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**Subject:** Bilingual training/ certification  
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Hello, my name is Joanna Aguirre. I am a Cvs pharmacy Lead technician and union steward for UFCW local 324 and I am a bilingual Spanish speaker. My first language was Spanish until I started going to school. I have a bachelor's degree in Spanish linguistics.

I am writing this letter because the board of pharmacy and Cvs will not approve the bilingual certification/ training program for pharmacy techs and clerks. From experience working in pharmacy and trying to translate for every Spanish speaking patient has been overwhelming. Working for Cvs and being a pharmacy technician for 10 years and still not being able to translate the right terminology for certain types of medicine and conditions is crucial. We need to be trained properly, get paid more and get certified to learn how to speak to patients regarding their medications. Being called consistently for translation and DUR because the pharmacists don't have time to grab the ironman and use the translation app. The pharmacists and Spanish customers would rather just use someone quickly to translate, but if we are not trained properly the pharmacist and customer don't know if they translated the right way and go back to what they were doing. There has been misinterpretations at work where customers could have taken the wrong drug or dosage and they have been explained incorrectly about the use of certain drugs. The Spanish speaking customers deserve the same quality of service and care that is received by the English speaking customers receive.!

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