



SAFER DRINKING WATER

SAFE AND AFFORDABLE FUNDING FOR EQUITY AND RESILIENCE

Language Access For The Safe And Affordable Funding For Equity And Resilience (SAFER) Advisory Group

Why Language Access Is Important

The Water Boards must provide language access services, such as written translations and oral interpretations, to meet the needs of multilingual speakers. This is required by state and federal laws to ensure equal access to government services, information, fair treatment, and meaningful involvement for all individuals.

The SAFER drinking water program was created following years of advocacy led by grassroots community leaders. Many communities in California that lack access to safe and affordable drinking water are linguistically isolated communities. To ensure the SAFER drinking water program meets the needs of all communities, we need to hear from community leaders directly. The SAFER drinking water program commits to providing English and Spanish language services at Advisory Group meetings and for key program materials and resources. Written translations and oral interpretation for Advisory Group meetings in languages other than Spanish can also be requested by members of the public.

Definitions

Translation is the process of converting written text from one language to another in written form.

Interpretation is the oral transfer of information from one language to another during a live conversation.

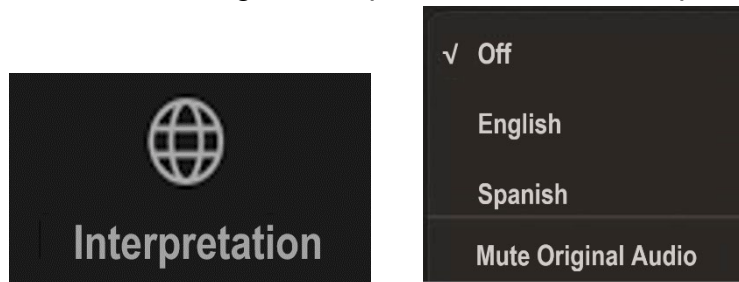
Language Services Offered by the State Water Board:

- Bilingual communications in various forms (emails, phone calls, mail, flyers, social media)
- Bilingual meeting materials packet
- Interpretation services
- Bilingual staff available to assist with language needs

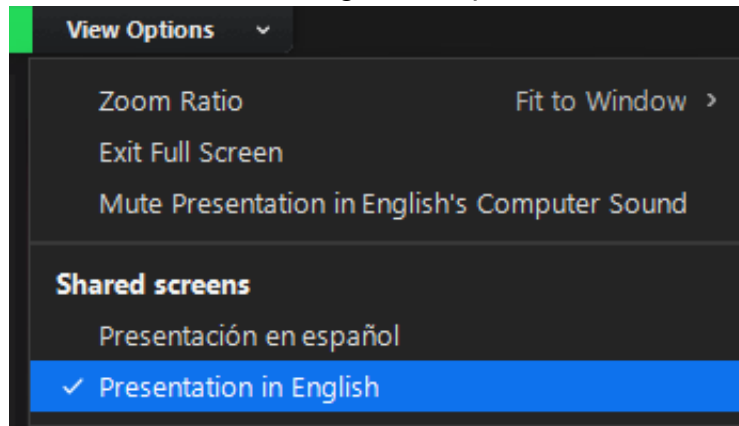
Best Practices for All Advisory Group Members:

- Indicate your preferred language.
- When joining in person, use the provided headset to listen to English and Spanish interpretation, and return it after the meeting.
- Inform us if your headset is not working.
- When joining by Zoom:
 1. Review the virtual meeting logistics document for instructions prior to the meeting.

2. Select either English or Spanish under the interpretation feature.



3. Select the screen in English or Spanish under the “view options” feature.



- Speak clearly and be concise to ensure accurate interpretation.
- Make pauses between sentences and slow down when asked.
- Provide feedback on the interpretation service.

(This fact sheet was last updated on January 24, 2024)