

Creating Culturally Responsive Resources and Translations

Roseani Sánchez, MEd, Project Director

Family Voices National

Desarrollo de recursos y traducciones adaptadas culturalmente

Roseani Sánchez, MEd, Project Director

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Roseani Sanchez, MD, Project Director

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Today's topics

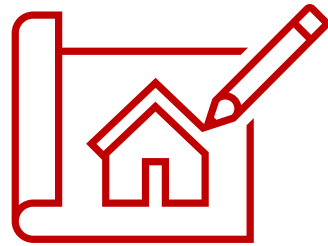


- Developing Materials using
 - Plain Language
 - Cultural Adaptations
 - Translations
 - Modalities
- Examples of Culturally Responsive Materials
- Creating Culturally Responsive Materials
- Let's Practice

Temas del día

- Desarrollo de materiales usando:
 - El uso de lenguaje simple
 - Adaptaciones Culturales
 - Traducciones
 - Modalidades
- Desarrollo y ejemplos de materiales culturalmente receptivos

Developing Materials



Desarrollo de
materiales

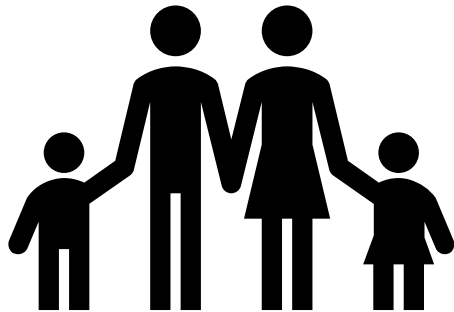
What is your level of experience with adapting materials to be culturally responsive to the audience?



¿Cuál es su nivel de experiencia con la adaptación de materiales para que respondan culturalmente a una audiencia?

Where do we start?

- › Determine the audience



¿Dónde empezamos?

- › Determine la audiencia



For which audiences do you develop materials?



¿Para qué audiencias desarrolla materiales?

Identifying Your Audience

Identifying your audience is one of the first steps in developing materials.

- › Are they families or professionals?
- › Are they exposed to technology?
- › Which dialect or language do they speak?



Identificando a tu audiencia

Identificar a su audiencia es uno de los primeros pasos en el desarrollo de materiales

- › ¿Son para familias o profesionales?
- › ¿Están expuestos a tecnología?
- › ¿Qué dialecto o idioma hablan?

Use images and colors to create connection

COMMUNITY Autism Research Ambassador PROGRAM

Help change the face of autism research. This virtual program empowers African American families and self-advocates to be more involved in autism research. Help develop autism services and information that meet the needs of our community.

Apply today if you:

- Are the parent or grandparent of someone with autism OR
- Are an autistic self-advocate AND
- Identify as African American

If you apply for the Community Research Ambassador Program, you will receive a stipend of \$250. Choose either the June OR August 21 and 22 OR August 2 and 4.

For more information, visit familyvoices.org/ARAProgram

FAMILY VOICES UNITED TO END RACISM AGAINST CYSHCN AND THEIR FAMILIES (FamU)

Check out our web-based toolkit developed to support and educate our network of family-led organizations. The toolkit offers shareable documents and multi-media resources to help you with the important work of:

- Dismantling racism
- Being more culturally competent as an organization, and
- Building and developing meaningful engagement with the families you serve

WHAT CAN FamU TOOLS HELP YOU DO?

- Build competence** by learning about the history of race in the U.S. and racial disparities in healthcare.
- Foster connectedness** by creating opportunities to connect and engage in raw, honest, uncomfortable conversations necessary to bring about change.
- Encourage confidence** to act with the creation of materials and guidance to equip network members to start, lead and sustain conversations to dismantle racism in healthcare of children and youth with special health care needs (CYSHCN).

GET STARTED

LEARN MORE AT familyvoices.org/famu

Más imágenes, menos contenido

FAMILY VOICES HISPANIC AFFINITY GROUP
GRUPO DE AFINIDAD HISPANA DE FAMILY VOICES

HISPANIC HERITAGE

¿Qué significa el ser hispano/latino para ti?

"Vivo orgullosa de quien soy y de donde vengo. Es una bendición poder compartir con mis hijos nuestras raíces, costumbres y tradiciones. Somos una cultura para el mundo. ¡Feliz y orgullosa de ser Latina!"

