

Steve Sisolak  
Governor

Richard Whitley, MS  
Director



**DEPARTMENT OF  
HEALTH AND HUMAN SERVICES**  
Aging and Disability Services Division  
*Helping people. It's who we are and what we do.*



Dena Schmidt  
Administrator

## Nevada Commission for Persons Who are Deaf and Hard of Hearing

Date and Time of Meeting: **May 13, 2020 10:00am**

**This meeting will be held via videoconference only:**

In accordance with Governor Sisolak's Declaration of Emergency Directive 006; Subsection 1; The requirement contained in NRS 241.023 (1) (b) that there be a physical location designated for meetings of public bodies where members of the public are permitted to attend and participate is suspended.

CART will be accessible by following this link:

<https://captionsunlimited.1capapp.com/event/adsd>

The public may observe this meeting and provide public comment on Zoom.

To join the Zoom conference, go to:

<https://us02web.zoom.us/j/9299041434?pwd=dWFXWjQ0bXpDNWFFbERMZ2VRTENSdz09>

**(you may have to download the Zoom application from your smartphone or computer at zoom.us).**

According to NRS 241.020, Meeting Materials are Available at:

[http://adsd.nv.gov/Boards/NCPWADHHSI/Nevada Commission for Persons Who Are Deaf Hardof Hearing or Spech\\_Impaired/](http://adsd.nv.gov/Boards/NCPWADHHSI/Nevada_Commission_for_Persons_Who_Are_Deaf_Hardof_Hearing_or_Spech_Impaired/)

### Minutes

#### 1. Welcome, Roll Call and Introductions:

Eli Schwartz, Commission Chair

- Members: Catherine Nielsen, Cheyenne Pasquale (Director), Daina Loeffler, Eli Schwartz (Chair), Eric Wilcox (Vice-Chair), Jeff Beardsley, Laura Fink, Maureen Fradianni, Susan Beckett
- Staff: Adrienne Navarro, Sal Fiorentino, Jennifer Montoya, Dawn Lyons, Carole Hanley
- CART/Interpreters: Becky, Jennifer Anttila, Mariah
- Guest: Khianti Thomas, Jay Cafferata, Ginney, Sean Mulholland, Shelly Freed, David Ramirez, Lance, Obioma Officer, Tim Smalley, Antoinette Lewis, Summer Wright.

#### 2. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell your name for the record. Public comment may be limited to five minutes per person at the discretion of the chair.)

Eli Schwartz, Commission Chair

- Shelly Freed and Sean Mulholland brought up concerns about interpreters that are used during media updates only interpreting for the Government speakers not interpreting for

audience or deaf individuals.

- Interpreters being blocked by captions or speakers.
- Captions are not always full sentences, and not everyone understands them.
- Request to only use ASL Interpreters during public updates.
- Catherine Nielsen shared that the Nevada Governor's Council on Developmental Disabilities emergency preparedness guide is accessible on: <http://www.nevadaddcouncil.org/wp-content/uploads/2020/03/NGCDD-Emergency-PreparednessToolkit-1.pdf>
- Nevada Governor's Council on Developmental Disabilities Five Years State Plan Survey: <http://www.nevadaddcouncil.org/ffy-2017-2021-state-plan/>, Please take survey and everyone is encouraged to join meetings that are scheduled to discuss the 5 year plan.
- Nevada Governor's Council on Developmental Disabilities: <http://www.nevadaddcouncil.org/coronavirus/>
- The information for Self-Advocacy Listening Sessions can be located: <http://www.nevadaddcouncil.org/calendar-of-events/>

3. Approval of Meeting Minutes from April 9 13, 2020 meeting: **(for Possible Action)**

Eli Schwartz, Commission Chair

- Laura Fink motion to approve minutes with CAS requested corrections, Eric Wilcox Second the motion, all approved, the motion passed.

4. Discussion and Approval of Recommendations from the Director's Report: **(for Possible Action)**

Cheyenne Pasquale, Commission Director

- The Executive Director position is still on hold pending the social distancing and travel restrictions due to COVID-19.
- The Deaf Commission still has two unfilled positions available:
  - A parent or guardian of a child less than six years old that is deaf, hard of hearing or speech impaired.
  - A parent or guardian of a child any age that is deaf, hard of hearing or speech impaired.
- We are still pending re-appointment notices for members who reapplied.
- The Commission will be working on the annual updates in July meeting. Members should review the strategic plan and use the report templet provided to send summaries and recommendations to Carole Hanley before June 15<sup>th</sup> so a document can be presented to the members for the July 8<sup>th</sup> meeting.
- Eli Schwartz has been invited to join the Deaf and Hard of Hearing Health Equality Alliance. This is a partnership with Nevada Hands & Voices, University of Reno (UNR) Deaf Centers of Nevada (DCN) and the Office of Minority Health and Equity to assess any short falls in Senate Bill 203 (SB203).
- Eric Wilcox had talked with a parent of a deaf child over 6 years of age that showed interest in joining the commission.

