative Office of the Courts Interpreter Program Coordinator. Any revisions to the Plan are to be submitted to the Bonney Lake and Sumner Municipal Court Presiding Judges for approval and then forwarded to the Interpreter Program Coordinator. Copies of Bonney Lake and Sumner Municipal Courts LAP shall be provided upon request. In addition, the courts shall post their LAP on their own website at:

[https://www.ci.bonney-lake.wa.us/government/departments/municipal\\_court/information\\_and\\_services](https://www.ci.bonney-lake.wa.us/government/departments/municipal_court/information_and_services)

#### **B. Outreach and Communication of Plan**

Bonney Lake and Sumner Municipal Courts shall inform the public of the existence of the LAP and to this end, the court will:

- Post LAP on courts websites
- Share LAP with the Public Defenders and City attorneys and seek their feedback
- Share LAP with the court interpreters working in our courts and seek their feedback
- Share LAP with the local executive and legislative branches and seek their feedback

#### **C. Annual Evaluation of the LAP**

Bonney Lake and Sumner Municipal Courts will conduct an annual needs assessment to determine whether changes to the LAP are needed. To this end, the court will continue to communicate on an ongoing basis with stakeholders, including court staff, interpreters, attorneys and the public in the following manner (s):

- Surveys
- Meetings
- Written Communication including email, correspondence, etc.

This assessment will be done by reviewing various areas in which the court provides language access services, taking into consideration, at a minimum, the number of interpreters requested by language and the identification of merging

changes in the languages spoken or signed within the court's local population as identified by an information means or by other methods. Elements of the assessment evaluation shall include:

- Number of LEP or D/HH/DB persons requesting court interpreter.
- Assessment of current language needs to determine if additional services or translated materials should be provided.
- Assessing whether staff members adequately understand LAP policies, procedures and how to carry them out; and
- Identification of challenges or trends these courts are experiencing with providing language access services.

Any revisions made to the Plan will be communicated to all court personnel and an updated version of the plan will be posted on the court's web site. In addition, the Bonney Lake and Sumner Municipal Courts will submit to the AOC a copy of any updated information contained in this LAP within 60 days of its approval by the Presiding Judges of each court.

#### **D. Ideas for Future Improvements in Language Access**

Bonney Lake and Sumner Municipal Courts will review the results of its annual needs assessment and conduct the following activities:

- Identify any challenges or trends your court is experiencing with providing language access services, sourcing of interpreters, document translation tasks and website information that is accessible to LEP and D/HH/DB individuals.
- Engage in collaborative efforts with other courts to improve and coordinate interpreter scheduling where interpreter resources are shared.
- Identify and implement changes or improvements identified by your court to improve language access services that are within the scope of this LAP.

#### LAP Contact Person

##### **State Contact:**

James Wells  
AOC Interpreter Program  
1206 Quince Street SE  
PO Box 41170  
Olympia, WA 98504-1170  
[James.wells@courts.wa.gov](mailto:James.wells@courts.wa.gov)

##### **Local Contact:**

Geri Resch, Judicial Branch Administrator  
Bonney Lake and Sumner Municipal Court  
9002 Main Street East, Suite 100  
Bonney Lake, WA 98391  
252-862-6606  
[reschg@cobl.us](mailto:reschg@cobl.us)





## **ATTACHMENT B**

1. Telephone Interpreting – Best Practices

<https://www.courts.wa.gov/content/publicUpload/Interpreters/Telefone%20Interpreting%20-%20Best%20Practices.pdf>

2. Remote Interpreting Best Practices:

[https://www.courts.wa.gov/programs\\_orgs/pos\\_interpret/content/pdf/Remote%20Interpreting%20Best%20Practices.pdf](https://www.courts.wa.gov/programs_orgs/pos_interpret/content/pdf/Remote%20Interpreting%20Best%20Practices.pdf)