Roseani Sánchez, Puerto Rico
Director de Proyecto, Family Voices National

"Ser hispano/latino significa representar de dónde vengo, sin importar donde me encuentre. Es poder contagiar a otros con la alegría que nos distingue, festejar cada ocasión con nuestra música, es buscar una excusa para celebrar algo, poder compartir en las fiestas donde todos somos sobrinos, primos, hermanos o ahijados, disfrutar de nuestra comida y de nuestro sabor. Es abrazar y besar a todos cuando les recibo y cuando me despiden. Soy orgullosa de nuestra cultura y mi cultura, de mi lengua, de ser puertorriqueña y de ser hispana/latina!"

Vanessa Rodríguez, Delaware
Coordinador de Proyecto, Family Voices National

Comparte tu porque con nosotros...

LIDERES HISPANOS/LATINOS DE LA RED NACIONAL

Una red que promueve la participación comunitaria, el liderazgo y apoyo a las familias a través de la nación y los territorios.

Lideres bilingües empoderados por una organización nacional con 59 localidades a través de la nación y los territorios.

Lideres enfocados en apoyar a las familias de niños con necesidades especiales de habla hispana en cada estado.

REUNIONES TRIMESTRALES

Conéctate con otros líderes

Fortalece tus destrezas participando de talleres y adiestramientos.

Obtén acceso a recursos, información y materiales completamente en español

Descubre y comparte estrategias para mejorar el acceso a los servicios en las comunidades hispanas/latinas

COMUNICAR EN LA FAMILIA

Comunicados e idiomas (español e inglés)

Un foro para líderes

Anuncios y oportunidad líderes y las invitaciones y seminarios

Espacio y recursos para las familias

Para más información visita: familyvoices.org

Envíanos un correo: rsanchez@familyvoices.org or vrodriguez@familyvoices.org

Hispanic Affinity FAMILY VOICES
Leadership in Family and Professional Practice

Tips to Consider When You Adapt Materials

- › Use plain and simple language
- › More images, less written content
- › Include culturally relevant examples
- › Fonts, colors, and templates
- › Types of images, icons, and graphics
- › Avoid slang, jargon, and acronyms



Recomendaciones para adaptar materiales

- › Use un lenguaje claro y simple
- › Más imágenes, menos contenido escrito
- › Incluya ejemplos culturalmente relevantes
- › Letra, colores y patrones
- › Tipos de imágenes, símbolos y gráficos
- › Evite la jerga y las siglas

More images, less writing

COMMON COVID-19 VACCINE SIDE EFFECTS FOR CHILDREN 3 YEARS AND YOUNGER



Pain where the shot was given



Lost of appetite



Swollen lymph nodes



Sleepiness



Irritability or crying



For more information, please visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/side-effects-children-teens.html>



Más imágenes, menos contenido



Tu salud mental importa

Signos de

Depresión

Un cuidador familiar que sufre de depresión experimenta una combinación de al menos cinco de los siguientes síntomas al menos por un período de 2 semanas

Pérdida de interés o placer en la mayoría de las actividades diarias



Cambio significativo en el peso o cambio en el apetito



Sentimientos de baja autoestima



Te sientes cansada/o y te falta energía

Te sientes, triste desesperanzado imponente



Tienes dificultad para concentrarse, pensar o tomar decisiones



Para más información, visite: <https://www.caregiveraction.org/>



What is your level of experience with using plain language guidelines?



¿Cuál es su nivel de experiencia con el uso de las guías de lenguaje simple y sencillo?

What is Plain Language?

- › [Plain language](#) is communication your audience can understand the first time they read or hear it
- › It includes not just words, but also page layout to make materials easier to read and find information

¿Qué significa el uso de lenguaje sencillo?

- › El lenguaje sencillo es comunicación [escrita o verbal](#) que su audiencia puede entender la primera vez cuando lo lee o lo escucha
- › Incluye no solo palabras, sino además diseño de página para que los materiales sean más fáciles de leer y encontrar la información

The Plain Language Design Process

- › Clear, concise language
- › Design and organize documents for easy reading and understanding
- › Test materials with intended audience
- › Learn to listen
- › Speak slowly, clearly and respectfully

El proceso de diseño de lenguaje sencillo

- › Lenguaje claro y conciso
- › Diseñe y organice documentos para facilitar su lectura y comprensión
- › Materiales de prueba con la audiencia escogida
- › Aprender a escuchar
- › Hablar despacio, claro y con respeto

Telehealth Rights and Responsibilities



CYSHCN and Family Rights and Responsibilities for Telehealth

RIGHTS

You have the right to receive considerate, respectful and compassionate care through telehealth regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

You have the right to receive safe and high-quality care within the range of services that telehealth provides.

