

Council on Deaf and Hard of Hearing Equality
Behavioral Health Committee Meeting
January 18, 2011
Independent Resources, Inc.
Wilmington, DE
1:00 pm

Present: Christy Hennessey (Chair); Loretta Sarro, DODHH; Joshua Weinstein, MCC; Kyle Hodges, Staff.

Interpreter: Pamela D'Occhio

Approval of the Meeting Minutes

Motion was made, seconded and approved to accept the minutes of the November 16, 2010 meeting as amended, with two minor corrections: page 1, last sentence change video-hones to video-phones and page 2, 2nd paragraph, end time for event should be 12:00 pm (not 11:30 am).

Chair Report

Deferred to Business.

Business:

Delaware Psychiatric Center Interpreter Policy – Follow-Up from 1/14 Meeting with Steve Dettwyler

Josh spoke about the brief meeting with Steve Dettwyler and other DSAMH staff, commenting that it was good to put names and faces together. Josh added that he would have liked more elaboration from the DSAMH side on what they are doing. Loretta commented that better information should have been forthcoming; for example, who would be the contact regarding issues or if the list of interpreters they had were updated or had credentials. Josh suggested this group or CODHHE make a list of about ten agencies (names & phone numbers), with additional names of interpreters who freelance. Josh added that he had given the RID information (including the link) to Tracey during this meeting. Kyle suggested that if there were questions that still needed to be answered, send them to him to compile and he will follow-up with DSAMH staff. Kyle also suggested offering to develop a list of qualified interpreters and/or agencies for DSAMH. Kyle explained that there was an easy result to our question at the meeting, saying that they had given us two different policies, the wrong policy that we were comparing against, so consequently a lot of time was wasted in trying to get this implemented. Josh agreed and commented that an opportunity was missed by their staff to be well informed and have good information to go through the process. Josh questioned how the staff knows what the client's perspective really is. Josh suggested developing a policy that could be used by all Divisions, not just DPC. Josh also commented that he wanted to bring up the idea of CDI (Certified Deaf Interpreter), where a team interpreter approach is used, especially for the initial processes, particularly with people with mental health needs. Kyle suggested that this could be added to the list of questions/comments.

Josh made additional comments about the DPC policy (revised draft-handout) and asked why the last comment was left in there (under Standards). Kyle explained that we never received an answer on this. Kyle suggested removing the sentence (in bold and underlined) to avoid confusion. Kyle will suggest that they use the term “elderly” or “aging” rather than “geriatric”. Kyle also suggested removing the words “hearing loss” and use “deaf and hard of hearing”. These suggestions were agreed to by the Committee. Agreement was also made to change the following sentence: A list of interpreting agencies that provide qualified and certified interpreters agencies and their telephone numbers are provided by..... Kyle questioned how often does DPC request interpreting services. Pam stepped out of her interpreting role and stated that her agency does not handle these requests at this time, but her experience has been that DPC’s needs for an interpreter varies. Pam brought up the 24/7 rule, saying they do not use this. Kyle clarified that the statement regarding expressive and receptive sign language competence should be removed. Also, he asked for clarification about providing “telephone numbers” and suggested changing this to “contact information” (which would include email information). This was agreed to by the Committee.

Josh spoke about the Communication section in the draft policy and suggested adding “acknowledging the person’s presence.” Agreement was made to leave as is but rename section “Guidelines for Communicating with Deaf and Hard of Hearing Patients”. There was discussion about when DPC discharges a patient, they sometimes do not follow-up with the after-care agency, giving interpreter information that was used during treatment and that the accommodation piece needs to be added. Kyle suggested adding: “for example, interpreters” because the deaf person may have other needs to be accommodated. This was agreed to by the Committee. Kyle stated that these changes will be mentioned at the CODHHE meeting tomorrow night to confirm consensus. Kyle added that, although he provided some of these changes to Tracey, she is aware that more changes may be suggested and will give these to her later in the week. Kyle thanked Josh for all of his suggestions.

