

Pueblo and PACOG ADA Advisory Committee

Minutes of the Meeting

August 1, 2013

Present: Ron Burke, member; Don Bruestle, member; Ralph McPherson, co-chair; Jean Benfield, member; Jo Booms, interpreter; Dave Moore, Patient Representative, Centura Health; Pam Medina, Patient Representative, Parkview Medical Center; Cynthia Fuentes, Nurse Manager, Parkview Medical Center; Earl Wilkinson, ADA Coordinator, city of Pueblo; Brenda Broyles, Pueblo Transit; Pat Manzanares, Pueblo Transit; Kay Jamison, guest; Pat and Ken Vandeburg; guests; Billy Allen, ADA Coordinator, Memorial Health Systems; George O'Brien, co-chair; Kristen Castor, Secretary; Ed Brown, city council; June Akeo, member

City Updates: Earl Wilkinson

There are no major projects planned this year except for overlay. Some curb ramps for the next fiscal year are being designed. This project should take care of individual requests. Memorial Hall now has integrated seating in terms of pricing and numbers. City Hall will open around August 26 for Council Meetings. There are banks of bathrooms on the third floor with steps, but there are also ADA accessible ones on every floor.

June said she went to see "Little Britches" and had a hard time finding her way to the elevator, which is in City Hall. The signage is on order.

There is a new bathroom facility at City Park close to the soccer fields. Steven Meier may know of more changes to be made.

Kristen asked if there was a budget for the Committee and whether the department saw a need for training as per our work plan goals. George recommended something on on-street parking. Earl said that as long as we come up with topics that are mutually agreed on and in Pueblo, he will find a way to pay for it. Training on public parking would be good. Ron brought up the fact that a number of spaces were lost when the café parking was put in on B Street.

Earl has been working on access at Udall's office and the staff has come up with an aluminum ramp. There needs to be a bell or a way to let people know when it is needed. A parking space in front isn't feasible because it

would trigger curb ramps which are not possible right at that point in the sidewalk. The alley is nearby.

Transit: Brenda Broyles and Pat Manzanares

The problem addressed in two public hearings is that three routes are not able to meet the transfer point on time. The Highway 50 has the biggest problem. Transit looked at where ridership is low or routes are duplicate service.

On the Hwy 50 Route there are two stops on Santa Fe and on the North side of Hwy 50 that are served by other routes. Comments indicated that dropping two stops on Santa Fe is alright, not the three on the North Side because it is the only way to cross safely from one side of Hwy 50 to the other and it is the only way of getting to Albertsons.

On the Red Creek Springs Route, there are three stops on Hollywood next to South High School served by another route. One stop will be added on Northern and Hollywood. Comments were favorable except for residents of nearby apartments.

On the Bessemer Route, the stop at Michigan and Abriendo is very dangerous, but the ones on Lake and on Olney would remain. There is also a dangerous stop on Jefferson. Riders were concerned that taking out so many stops at once would harm elderly riders who find even a block to be a long distance, but Transit feels the area is well served by the remaining stops.

If budget cuts are required, (every city department has directed to submit budgets with 15 and 20 percent reductions) Saturday service would be eliminated. Kay said people would lose jobs and Pat M. added that so would transit staff.

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| Proposals for route changes will go to a council work session on August 19. |
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Ralph asked about the Greyhound Shelter. The ticket counter is at the Transit Center and is open between 7:30 to 3:30 Monday through Saturday. There was a state grant for a shelter and the department of Public Works is helping with the project. The agreement is submitted and approved. There is no timeline yet, but hopes are to have it finished by winter. If not, there will be security provided by Greyhound from November to March. The

station also serves Americano, Prestige and the Golden Eagle Shuttle. Rambling Express is also interested. The problem is that parking is not free as it is at K Mart

Channel Turner is no longer with MV. Burt Smith will start on August 19.

Pueblo Transit is implementing a "Yield to the Bus" campaign.

It's possible we could get money for bus stops. This seems to be something the Obama administration is pushing. It could help with older bus stops that are not compliant, but have been grandfathered in.

County Update

Kristen and George met with Weston Burrer and he is working on all of our requests for the Judicial Building. Everything was approved, including the hall and door widths and the family bathroom, except for possibly the changes to parking.

The office in the courthouse is adding a room with a phone and computer terminal in the handicapped service office that will allow for privacy and then the office can serve all purposes, not just motor vehicles and county clerk duties.

Hospital Relations with the Deaf Community

Kristen explained that one of the Committee's missions is to facilitate disagreements. We understand that both hospitals have policies for calling on interpreters and they must work on most occasions. It is the complaints that reach the Committee and we have had a few. Interpreters are in short supply in the area, so this is not just an issue for the hospitals. Perhaps we can work on a general solution using technology.

Parkview

Pam Medina said there is a process that allows patients to request American Sign Language. Right now Parkview has a contract with Sign Language Network. There is an active team looking at technical solutions such as Video Remote Interpreting that may cover the need. There was a demo last week that uses a mobile station, which accounts for the certification and the privacy issues associated with the Health Insurance Portability Act and state

law. It should be ready by the end of the year. If there is an audit, the interpreter must be qualified.

At this point, Billy Allen, ADA Coordinator for Memorial Hospital Systems joined the discussion. He explained that there seemed to be a question of whether both hospitals were covered by the ADA because Corwin has a religious affiliation. Any hospital that accepts federal funding through Medicaid and Medicare must abide by ADA requirements for effective communications and is audited by the Joint Board for compliance. Pam said doctors working for Parkview have to comply and there is a tracking system to verify this.

Pat Vandeburg said people don't go to the ER lightly, representing allegations that interpreters aren't needed. Jean said she has trouble being defined as retarded when she doesn't have anyone who can interpret her speech and advocate for her. George asked if there was a way for an incoming patient to identify themselves as deaf.

Corwin

David said they are working out a mobile station. The difficulty now is that it takes an hour for an interpreter to get here. Even when someone calls ahead, it is still difficult to make a decision because they are not sure the patient will really be there. There are patient relations committees that give feedback and maybe we can get on them.

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| There is a trauma workshop in August and they have people who are blind or have service animals attending. |
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Billy added that video interpreting is expensive to keep going and resources have to be managed. It's not something that can be rolling in the background. On the other hand the Joint Commission is coming down hard on medical facilities.

Next Steps:

- Pat Vandeburg will send a list of local medically certified interpreters.
- The citizen who complained to the Committee needs to call Dave Moore directly when he needs to come to Corwin.
- The Committee needs to contact Brittany Christen for the is the citizen board. It involves hospital directors and can include guest speakers

Ron asked if Department of Justice is ready to tackle medical facilities that are not accessible. Billy said that is push is much older. Guidelines for transition plans are available. Billy can help us with checklist training and who to talk to with a timeline and a process. Center for Disabilities is doing this. Not all medical offices are required to provide interpreters if they are private pay or smaller than 15 employees, but there are tax write offs that can make it worth their while. Large offices and conglomerates have to comply as does anyone who takes Medicare/Caid.

The meeting adjourned after individual questions at 3:15.

Anyone requiring accommodation should contact Earl Wilkinson at 553-2295 a week before the meeting, especially when requesting interpreters for the deaf.