5. Communication Access Services (CAS) Program Updates:

Sal Fiorentino, Communication Access Program Manager

- Jennifer Montoya, Kim Johnson, Kalen Beck and Jeff Jaech from the CAS program were all invited to interview with NBC & KOLO news in Las Vegas and Carson City. You may view the Las Vegas interview with Jennifer Montoya and Jeff Jaech from April 24th, 2020 Nevada Interpreters convey life-saving information to deaf community during pandemic" : <http://news3lv.com/news/local/nevada-interpreters-convey-life-saving-information-to-deaf-community-during-pandemic>. The Carson City interview with Jennifer Montoya, Kim Johnson, and Kalen Beck from April

29<sup>th</sup>, 2020 “Interpreters open up the COVID-19 pandemic to deaf community” at:

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

- During the editing of the April 24<sup>th</sup> interview in Las Vegas the speaker was not shown this provides an opportunity to educate the media on the importance of showing the process of both speaker and interpreter on screen.
- 30 seconds long TV commercials, that were collaboration between the CAS program and Sprint will start airing in Northern Nevada on May 18<sup>th</sup>, 2020 for a 4-week period. The commercials are providing information on what services are available through Relay Nevada. These commercials are targeting many of the 17 counties within Nevada, Clark County will be considered if future endeavors are planned.
- The CAS Department has received many complaints about the media during the COVID-19 announcements.
  - **Complaints with regards to the size of the ASL interpreter on the screen during newscast on Covid-19.**
  - **Interpreters are blurry the entire update.**
  - **Interpreters are being blocked**
  - **The Deaf community is in desperate need of updated information on the : Coronavirus” and are requesting that interpreters are always seen, and that caption is provided as well.**
  - **People are having a difficult time understanding what phase 1 is about.**
  - **Not all interpreters are using ASL, so it is hard for the deaf community to understand**
  - **Disappointment in accessing information online**
  - **The need for captioning during live news updates**
  - **Disappointment with the media and how they cover and relay information to the Deaf community.**
- With most Nevadans wearing mask is has been increasingly difficult for lip-reading individuals. Safe ‘N’ Clear [www.safenclear.com](http://www.safenclear.com) is a company that makes surgical medical mask with clear screens, unfortunately they are not able to keep up with the demand and are not taking orders at this time. A volunteer is sending sample mask for the CAS department to review and may be able to produce 20 or 30 masks for distribution until an alternative can be found.
- Request for Nevada to developed and distributed COVID-19 communication cards to healthcare workers and other frontline workers so they can communicate effectively with the deaf and hard of hearing.

#### 6. Statewide Independent Living Council (SILC) / State Plan for Independent Living (SPIL) updates

Dawn Lyons, Social Service Program Specialist II

- Contact information is [dlyons@adsd.nv.gov](mailto:dlyons@adsd.nv.gov)
- SILC is a Federally mandated Council with disabled members holding a majority of the seats. This allows the disabled community to be the main voice in the State Plan for Independent Living.
- Currently working on Fiscal State Plan from 2021-2023.
- A Townhall has been scheduled for May 22<sup>nd</sup> from 10:00am-2:00pm information on meetings can be found at: <http://nvsilc.com/>
- The Council has been working diligently with all the disability partners throughout the State of Nevada during this COVID-19 crisis.

The CARES ACT \$900,000 is Part C money and was split between North and South, this money is overseen by the Federal Government. SILC has Part B money which is separate and is overseen by Aging and Disability Services.

- Two items on the SILC State Plan may potentially lead to a collaboration with the Deaf Commission.
  - Youth Transitions and Engaging Youth is Self-Advocacy
  - Common Legislative Issues

7. T-Coil Loop Discussion and Approval – Accessibility Issues for Deaf & Hard of Hearing in Public Places: **(for Possible Action)**

Eli Schwartz, Commission Chair

- T-Coil Loops is a loop you hang around your neck and it streams information directly into the hearing device. This allows the user to get all the information being shared.
- Laura Fink requested that the commission support exploration and data-gathering to be discussed in detail and presented on at the July meeting.
- The goal for supporting and making the recommendation is to remind government agencies that to be ADA compliant public places should be accessible for all.
- Commission members can send Carole Hanley any research of information on T-Coil Loops by June 1<sup>st</sup> so documentation can be assembled for presentation in July's meeting.

8. Membership & Elections Conclusion Approval: **(for Possible Action)**

Eli Schwartz, Commission Chair

- No additional nominations were made for Chair and Vice Chair, so the current members will remain in position.
- Laura Fink motioned to continue with Eli Schwartz as Chair and Eric Wilcox as Vice Chair, Susan Beckett second the motion, all approved, the motion passed.

