

**Minutes**  
**City and Borough of Juneau, ADA Committee**  
**Matt McGuan, Chair**

Thursday, April 18, 2019, 12:30 p.m. – 1:30 p.m.  
Downtown Library Conference Room

**I. Call to Order / Roll Call / Quorum Determination**

Chair, Mr. McGuan, called the meeting to order at 12:30 p.m., and the following people were present:

ADA Committee Members Present: Ross Douglas, Becky Harrington, Dan Harrington, Matthew McGuan, Pam Mueller-Guy, and Charlene Steinman

ADA Committee Members Absent: Marianne Mills

CBJ Staff Representative: Charlie Ford

Interpreter: Robin Brenner, Brenner Interpreter Services

Guests: Mila Costgrove, CBJ Deputy City Manager and ADA Coordinator; Mary Crann, BRH Risk Management; and Jeannette Lacey-Dunn, BRH Case Management

A quorum was determined

**II. Agenda Changes**

The agenda was approved with no changes.

**III. Public Participation of Non-Agenda Items**

None

**IV. Approval of Minutes**

The March 21, 2019 minutes were approved with no changes.

**V. New Business**

**Welcome Mila Cosgrove, CBJ Deputy City Manager, and Jeannette Lacey-Dunn, BRH Case Management**

The Committee welcomed the guest speakers. Ms. Harrington described her experiences at Bartlett Regional Hospital (BRH) as a person hard of hearing. She noted that she can read lips well, but not all persons that are hard of hearing can read lips. She often feels distrusting of BRH, as employees do not offer a VRI when she needs it; they don't know how to operate it; or, they indicate it's not needed because she can read lips and speak well. She also expressed concern when going to BRH as a caregiver to her husband or daughter, and not being offered a method to communicate. She suggested that a larger monitor would be helpful in seeing the screen more easily. She feels people who are hard of hearing have insufficient access to BRH, due to communication barriers, and may not use the services.

Discussion ensued with the guests on how staff training in helping people who are hard of hearing could be incorporated into BRH protocols. Ms. Lacey-Dunn indicated that this will be brought up at the next meeting with staff. Ms. Mary Crann, from BRH Risk Management, noted that all staff have been trained on how to use the VRI machine, and it is part of the standard orientation process.

Ms. Crann indicated that she wanted to start using video to help with the training process. Ms. Cosgrove noted that Ms. Harrington's role in such a video could be to 'share her experience' with staff, to help in the training process, but that the video would not be the only training on the issue.

Ms. Harrington also noted that interpreters do not have to be 'certified' only 'qualified'. Ms. Mueller-Guy added that Pocket Talkers may also be an option for the hard of hearing, as some people do not know sign language.

Mr. McGuan asked if there is some sort of survey, or statistics gathered, to gauge how a visit from a person who is hard of hearing experiences the services at BRH. Ms. Lacey-Dunn indicated that the procedure currently is to note that the person may be hard of hearing in the chart, but that's not a full statistics report on their experience specifically.

**Discuss general CBJ accessibility issues, including access to the Field House mezzanine track, and downtown parking.**

Ms. Cosgrove revealed that the Field House is privately funded, and not a CBJ facility; therefore, this is out of her realm, and the realm of the ADA committee.

**VI. Unfinished Business**

**Discuss Possible Guest Speakers and Future Meetings**

Ms. Joan O'Keefe, Executive Director of Southeast Alaska Independent Living (SAIL), was recommended as a possible future guest speaker. Items to discuss with Ms. O'Keefe included: proper terminology for the disabled - 'handicapped' vs 'accessible'.

**VII. Staff Report**

None

**VIII. Adjournment**

The meeting was adjourned.

Next Meeting Dates: June 20, July 18, and August 15