I applaud the County’s commitment to responsible drug disposal and to making disposal available to the diverse community in my County.

The proposal raised two significant issues that must be addressed prior to approval:

1. Non-inclusion of Vietnamese in languages supported.

The Program must include Vietnamese language support in all multilingual physical and virtual/electronic assets and services.

The county has a sizable Vietnamese community, to the extent that many public signs, postings, and notices include Vietnamese as a third language, in addition to English and Spanish. It would be irresponsible for this program not to address this community at an equal level.

To this end, the County also should assess what key physical and virtual/electronic items and assets (e.g., Kiosks, Mail-Back materials, notices, instructions) should have multilingual information and in which languages.

2. Inclusion of diverse communities and addressing the Digital Divide in Mail-Back program

The sample informational card in the proposed Plan (Sample Business Card – Request Mail-Back Envelope, p.10) includes only the web address. It also is only in English.

The Mail-Back component of the Plan must mitigate effects of the Digital Divide and offer full parity of outreach/promotion, access, information, and service; regardless of telephone or web medium.

The county’s community of disabled and home-bound residents and their caregivers—family, friend, or professional—reflects the diversity of the broader county community, both in language and socioeconomic / income status; with home-bound residents possibly more likely to be on fixed or lower income and with reduced access to resources, including online access.

In addition to the language considerations raised above, web services should be “mobile-friendly” with full feature, ease-of-use, and ADA accessibility parity between mobile and
“traditional” desktop web browsers, to accommodate any increased prevalence of mobile access in lower-income or otherwise digitally disenfranchised communities.

Similarly, equal emphasis in information and promotion must be given to toll-free telephone and website access and services. Again, this also must address the language concerns raised above, including Vietnamese.

Respectfully submitted,

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