

ODHH

DILA TOWN HALL MEETING 11/18/24

18 NOVEMBER 2024 / 6:00PM / DILA (Deaf Independent Living Association) - Salisbury

AGENDA

- Community guided conversation.

NOTES

- Introductions; of the team, Sue Beaver, and the three Boards
- Carol Griffith; Frustration with Interpreters, especially in this area. When she goes to make an appointment, they always have the same interpreter. So the office goes by the interpreter's schedule which makes it impossible for her to make an appointment. She'll make an appointment and then 24hrs before the interpreter will have some sort of emergency which then makes the
- Eddie Griffith; Wants VRI as a backup system when an interpreter cancels
- Laurie; She will go to doctors appointments and already scheduled interpreters but when she showed up, there was no interpreter there. When she did have an appointment with the PA (physician assistant) they were prepared, but the primary doctor wasn't as prepared. Now she prefers to see the PA instead of the primary.
- Rhonda; Hard for her husband to get an interpreter and he wants an in person one. It's difficult to rely on VRI because of technical difficulties
- If there are two individuals that have an appt at the same time and there is only one interpreter, one of them has to cancel their appointment.
- Carol had to advocate for herself when she was told to bring her own interpreter.
- She was made to pay for an interpreter when that is not correct. Then was educated and continues to educate others about how you are not supposed to pay for the interpreter. How can we educate more people?
 - Need to educate doctors and dentists that it is their responsibility to provide interpreters.

- Strange adjustments when it comes to VRI. The position of the laptop becomes awkward. Not very tech educated.
- There is also concern when it comes to when people sign differently (too english, too asl, oral, different regions). The VRI interpreter sometimes can't understand.
- Calls being disconnected with no explanation.
- Had an issue with his car and when written communication failed he had to go home and call using VP.
 - Three way VRI situation; Man calls his wife at home and she uses VRI and signs to him what the translation is saying.
- A brand that relays messages; starts at about \$300-\$400. Glasses that capture speech and put captions in the glasses.
 - Environmental information from apps on iphone
- ASL apps are too english.
 - Sorenson express- On the screen and can be accessed through a tablet.
 - Can be used on Iphone as well
 - Convo
 - Wayvello (similar to zoom)
- Struggles with wifi on the Eastern Coast
 - Carol broke down on the side of the road and she had to have wifi to get an interpreter/VP to get a tow truck
- "Onstar" in the car, but it is based on verbal commands.
- What can we do?
 - Training for offices that need it:
 - Make them available to download from ODHH website
 - If an interpreter cancels, what should the doctor's office do?
 - Use VRI, but they don't want to pay for that

- Some private practices don't like to pay for VRI
- People in rural areas prefer VRI, people in busier places want live.
- (Cambridge offices need education on what options are available to them
- Availability of interpreters seem to vary
- They need training on how to use VRI. They need newer technology as well, sometimes theres no picture
- More training when there is turnover,
- The MD governor needs to say that there needs to be interpreters
- According to the ADA the deaf individual has the preference, they have to give you what you ask for.
- Where do you make complaints?
 - File complaint with social workers
 - Patient advocacy
 - Escalate your complaint
- In Easton they are planning to make a new hospital and they should start training now to get ahead of the problems.
- What if a deaf person dies because they don't have any access?
- A card to present so if you don't feel comfortable self advocating, it will have the interpreter preferencing on it.
- Only one interpreter agency in the area, but there's also freelancers
- In emergency situations, will they bring an interpreter in an emergency helicopter or can they be transported by the police to get there in time
- Aren't there interpreters in emergency rooms?
 - No, who would pay for it?
- The hospital used to have a unit for the deaf and had interpreters scheduled around the clock.
 - It was a psych hospital that provided behavioral health

- In New York, a hospital had contracts with interpreter agencies. They were scheduled well and if they were called in in the evening they were of course compensated.
 - Even in the ER they had someone there
- People are concerned about going to hospital; mostly doctors attend small practices.
 - There are options that doctors can use, but they need to be made aware of that information
 - Maybe a card that has ODHH information so they can contact us and give the deaf person an opportunity to advocate for themselves.
 - ODHH is willing to reach out and find funds, whatever we can do.
- Collaboration with Salisbury University and CCBC
 - Interpreter training program
 - No interpreter training at SU
 - Chesapeake community college
- Laura J.; Admin assistant for DILA; NAD has advocacy letters written already for you to use and download on their website.
 - Shares resources from NAD so everyone can get the information
- A Lady had to take herself to the hospital and she needed an interpreter. They couldn't provide one and she had been there all day. They had her waiting all day and her daughter needed to come to advocate for her. SHE had type one diabetes
 - Easton Hospital
- A lady needed the doctors but there were no 24/7 interpreters. By law they are supposed to provide interpreters, she shouldn't have had to reach out to family for interpretation.
 - Big problem with immediate interpreters (24/7 interpreters needed). Cannot rely on VRI
- Care providers tend to freeze when they have a deaf person and an interpreter is needed.
- SEE and Signed english; providing the 24/7 access also needs to accommodate

- Teacher in summer school, she had a deaf student and when the interpreter couldn't show up, she was left isolated and it was disheartening to see. "Extended schoolyear" , Arnold Elementary in Anne Arundel county. For kids who need extra help in the summer.
- Event where there was one interpreter on a phone screen to interpret for 12 people. "State Highway and public info open house" on route 404. It advertised that interpreter services would be provided and at the last minute, there were no interpreters. Only the phone interpreter. They made an effort to reschedule and repeat the presentation with interpreters.
- Sue; knows what its like in educational settings, when she's sick, her student(s) would have to spend the day with no one there
 - Explanation of licensure requirements for provisional and full licenses,
- Concern for the wrong type of interpreter in hearing school settings. For different subjects, the interpreter may not be skilled enough and the student may get confused.
 - How many days was a student's day "wasted" how many days were they owed, how can those days be paid back? Maybe through tutoring sessions.
- Has there been a count of how many students need interpreters?
- About 100 educational interpreters in MD.
- Portal will have agencies and interpreters listed
- Learning Support Specialist/professional
 - Thats how they report it to the state
- 7 or 8 contracted by DILA. Two are staff, others are independent. One CDI.
 - None in Easton
- Eastern Shore Memorial was bought and the new hospital is replacing it.
- Interpreter issues are the main issues
- Things haven't been easy, lots of frustration and not many positive things to note,
- On a positive note, it is good that ODHH visited, The more we come the better.
- Other areas seem to be favored, eastern shore seems to get the short end of the stick.
- The governor came to the eastern shore recently and he doesn't spend all of his time in Annapolis.

- An active governor is a positive note
- Let the governor know the Eastern Shore deaf community would like to see him
- Make sure access is there no matter where you go
- People have become lazy when it comes to enforcing the captioning bill
- On TV they need to have captions and the interpreters visual. Some officials prefer the interpreter next to them or in the “box” they don’t usually keep the interpreter visible for accessibility.
- MDAD will amend the captioning bill to four people and up to make it more accessible instead of 8. You can send a letter of support.
 - The legislative session begins in Jan. The bill will be amended then.
 - Put the info on our website to keep people informed.
- When it comes to captions and there are gaps there are different reasons for it. They use AI sometimes and that can cause gaps but other times there are live captioners. It is up to the service providers.
 - You would have to contact the caption providers; it is behind the set up
 - “There are all different channels”
- Superbowl problem: The deaf community is the last to know about TV happenings.