9. Discussion and Approval regarding Covid-19 issues: **(For Possible Action)**

Eli Schwartz, Commission Chair

- Eli Schwartz was invited to join a discussion on unemployment issues for the deaf and hard of hearing. Jack Mayes from Nevada Disability Advocacy and Law Center, Obioma Officer from DCN, Scott Young from UNLV were in attendance. Jack Mayes office drafted a letter that will be sent to the Director of Unemployment so they are informed of the challenges being faced by the deaf and hard of hearing community. The Deaf Commission members are being asked to approve the Chairs ability to sign on the letter on behalf of all the Commission members.
- Laura Fink Motion to approve the letter, Eric Wilcox second the motion, all approved the motion passed.
- Daina Loeffler request for a digital version of the communication card that was developed by the State of Massachusetts that enables medical personnel to help communicate with individuals who are deaf and hard of hearing be developed so it is more accessible.
- Jeff Beardsley motion that the commission develop a card, visual information and disseminate it both electronically and in paper form to the community at large. Eric Wilcox second the motion, all approved, the motion passed.
- Eli Schwartz and Jennifer Montoya drafted a letter to go out to all media outlets. The letter is to help open a discussion on how the media may better support their efforts for the deaf and hard of hearing community making sure they are receiving all information accurately. A request to have a second letter drafted that could go out to all the municipal and regional authorities as made.
- Jeff Beardsley motion to send the letter to media outlets and draft a letter to municipalities bringing awareness to the importance of having interpreters and captioning access for the deaf and hard of hearing individuals, Laura Fink Second the motion, all approved, the motion passed.

- DCN is exploring options for communicator mask. Homemade mask are being made but concerns on how to properly sanitize them. In the meantime, full plastic shields will be used until other options are available.
- A letter to the Governor's office by the Deaf Commission could help bring awareness of the value of purchasing clear shields to be used by employees who work directly with the public.
- Laura Fink suggested researching what is being done by other National Hearing and Communication Accessible organizations and seeing what is being done currently.

10. Approval of Assembling Assignment of a Legislature Subcommittee to cover Legislature issues: (for Possible Action)

Eli Schwartz, Commission Chair

- Eli Schwartz assigned Eric Wilcox and Maureen Fradianni, and invited Obioma Officer and Jack Mayes to the Legislature sub-committee.
- The sub-committee will work on topics that they would like to have addressed during the next Legislative session.

11. Discussion and Approval of Agenda Items to be Considered at the Next Meeting (July 8, 2020): (for Possible Action)

Eli Schwartz, Commission Chair

- Lance from DCN present on T-Coil Loop, captioning, and interpreters in public places
- Scott Kennedy from Department of Education, Training and Rehabilitation (DETR)
- DCN and Relay Nevada updates
- Annual Strategic Plan Updates
- COVID-19 items
- Legislative subcommittee

12. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell your name for the record. Public comment may be limited to five minutes per person at the discretion of the chair.)

- Susan Beckett thanked the commission for selecting her to attend the Early Hearing Detection Intervention (EHDI) meeting in Kansas City. Susan's written report can be found <http://adsd.nv.gov/Boards/NCPWADHHSI/Meetings/2020/Home/> under 4/9 2020 meeting materials.
- Eli Schwartz nominated the CAS Team Interpreters as the "HERO'S of the Day" and will be writing a letter in recognition of the work they have been performing.
- Jennifer Montoya requested that in the letters that are being sent out details between ASL & English captioning be included.
- Ginney
  - would like to see the police with clear face shields so the deaf can see their mouths move.
  - interpreter's pictures are not always visible they are blurry, very small, and the captions block the interpreter's picture.
  - The interpreters do not always interpret everything that is said in the room and will only interpret for one person.
  - Drive throughs are available but if you cannot speak into the intercom system and the people will not take their mask off it is very hard to communicate.
  - Would like to have a deaf person at press conferences or add them to an agenda so that they can ask questions.
- Jeff Beardsley
  - Requested copies of the CART transcripts so he can see the mistakes that are made when the interpreters are translating for him.
  - During the Governor's updates the interpreters are not close together.
  - Also having trouble using drive throughs as well.
  - Would also like clear mask for all to help with communication.
- Obioma Officer

- It is amazing how the community has come together and the partnerships that DCN has formed.
- The drive through problem gives us an opportunity to relearn some of the norms and to adapt.
- Would like to see the collaboration of developing the phase one video to be expedited.

13. Adjournment : 12:56pm

Eli Schwartz, Commission Chair

**NOTE:** Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.

**NOTE:** We are pleased to make reasonable accommodations for members of the public who have disabilities and wish to attend the meeting. ASL Interpreters will be available at the meeting Via ZOOM. If special arrangements for the meeting are necessary, please notify Carole Hanley at (702) 486-9765 as soon as possible and at least **ten business** days in advance of the meeting. If you wish, you may e-mail her at [clhanley@adsd.nv.gov](mailto:clhanley@adsd.nv.gov). Supporting materials for this meeting are available at 1860 E. Sahara, Las Vegas, NV 89104, or by contacting Carole Hanley at (702)-486-9765, or by email [clhanley@adsd.nv.gov](mailto:clhanley@adsd.nv.gov)

### **Current Commission Members**

Eli Schwartz (Chairperson), Eric Wilcox (Vice Chairperson), Mike Eifert, Maureen Fradianni, Jeff Beardsley, Susan Beckett, Diana Loeffler, Laura Fink, Catherine Nielson

### **Director**

Cheyenne Pasquale

1. Notice of this meeting was posted on the Internet at: <http://www.adsd.nv.gov/> and <https://notice.nv.gov>

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