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MARLA: Testing.

The room is looped. Turn your T-coil on.

Let's test it.

We had static issues before.

Let's see what we can do.

My name is Marla.

I'm chairperson of this chapter.

I thank you for coming today.

How many people this is your first time here at our chapter?

Great.

Thank you for coming.

I know some of you already.

You were with another chapter. They come to visit with us. We are happy to have Marilyn.

What you can't hear today --

We have CART. What you can't hear, you can read up on the screen.

Our CART provider, she's doing the typing as quickly as she can.

Can we get that higher.

Does anybody have a January birthday?

Happy birthday.

When?

AUDIENCE MEMBER: 28th.

[APPLAUDING].

MARLA: Starting out the new year with a bank.

Any anniversaries?

We celebrate everything here.

If it's you, your pet, whatever, that works.

AUDIENCE MEMBER: I'm not going to say my birthday is next week.

MARLA: Happy birthday.

AUDIENCE MEMBER: I'm glad I made it another year. One day at a time.

[APPLAUDING]

MARLA: We had our Christmas party at Marie Callendar. We had a good time.

[APPLAUDING].

MARLA: I think we had good service there. It was a nice -- we had a wonderful music concert.

[APPLAUDING]

MARLA: Saxophone, Dr. Brad. We enjoyed that.

All in all, that cost \$353.

We got our RSVP's about \$206. So that left our chapter, coming up with pretty good making the difference.

I think it was well worth it.

What do you think?

Had a good time.

Now our future meetings: February we're going to have Gary Dorf, a representative with Oticon. If you are in the market for new hearing aids, you might want to consider it. He's going to talk about their hearing aid products.

March 3rd, we're going to have Vince Anderson. He's a fire safety specialist with the City of Orange. He's going to be talking about fire safety for the deaf and hard of hearing.

In April, we're going to have Barb Velasquez. She is program manager with the instructor with the Sam Simon foundation. She's going to talk about what it entails about getting an assistance dog for you if you are deaf or hard of hearing, and what that entails.

In May, we anticipate, hopefully, getting Cynthia Gill of Cochlea America to come and talk about their cochlear implant and their processors. We already heard from Advanced Bionics. We need to hear from the other manufacturers as well.

Hopefully she will be able to come in.

In June, we anticipate having Dr. Mark Wegner. He is a physical therapist who is director of balance rehabilitation.

Hearing loss, balance, problems and dizziness are leading -- falls, you know, you can have a lot of problems with that.

I myself took physical therapy for balance. When I went in for my second cochlear implant, they did that because of my balance showed me with my left ear, they wouldn't do the implant.

It turns out had that I had no balance at all. I probably could have told them, because when I

get in a dark room, I, you know, I stumble around. I have to touch furniture.

They say that all these years, my balance, I've been using my eyes and leg muscles to keep me up and going.

It's no wonder it get tired, if I walk around a lot.

It kind of makes sense. That's my situation.

They sent me for physical therapy for balance. That was quite an experience.

I still don't have that great balance, but it was some help, I have to admit.

In July, we're going the to be dark. Some of us may be going to the convention that will be held in late June. It will be difficult to have a meeting then. We're going to be dark then.

I -- Toni, are you going to do a tech talk today?

Toni's been doing what we call tech talk. She's going to be describing to us an assistive device that we can use that might be helpful.

Toni, I'd like to have you come up and do the tech talk.

TONI: Okay. Hi, everybody.

So today I'm actually going to talk to you about something called a two-way pager.

There's actually a lot have applications for this. The most obvious is if you have somebody that's hard of hearing that is mostly in one room and a spouse or the roommate is in another room, and you have a hard time communicating.

You hold holler, you don't know if you have been heard.

That's one situation.

AUDIENCE MEMBER: The new microphone has a much closer talking space. You need to get almost resting on your chin.

TONI: I'm not on the T. I'm not hearing.

It's -- get it closer.

TONI: Okay. You want me to fall in love.

AUDIENCE MEMBER: That's the one.

TONI: I'll romance the mike.

Thank you, Brad.

This is what one unit looks like. I'm going to turn this on.

Let's see. Marla, I'm going to pass this to you.

So you would be one person in one room. I'm going to turn this on.

So I need you. I want to talk to you. Or I want to know if you heard me.

So I'm going to buzz you.

(Buzzing sound).

