

OTAY WATER DISTRICT  
**BOARD OF DIRECTORS POLICY**

Subject	Policy Number	Date Adopted	Date Revised
<b>BILINGUAL PROGRAM</b>	37	2/21/01	

Purpose

To establish a policy to provide accurate and efficient implementation of the District's Bilingual Program.

Background

The District receives telephone calls and inquiries from non-English speaking customers. In an effort to respond to the needs of our customers, policies and procedures shall be implemented to designate District positions as bilingual for those positions requiring an employee to provide bilingual skills while performing their duties.

Policy

To maximize the effective delivery of service to all communities within the Otay Water District, it is the District's policy to recruit, examine and appoint qualified individuals who are proficient in a second language. To provide and implement policies and procedures to designate bilingual positions and to certify an employee's proficiency in a second language.