

From: [Carroll, John \(BOS\)](#)
To: [Crystal Van](#)
Cc: [Board of Supervisors \(BOS\)](#); [Jozami, Connie \(ADM\)](#)
Subject: FW: [Public Comment] Thursday, May 20, 2021 @ 10:00 AM - #6: 210233
Date: Tuesday, May 25, 2021 3:53:00 PM
Attachments: [PC - CH-EN.pdf](#)
[image001.png](#)

Thank you very much for your letters. I have arranged translation of these comments by the Office of Civic Engagement and Immigrant Affairs, and by copy of this message to the Board.of.supervisors@sfgov.org email address, the attached and translated comments are being sent to the entire membership of the Board of Supervisors. I am adding these comments to the file for this hearing matter.

Best to you,

John Carroll
Assistant Clerk

Board of Supervisors
San Francisco City Hall, Room 244
San Francisco, CA 94102
(415) 554-4445

(VIRTUAL APPOINTMENTS) To schedule a virtual meeting with me (on Microsoft Teams), please ask and I can answer your questions in real time.

Due to the current COVID-19 health emergency and the Shelter in Place Order, the Office of the Clerk of the Board is working remotely while providing complete access to the legislative process and our services.



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From: Crystal Van <cvan@caasf.org>
Sent: Thursday, May 20, 2021 12:43 PM
To: Carroll, John (BOS) <john.carroll@sfgov.org>

Subject: [Public Comment] Thursday, May 20, 2021 @ 10:00 AM - #6: 210233

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[Hearing - 2021 Language Access Report]

大家好,我是一名社區領袖,叫阿儀,很開心能參與今天的會議。我是一位新移民我熟悉的語言是中文,到了三藩市生活,語言遇到很大的障礙。幸好有三藩市有語言服務條例,大部分的政府機構有提供中文服務,但某些機構的前線人員提供中文服務力度並不足夠,例如一年我們同樓的街訪因為身體問題需要尋求緊急服務人員到場,他們只說英語,病人家屬不識聽,結果要到處找人做翻譯,這樣就防礙了救治速度。還有,警察前線人員的中文語言服務力度也不足夠,例如:我的同事在街上遇到搶劫,到場的警務人員不識中文,同事也不識講英文,兩者之間無法溝通,幸好那天有懂雙語的朋友才把整個過程反影給警察記錄下來。以上例子說明語言服務條例監督未全面完善,我誠心希望政府部分能創造及教導每位職員一個標準程序能認識及協助英語不通的市民及把語言服務擴展更加廣泛,另街訪朋友們得到所需要的服務及在生活上更容易用熟悉的語言去溝通。

Warmest,
Crystal

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Crystal Van 文思

Civic Engagement Program Manager 社區參與項目經理

Chinese for Affirmative Action 華人權益促進會

She/Her 代詞: 她

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From: [Crystal Van](#)
To: [Carroll, John \(BOS\)](#)
Subject: [Public Comment] Thursday, May 20, 2021 @ 10:00 AM - #6: 210233
Date: Thursday, May 20, 2021 12:38:38 PM

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[Hearing - 2021 Language Access Report]

大家好!我叫Christina。我係一位住在三藩市San Bruno Ave 區的市民,我有一個7歲大的女兒,我亦是一位單親媽媽,近期治安的問題很是讓我們擔憂!

