

Nevada Commission for the deaf and hard of hearing  
November 13, 2019  
Maureen Fradianni

### **Follow Up Elko Town Hall on June 27, 2019**

**Sign Language Interpreters** at Northern Western Hospital 2001 Errecart Blvd., Elko, Nevada 89801. Phone (775) 738-5151.

The Deaf Community in Elko are frustrated not having qualified interpreters for deaf patients at this hospital. This hospital do not offer V.R.I. The local doctors do not offer sign language interpreters and V.R.I. The deaf community use a deaf lady to interpret for them even she knows she is not qualified as CDI but really wants to help them.

**History:** When I worked for Deaf, Hard of Hearing Advocacy Resources Center from 2005 to 2013. I received complaints from the deaf community- that the hospital do not offer the interpreters and used family members and education interpreters from the schools. I contacted the hospital regarding culture sensitive trainings for the doctors, nurses and employees. We agreed to set up the time and date, I was busy developing the training agenda, About one month before I went to Elko, I received a call from the employee to cancel the training because 1. the staffs can not use their working time to attend the training. 2. DHHARC did not offer CEU credits.

**October 18, 2019:** Northeastern Nevada Regional Hospital 2001 Errecart Blvd. Elko Nevada 89801. Phone: (775) 738-5151. Pamela's email address: [pamela.shotts@lpnt.net](mailto:pamela.shotts@lpnt.net) I had a good conversation with Pamela Shotts, Quality Director. She just started to work there six months ago. They have contractor with sign language interpreter but did not have further details. I asked if that interpreter already register with the state. Replied not sure They sometime use educational interpreters. They use TTY to communicate with the patients. Not familiar with NRS 656A Nevada Interpreter / CART Regulations. They do not have V.R.I. (double check again via email.

**Follow up; October 28th:** I emailed Pamela and gave her information on NRS 656A: NRS 656A: Nevada Interpreter / CART Regulations and refer to ADSD for further info on Nevada registration. Also gave her information on Video Relay Interpreter (VRI) services for deaf patients via google.

### **Refer to Interpreter Workgroup to work with NV Regional Hospital:**

**Follow up: November 4th: Debbie Anderson 's email from the hospital:** I was given this information with the goal of answering your questions or concerns on our current Interpretation Policy. We are contracted with an Interpretation company for multiple languages via 2 way phone system, however, this company does not have ability to interpret for the deaf community. To serve this small but valued population in our area, we have hired a contracted employee to work as an interpreter, when needed. We have also worked with our speech therapists to design medical picture boards to assist with communication until an interpreter can arrive. We also have allowed families to assist as they ultimately know the patient best. I appreciate your sighting of NV regulations, please note that prior to putting our policy in place, our legal team for LifePoint hospitals, located in Nashville TN, has reviewed the policy to assure we are compliant with laws and regulations.

I sense you feel the Video Relay Services would be the best option, however, this is a capital expense and LifePoint Hospitals do not approve on high dollar expenses without indication of high dollar expense and the utilization for the service or equipment via frequently of need, and at this time, Video Relay Services would only meet the needs for very small population in our area.

If there was grant dollars provided by Nevada Commission for the Deaf and Hard of Hearing, we would be glad to go research the process to see how it could be obtained for the benefit our county, but until the need is higher than the resources we have in place, we will have to put our money to better use, as you can imagine, hospitals have many needs and limited funds.

If you have any further questions, please feel free to contact me at your convenience.

Sincerely,

Debbie Anderson MS, CPC, NCC, DCCM

Director Case Management / Utilization Review / Behavioral Health Services

775-748-2049

[www.NNRHospital.com](http://www.NNRHospital.com)

**Two Deaf Centers of Nevada employees** attended Elko town hall meeting and explained the Technology Assistive Program and other services. Some of people had told me that they look forward to receiving the equipments. As of October, I followed up with some of them and asked if they receive the services and equipments. **NOTES:** 1. Person said No, I have not received anything in the mail nor I have not heard anything. 2. another person and said she heard nothing at all. I was at Elko Town Hall meeting, a person told me that he looked forward to receiving the equipments but was told by Tim Smalley that if there is enough equipments for him to receive???

Tim Smalley from DCN told me that his goals is to travel and outreach Elko and other rural towns every three months at Elko town hall meeting last June. Five months ago--- no services for them. I learned that there were 40 more deaf people living in Elko, they unable to attend town hall meeting because they work. Outreach Facebook: Elko Deaf Club

**History:** Worked for Telecommunications Equipment Distribution Program for 24 years, starting in 1993. I traveled to rural towns, Lovelock, Winnemucca, Battle Mountains and Elko. I went to Elko every year and sometimes few times a year. One time, we had small town meeting for the deaf community in Elko and had people coming from Winnemucca, Battle Mountains and Ely. After I retired, I observed Deaf Centers of Nevada and noticed that they did not go to rural towns for the outreach and did not go to Elko at all. Elko deaf community is growing. I learned that there were 40 more deaf people and these people unable to attend town hall meeting because they work.

**Questions:** Who is responsible to report DCN regarding outreach services for Elko deaf community? DCN board member or ADSD staff??? No services for 5 months since June 27th. No services for Elko and other rural towns for a long time and need to be done soon. That needs clarification.

**Public Workshops:** 1. Department of Health and Human Services—Public Workshop - SB203, Development of Hearing Aid Program on September 16, 2019. Attendances: Eric Wilcox and Maureen Fradianni 2. NRS 656A: Nevada Interpreter / CART Regulations on October 1, 2019. Attendances: Maureen Fradianni and Jeff Beardsley.