You have the right to ask your provider or the appropriate office staff any questions about logging on to, and needing assistance with, the telehealth platform.

You have the right to accommodations for vision, hearing and speech to be able to access your telehealth visit.

You have the right to access a telehealth visit in your primary language with effective and adequate interpretation services.

You have the right to have a family member, support person, or other individual present with you during your telehealth visit.

You have the right to share information and ask questions during a telehealth visit as you would during an in-person visit.

You have the right to receive the same type of information, such as test results or diagnosis, during telehealth as you would during an in-person visit.

You have the right to discuss and collaborate in making plans of care during a telehealth visit as you would during an in-person visit.

You have the right to disagree with any plans or ask for review or changes to the plan of care in a telehealth visit just as you would during an in-person visit.

You have the right to request an in-person visit if you feel that the telehealth visit will not meet your child or family's needs.

You have the right to stop a telehealth visit if you feel uncomfortable at any time.

You have the right to share a concern or grievance about your telehealth visit verbally or in writing with your provider and/or office staff.

You have the right to ask any trainees or support personnel observing or assisting in your telehealth visit to leave the room or discontinue viewing/listening to your visit.

You have the right to ask questions and receive information related to the confidentiality and privacy of your telehealth visit and the use of your medical information.

You have the right to access, either in writing or through an online portal, any plans of care, orders or action items from the telehealth visit.

You have the right to share in the planning of the next telehealth visit or follow-up actions.

RESPONSIBILITIES

■ **Actively participate** in the telehealth visit with information and updates about your child's health, such as:

- celebrations in your child's life since last visit,
- concerns, symptoms, treatments or hospitalizations since last visit,
- medications,
- updates from other providers, and
- any other information you think your providers might need to know.

■ **Offer your child or youth the same opportunity to actively participate** in the telehealth visit. If your child or youth needs an accommodation to participate, such as for hearing, set it up ahead of the visit. Additionally, if your child or youth does want to participate, support their communication needs (such as with augmentative communication) or efforts ahead of the scheduled telehealth visit.

■ **Prepare your child to participate** in the telehealth visit, for example:

- Schedule the appointment at a time of day that works for them
- Discuss where to have the visit in your home so that is accessible and your child feels comfortable
- Practice using the telehealth platform ahead of time so it is familiar
- Discuss what to expect during the visit by using accessible language ("it is like when we face time with grandma but with Dr. Smith"), social stories, pictures or other communication tools
- Encourage your child to bring something that gives them comfort to the visit, such as a stuffed animal or wear a favorite shirt

■ **Assist with any physical examination of your child** that may be needed during the telehealth visit.

■ **Demonstrate in-home aspects of your child's care**, such as use the camera to show how equipment is used or how a medicine is dispensed.

■ **Ask questions when you do not understand** information or the plan of care.

■ **Take notes of any questions or concerns you have**, or of any orders, plans and action items discussed during the telehealth visit.

■ **Treat your doctors, nurses and other health care team members** participating in the telehealth visit with respect.

Family Centered Telehealth Rights

Vision, Hearing & Speech
You have the right to accommodations for vision, hearing and speech to be able to access your telemedicine visit.

Family & Support
You have the right to have a family member, support person, or other individual present with you during your telehealth visit.

Interpretation
You have the right to access a telehealth visit in your primary language with effective and adequate interpretation services.

Stop a visit
You have the right to stop a telehealth visit if you feel uncomfortable at any time.



Family Centered Telehealth Rights

Care via Telehealth
You have the right to receive considerate, respectful and compassionate care through telehealth regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

Plans of Care
You have the right to disagree with any plans or ask for review or changes to the plan of care in a telehealth visit just as you would during an [in person](#) visit.

Questions
You have the right to ask your provider or the appropriate office staff any questions about logging on to, and needing assistance with, the platform.
You have the right to share information or symptoms and ask questions during a telehealth visit as you would during an [in person](#) visit.

Documentation
You have the right to receive the same type of information, such as test results or diagnosis, during telehealth as you would during an [in person](#) visit.



