

Communication Access Services (CAS)

CAS Interpreting Program:

Jennifer Montoya, CAS Interpreting Services Coordinator and CAS interpreters, Kim Johnson, Kalen Beck and Jeff Jaech were interviewed by NBC news in Las Vegas and KOLO news in Carson City/Reno.

NBC News in Las Vegas, April 24, 2020 “Nevada Interpreters convey life-saving information to deaf community during pandemic” with Jennifer Montoya & Jeff Jaech.

<http://news3lv.com/news/local/nevada-interpreters-convey-life-saving-information-to-deaf-community-during-pandemic>

KOLO news in Carson City, April 29, 2020 “Interpreters open up the COVID 19 pandemic to deaf community” with Jennifer Montoya, Kim Johnson and Kalen Beck.

<https://www.kolotv.com/content/news/Interpreters-open-up-the-COVID-19-pandemic-to-deaf-community-570063711.html>

Relay Nevada:

CAS is excited to share Relay Nevada TV commercials will air in Northern Nevada for 4 weeks. This was accomplished by Sprint and CAS determining the best way to outreach Relay Nevada is via television commercials due to majority of Nevadans staying home during COVID-19 Pandemic which will reach many Nevadans in Northern Nevada. The reason it will not be aired in Clark County is mainly because it will reach more counties in Nevada versus only Clark County as there are 17 counties in Nevada. We are considering including Clark County possibly in the future if we choose to do another Relay Nevada commercial again. We are excited to see the impact the commercial will have on users of relay services and awareness it will provide.

COVID-19 Community Feedback and Recommended Action by the Commission

CAS office received numerous complaints regarding the media during all COVID-19 related announcements that has been on the news since the first day COVID-19 was declared a state emergency in March. Below is a bulleted list highlighting the main concerns, while some of the concerns may sound repetitive, it shows the similar frustrations expressed by the community.

- complaints with regards to the size of the ASL interpreter on the screen during newscast on Covid-19
- the interpreters were blurry the entire time.

- their screen was too small
- I could not understand what was said about phase I
- Where is my access! ASL is my first language
- for the Deaf community, it is critical that we need to know what is going on with “Coronavirus”. I believe that if we have an interpreter at all the times which will help us to understand along with closed captioned
- We are very disappointed with CBS, NBC and ABC
- it is very important for our deaf community to see interpreter on the tv
- please provide closed captioning to our community especially during this pandemic. Having closed captioning during live news cast in the middle of a pandemic is essential for us to understand what is happening

Masks

Currently with majority of Nevadans wearing masks, it causes a major barrier to communication for individuals that rely on lip-reading. CAS has received numerous inquiries regarding masks available more specifically the types of masks with clear screen around the mouth to enable individuals that rely on lip-reading to communicate. We were able to find some volunteers that are willing to help the D/HH community by making “DIY” masks by adding clear screen material by the mouth area as the company that makes surgical medical masks with clear screen, “the communicator” mask made by Safe ‘N’ Clear www.safenclear.com , is not able to keep up with the demand and temporarily not accepting new orders.

COVID-19 Communication Cards

CAS has received several inquiries regarding COVID-19 Communication Cards to distribute throughout the State of Nevada that could be used by healthcare workers and other front-line workers. See example of Massachusetts Commission for the Deaf and Hard of Hearing version they developed below. When CAS shared this version from Massachusetts, often it was asked if Nevada had its own version.



Coronavirus-Visual-T
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