February 7th Behavioral Health Fair Planning

Christy gave an update about the Behavioral Health Fair, commenting that she had received a powerpoint presentation from Marcia. Christy suggested sending this document to email addresses (from the signup sheet) after the workshop rather than make copies before the event since there are 36 slides. Christy added that three exhibitors have been confirmed and asked about the distribution of the flyer. Kyle will provide CODHHE brochures at the registration table and offered Jo to handle the registration table. Kyle will also provide name tags if needed. A decision was made to make a deadline for exhibitors to register for Wednesday, February 2. Christy commented that Starbucks will be providing coffee, pastries from Cafe Gelato and breakfast food from Panera Bread. Christy will follow-up with Christine Zenorini. Christy asked for a business card from each restaurant so thank you letters can be sent after the workshop. Kyle requested that once these donations are confirmed to let him know. There was some discussion about providing lunch, but a decision was made that this will not be needed. Kyle asked about interpreters for this event. Christy stated that she had contacted DEAFinitions and requested two interpreters (specifically Paul Panusky and Besty Tucker) with presentation experience, but it has not been confirmed. Pam explained her communication with Paul, but will follow-up on this. Kyle asked how payment would be coordinated and who would be responsible for payment. Kyle added that Jo will follow-up on confirming the interpreters with DEAFinitions. Christy will follow-up with Della regarding snacks (at no cost), IT items, adding

that the event will be held in the cafeteria. Christy confirmed that Marcia's presentation will begin at 10 am and the event will end at 12 noon. Christy confirmed that the only RSVP will be for the exhibits. Christy expects about 30 teachers to attend, with a total of 50-70 people in attendance. Loretta will update the flyer and send it out. Christy will send the updated flyer to Hank in Maryland and Southeastern Pennsylvania's Professionals. Christy confirmed that 9 am – 10 am will be a networking time for people to see the exhibits and have an open forum. Kyle confirmed that he and Jo will be there at 8:30 am.

Other Business

Loretta asked about discussion at the last meeting regarding DOC policy and spoke about emails she received recently regarding DOC using video relay and video phones and their policy. Loretta will share the important points of this email in an outline form to share with everyone (while respecting privacy). Loretta will send out a combined email, stating what is currently in DOC's policy, saying that several states (3-4) do have specific policies regarding deaf and hard of hearing inmates. Loretta added that Maryland and Virginia have video-phones in their prison system. Loretta will follow-up on this and get copies of policies so we can look at a model and present to DOC here in Delaware or to the Disabilities Law Program to get that established. Christy asked if this Committee should work on getting video-phones and relays established in the prison system here in Delaware. Loretta clarified that she wants to distribute the information. Josh would like to set up interpreting agencies contact information and put on a list that would serve this area be discussed at the March 15th meeting, adding that this list could be put on Delaware's website or be distributed to Departments/Divisions. Loretta added that her office does not have a list and recommend that people contact RID. Josh clarified that it would be better to stick with names of agencies and not particular persons because some interpreters do not like working in the mental health field. Kyle clarified that this would be a general list of interpreters. This will be added to the March agenda. Christy stated that there is currently a lawsuit from Disabilities Law Program against the Department of Corrections because they do not have an interpreter policy in place. Kyle added that the contact at DLP is Neil Himelein. Loretta will send the information she has to Christy who will then send to Neil, with a copy Josh and Kyle. DOC policy will be added to the March agenda also, including use of video-phones. Christy would also like to discuss policy specific to mental health and have a part where we respond to conflicts, hospitals and then have this list of interpreting agencies (interpreter reference list) that could be readily available at the March meeting.

Announcements

The meeting ended at 2:30 pm.

The next meeting will be March 15, 2011 at 1:00 pm at IRI in Wilmington.

Respectfully Submitted,

Jo Singles
Administrative Specialist
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