Derechos de telesalud centrados en la familia:



Preguntas

Tiene derecho a preguntarle a su proveedor o al personal de la oficina correspondiente cualquier pregunta sobre cómo iniciar sesión o necesitar ayuda con la plataforma. Además, como compartir información personal, síntomas y/o preguntas durante una visita de telesalud como lo haría durante una visita en persona.



Documentos

Tiene derecho a recibir el mismo tipo de información; como resultados de pruebas diagnóstico, procesos e intervenciones, clarificando cualquier duda o pregunta.



Derechos de telesalud centrados en la familia



Interpretación

Tiene derecho a participar de una consulta de telesalud en la que se le provea la información en su lengua nativa y/o acceso a servicios de interpretación eficaces y adecuados.



Detener una visita

Tiene derecho a interrumpir su visita de telesalud si en algún momento se siente incómodo.



“Cultural accommodation occurs when the way a message is delivered is modified so that it can be utilized with a particular culture or community”

“El acomodo cultural ocurre cuando se modifica la forma en que se comparte un mensaje para que pueda ser utilizado con cualquier cultura o comunidad”

Catalina Booth, JD

What is a cultural adaptation?

Cultural adaptation involves **reviewing and changing the structure** of the resources, program, or practice to more appropriately fit the needs and preferences of a particular cultural group or community.



¿Qué es una adaptación cultural?

La adaptación cultural implica **revisar y cambiar la estructura de los recursos**, el programa o la práctica para que se ajusten más adecuadamente a las necesidades y preferencias de un grupo o comunidad cultural en particular.

Cultural adaptation involves...

- › Structure and modifications of the context
- › Meeting the needs of the target population based on:
 - › Culture
 - › Language
 - › Communication skills
 - › Race and Ethnicity
 - › Geographic location



La adaptación cultural implica...

- › Estructura y modificaciones del contexto
- › Satisfacer las necesidades de la población identificada en base en:
 - › Cultura
 - › Idioma
 - › Habilidades de comunicación
 - › Raza y etnicidad
 - › Ubicación geográfica

Images, icons and graphics

TELEHEALTH
WHAT IS IT?

Telehealth is the use of electronic devices to connect with health care services and education

You can use telehealth to access mental health services, medical appointments, health education and training, care coordination, and therapies for your family.

You can communicate with your child's provider using a device such as a phone, tablet, or computer.

You and your family have a right to accommodations for hearing, vision, and language.

TELEHEALTH WORKS IN COMBINATION WITH IN-PERSON APPOINTMENTS TO:

- Reduce burden of travel for your family.
- Increase access for families in rural communities.
- Reduce waiting times for medical services.

Telehealth visits are a safe, secure, and confidential way to "see" your child's health care provider for many of their health care needs.

FAMILY VOICES® www.familyvoices.org/telehealth

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Imágenes, iconos y gráficos

¿Qué es Telesalud?

Telesalud es el uso de dispositivos electrónicos para conectarse a servicios de salud y educación.

Puede utilizar telesalud para acceder servicios de salud mental, citas médicas, educación y capacitación en salud, coordinación de servicios y terapias para su familia.

Puedes comunicarte con el proveedor de su hijo utilizando un dispositivo como un teléfono, tableta o computadora.

Usted y su familia tienen derecho a acomodos necesarios, tanto para la audición, visión e idioma.

TELESALUD FUNCIONA EN COMBINACIÓN CON CITAS EN PERSONA PARA:

- Reduce el tiempo de viaje
- Aumenta el acceso a comunidades en áreas rurales
- Reduce el tiempo de espera para servicios médicos

Las visitas de telesalud son una forma segura y confidencial de "ver" al proveedor de servicios de salud de su hijo.

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You can get a Flu vaccine and a COVID-19 vaccine at the same visit if you are due for both.



Learn more at [Getting a Flu Vaccine and a COVID-19 Vaccine at the Same Time](#) | CDC



Quý vị có thể tiêm vắc-xin Cúm và vắc-xin COVID-19 trong cùng một lần khám nếu quý vị đến hạn tiêm cả hai.