在疫情其間,聽到佐很多對亞裔仇視的個案。為佐保護自己的小朋友,甚至不讓小朋友外出,令她與社區少佐很多的接觸,甚至近期學校已接受親身上課。為佐安全起見,還是把孩子留在家中上網課,這也讓孩子的身心健康也造成影響。

因為針對亞裔仇視的個案不斷攀升,社會就好像已經沒有了安全感的存在。加上很多亞裔人士對英文語言的不熟悉,一但發生佐事情,是很難直接尋求到幫助,所以。希望在各個社區裡面都能增加多元化的語言協助,增加撥款在多個社區裡設立多元化的服務站或非牟利機會。如法律援助機構,能夠直接協助或幫助到這區人士的地方。例如講中文或多語言的警察,可以系現場直接協助傷者,讓傷者得到及時的救援和需求,事後希望會有社工跟進傷者的情況。讓傷者得到幫助,以及為傷者傳遞溫暖和能夠得到心理健康輔導。

另外,近來針對亞裔的仇恨犯罪和暴力襲擊應為美國敲響警鐘,類似“中國病毒”的用詞只會加劇歧視現象,令亞裔群體人身安全受到更大威脅。希望政府部門及校區采用教育來援和歧視現象,讓國家、社區、各國民族團結起來,消除歧視現象,讓國家和社會更昌盛繁榮。多謝!

Warmest,
Crystal

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Crystal Van 文思

Civic Engagement Program Manager 社區參與項目經理

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Hello everyone, I'm Ruiyi Li (aka "Yi"), a community leader. It's a pleasure for me to attend today's meeting. I'm a newcomer and the language that I'm familiar with is Chinese. One of the barriers that I faced was the language barrier after I immigrated to San Francisco. Fortunately, San Francisco has enacted Language Access Ordinance, most of the City departments are required to provide Chinese services. However, the capacity of Chinese services provided by some departments' public-facing employees is limited. For example, few years ago, there's a neighbor who was living at our building sought for emergency medical services. When the health care practitioners arrived, they only could communicate with the patient's family members in English and had to find a translator, which may cause damage to the patient's health because of delay in getting medical treatment. Also, the capacity of Chinese services provided by SFPD's frontline officers is inadequate. For example, one of my colleagues got robbed on the street and when the officers reported onsite, the officers couldn't communicate with my colleague in Chinese. Fortunately, that day, there's a bilingual friend who helped with interpretation so that the police officers could record the process of the robbery incident. These are the examples which could prove that the supervision of Language Access Ordinance (LAO) requires improvements. I sincerely hope that the City can establish a standard procedure and ensure that every City employee is trained, which can better assist Limited English Proficient residents and help to expand language services citywide. In addition, it also can help our neighbors and friends access the services they need and communicate easily in their familiar languages.

大家好！我叫 Christina。我係一位住在三藩市 San Bruno Ave 區的市民，我有一個 7 歲大的女兒；我亦是一位單親媽媽，近期治安的問題很是讓我們擔憂！

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Hello everyone! My name is Christina. I'm a SF resident living at San Bruni Ave. I have a 7-year-old daughter and I'm single mom. The recent public safety issues make us concerned!

During Covid-19 pandemic, I've heard a lot of Asian Hate incidents. In order to protect my child, I don't allow my child to go outside, which limits her interactions with the community. Considering public health and safety, I kept my child study online at home even though the schools were offering in-person learning recently, which also affected my child's wellness.

Due to the increase of Asian Hate incidents, there's a lack of sense of security in our society ("our communities"). In addition, lots of Asians aren't familiar with English, when they encounter problems, it's hard for them to seek immediate assistance. Thus, I hope that multilingual language services and the City funding can be increased at each neighborhood. Increased funding can help to create diverse services stations and to increase more opportunities for non-profits. For example, legal aid agencies can provide direct assistance for their neighborhoods' residents. Police officers who understand Chinese or other languages can provide direct assistance for the injured onsite so that the injured were treated without delay. I hope that our social workers can follow up with the injured for their health conditions and ensure that the injured can get helps, caring and mental health counselling services.

Furthermore, the rise in hate crimes and violence against Asians is a wake-up call for America. Bias against Asians is getting worse by saying "Chinese Virus", which threatens the safety of Asians. Hope that City departments and school district can reduce discrimination through outreach and education and unit our country, communities, and various ethnic groups together. Eliminating discrimination can help to build a more prosperous country and society. Thank you!