Obtenga más información para obtener una vacuna contra la influenza y del COVID-19 al mismo tiempo | [Centros para el Control y la Prevención de Enfermedades](#)



Most common translation mistakes made by translators

Ineffective communication	Translating word for word
Exaggerating the meaning of a word	Incorrect tone and/or style
Working in a language you are not proficient in	Working outside your specialty

Errores de traducción más comunes cometidos por traductoras

Comunicación ineficaz	Traducciones palabra por palabra
Exagerar el significado de una palabra	Tono y/o estilo incorrecto
Trabajar idiomas que no dominas	Trabajar fuera de su especialidad

The Problem with Word-for-Word Translation



- › Translations are an important way to **share information, knowledge, and ideas** with people who do not speak English as their primary language.
- › Good translation keeps the meaning of the **message, style, and manner**, without forgetting the order of the words.
- › Translation must use **neutral and basic** words

Problemas con la traducción palabra por palabra

- › Las traducciones son una forma importante de **compartir información**, conocimientos e **ideas** con personas que no hablan inglés como primer idioma
- › Una buena traducción mantiene el **sentido del mensaje, el estilo y la manera**, sin olvidar el orden de las palabras.
- › La traducción tiene que usar palabras **neutrales y básicas**

Thinking about Modalities

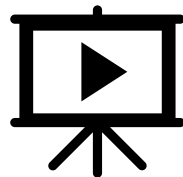
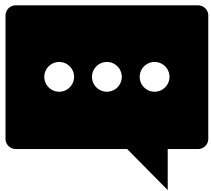
How we share information is as important as **what** we share.

Vamos a pensar en Modalidades

¿Cómo compartimos la información es tan importante como lo **qué** compartimos?

Use technology to communicate

- › Video and audio
- › Webinars and live sessions
- › Phone calls
- › Texting



Usa la tecnología para comunicarte

- › Vídeo y audio
- › Adiestramientos virtuales/ en línea y sesiones en vivo
- › Llamadas telefónicas
- › Enviar mensajes de texto







Icons
Iconos




Other Webinars In This Series




Are You Connected?
WEBINAR 1
Having access to a cellular or WiFi signal is often needed to have a video visit or #FamilyCenteredTelehealth appointment with your provider. Learn more about getting and improving your connection in this webinar. >>>



Do You Have a Device?
WEBINAR 2
Computers, Laptops, Tablets and Smartphones are all devices that can be used for a telemedicine or #FamilyCenteredTelehealth appointment. Learn if your device is "tele-ready" in this webinar! >>>



Can You "See" Your Provider?
WEBINAR 3
Learn what the 4 KEYS are that will help you unlock the doors to you and your provider can have a successful #FamilyCenteredTelehealth appointment in this webinar. >>>



For FZPs

For FUDs

CONTACT US
ABOUT FAMILY VOICES
PROGRAMS AND PROJECTS
FAMILY VOICES VALUES
FAMILY VOICES TEAM
JOB OPENINGS
DCS

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Video



Glossary
Glosario



Download for customization



Descarga para customizarlo

Examples of resources



Ejemplos de materiales

Simplifying Language

For a decision, there must be 75% of governing body members present (9 of 12), including 80% of parent/family leaders (4 of 5) and at least one representative of each Proof Point Community (including the parent/family leader).

For a decision:

AT LEAST	AT LEAST	AT LEAST
75%	80%	1
OF MEMBERS MUST BE PRESENT (or 9 of the 12 members)	(or 4 of the 5) PARENT MEMBERS MUST BE PRESENT	REPRESENTATIVE FROM EACH PROOF POINT COMMUNITY MUST BE PRESENT

Simplificando el lenguaje

Para tomar una decisión, debe estar presente el 75 % de los miembros del órgano de gobierno (9 de 12), incluido el 80 % de los padres/líderes familiares (4 de 5) y al menos un representante de cada Comunidad Proof Point (incluido el padre/líder familiar).

Por decisión:

Al menos	Al menos	Al menos
75%	80%	1
DE LOS MIEMBROS DEBEN ESTAR PRESENTES (o 9 de los 12 miembros)	(o 4 de los 5) LOS PADRES MIEMBROS DEBEN ESTAR PRESENTES	DEBE ESTAR PRESENTE UN REPRESENTANTE DE CADA COMUNIDAD DE PROOF POINT

Color, font, and templates

I can't do my telemedicine visit because...
I NEED INTERPRETATION SERVICES



WHAT DOES THIS MEAN?

This means that English may not be your first language or language of choice. Therefore, you need interpretation services to partner with your healthcare provider and receive appropriate healthcare.



WHO CAN HELP?

- Your provider
- [Your Family-to-Family Health Information Center](#)
- Your family members
- Your child's school



WHAT ARE MY NEXT STEPS?

- Talk to or plan with your provider about what interpreter services you need in order to participate in your telehealth visit.
- Contact your [Family-to-Family Health Information Center](#)



WHERE CAN I LEARN MORE?

- [Family Voices' Nuts and Bolts of Telemedicine Webinar: Your Family's First Telemedicine Appointment](#)
- [ASL video on interpreter services](#)
- [Utilizing Google Translate in a pinch](#)

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Color, letra y formato

 **No puedo realizar la visita de telemedicina porque ...
Necesito servicios de interpretación**



¿Qué significa esto?

→ Esto significa que el inglés no es primer su idioma, o idioma de elección. Por lo tanto, necesita servicios de interpretación para comunicarse con su proveedor de atención médica y recibir la atención médica adecuada.



¿Quién puede ayudar?

- Su proveedor
- [Centro de información de salud de familia a familia](#)
- Los miembros de tu familia
- La escuela de su hijo



¿Cuáles son los siguientes pasos?

→ Hable con su proveedor o planifique con él qué servicios de interpretación necesita para participar en su visita de telesalud.

→ Comuníquese con su [Centro de información de salud de familia a familia](#)



¿Dónde puedo aprender más?

- [Currículo de Telemedicina de Family Voices, Taller #4 La primera cita de telemedicina de su familia](#)
- [Importancia del American Sign Language \(ASL\) en la eliminación de barreras en la atención médica](#)
- Utilizar *Google Traductor* en un apuro. [¿Cómo usar Google Traductor?](#) video de Youtube

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Plain language, example 1

› The following information must be included in the application for it to be considered complete.



› **You must include the following information in your application.**



Lenguaje sencillo, ejemplo 1

› La siguiente información debe ser incluida en la solicitud para que se considere completa.



› **Debe incluir la siguiente información en su solicitud.**



Plain language, example 2

- › Each completed well drilling application must contain a detailed statement including the following information: the depth of the well, the casing and cementing program, the circulation media (mud, air, foam, etc.), the expected depth and thickness of freshwater zones, and well site layout and design.
- › **With your application for a drilling permit, provide the following information:**
 - › **Depth of the well**
 - › **Casing and cementing program**
 - › **Circulation media (mud, air, form, etc.)**
 - › **Expected depth and thickness of freshwater zones**
 - › **Well-site layout and design**



Lenguaje sencillo, ejemplo 2

- › Cada solicitud completa de perforación de pozos debe contener una declaración detallada que incluya la siguiente información: la profundidad del pozo, el programa de revestimiento y cementación, los medios de circulación (lodo, aire, espuma, etc.), la profundidad y el espesor esperados de las zonas de agua dulce, y disposición y diseño del lugar del pozo.
- › **Con su solicitud de permiso de perforación, proporcione la siguiente información:**
 - › **Profundidad del pozo**
 - › **Programa de revestimiento y cementación**
 - › **Medios de circulación (lodo, aire, forma, etc.)**
 - › **Profundidad y espesor esperados de las zonas de agua dulce**
 - › **Disposición y diseño del sitio del pozo**



Resources

- › Plainlanguage.gov
- › Family Voices website
 - › [Plain Language Checklist](#)
 - › Editable Resources
 - › [Editable resources about Vaccine Outreach](#)
 - › [Editable resources about Telehealth](#)

Recursos

- › Plainlanguage.gov
- › Página web de Family Voices
 - › [Listado de uso de de lenguaje sencillo en los documentos](#)
 - › Recursos editables
 - › [Recursos editables sobre vacunación, riesgos y empoderamiento a familias](#)
 - › [Recursos editables sobre salud, telemedicina y empoderamiento para familias](#)

**What was it like to attend a presentation
in Spanish with interpretation in English?**



**¿Cómo fue participar a una presentación
en español con interpretación en inglés?**

What have you learned today that you can use in your work by next week?



¿Qué aprendiste hoy que puedas usar en tu trabajo la próxima semana?

Questions?



¿Preguntas?

Thank you

Gracias



If you need additional support or to have any questions you can reach me at rsanchez@familyvoices.org

Si necesita apoyo adicional o tiene alguna pregunta, puede comunicarse al rsanchez@familyvoices.org