TONI: Now. I want to know if you heard me, so you buzz back.

So this buzzed back.

Anybody else would like to try it?

It's kind of hard to visualize unless you try.

Gail, you want to try?

AUDIENCE MEMBER: Does it light up also?

TONI: Yeah. There's a light also.

AUDIENCE MEMBER: Because that's what I would be pretty much focusing on.

TONI: It's mostly feeling.

You can clip it to yourself. You can put it on a.

AUDIENCE MEMBER: Very good. Oh, this is from Serene innovations.

TONI: It's one of those.

Marla, why don't you buzz.

(Buzzing sound).

AUDIENCE MEMBER: Okay. So you have the other one. Okay. Why does it keep going?

TONI: Why don't you answer.

AUDIENCE MEMBER: I'm getting more vibrate.

TONI: So press it so that you acknowledge that you felt that.

Conversations are always two ways.

AUDIENCE MEMBER: I didn't hear her say anything.

[Laughter].

TONI: There's no voice through this.

AUDIENCE MEMBER: I know, but --

TONI: We're just practicing.

You have to present ten you are in another room and she said something.

Basically --

AUDIENCE MEMBER: Call me. Call me.

(Buzzing sound).

AUDIENCE MEMBER: I didn't --

TONI: She didn't say anything.

Basically, you're saying, I want to talk to you.

She's going to click back to let you know that she got the message. So that you're not pressing this saying, you know, are you hearing my beep? Are you hearing my beep? It's just an acknowledgement.

She need to get up and go in your room. [Laughter].

AUDIENCE MEMBER: I'd rather you text me. That's okay.

TONI: Or you can holler out.

Buzz that.

She can acknowledge -- she can't acknowledge anything specific other than she got your beep.

It's not a verbal thing. It's just a buzzing.

AUDIENCE MEMBER: It's a pager system.

TONI: It's a two-way pager.

AUDIENCE MEMBER: So I can see an interesting use case for this.

You've got one spouse or roommate or whoever who is not very mobile, and the other person who takes care of them happens to have a terrible hearing loss, and so usually, I'm sitting there, I'm laid up, and I'm going to go jack. Jack. Jack is not hearing me because he's in the other room, and I'm hungry. I want a sandwich.

This way I can page you. We can make an agreement that when I page you, it means I need something. We'll do our thing.

It's an interesting -- I like it. It's an interesting use. A lot of my patients have that situation where one of their people in their house is way over there. They can't hear them.

The roger pen is good for that kind of stuff. You are walking around, all of a sudden you hear I want a sandwich. This way you can have more of a system.

Can you tell I'm hungry?

AUDIENCE MEMBER: What is the range? How far is the range?

TONI: Okay. I believe it's 30 feet. This is like an FM -- oh, super -- let me read the box.

Super long range up to 150 feet.

Now, I'm absolutely sure that if you have a lot of steel in your walls, that it may interfere with the signal. You need to test that out. See if that works in your situation.

It's like any other technology that's streamed. It goes through radio signals.

AUDIENCE MEMBER: Where do you buy them?

TONI: I didn't bring a lot, but I brought -- I made up some flyers. If you're interested, I have about six flyers here.

You can get this from Harris Communications. If you're an HLAA member, if you provide them with your membership number, you'll get a 20% discount.

Here's the -- like I said, I only have six.

If you're interested, you can pick this up.

If it is not something you would use, please pass it on.

I got the message, so I'm going to buzz you back.

You got it?

AUDIENCE MEMBER: Yeah.

TONI: All right. That's enough.

AUDIENCE MEMBER: It vibrates more than anything else.

TONI: You notice that there is a sound with the buzz. You can turn the sound off if you don't want a sound.

So there's some volume control.

And the batteries that are in here are rechargeable. It comes are rechargeable cords. You can just plug it in the wall and recharge it overnight. That's economical that way.

The price is \$69.99 at Harris Communications.

That's my tech talk for today.

[APPLAUDING]

AUDIENCE MEMBER: How do you become a member? How do I become a member?

MARLA: You can become a member by either going online to the HLAA national website, and you can register there.

When you do that, they'll ask you the you want to designate a chapter as chapter. You could put City of Orange. When you do that, we are a member of the unified membership program. Everybody who sends in their -- they make an application, they join or they renew, they send in here fees, and the chapter gets back a portion of those fees.

It's a wonderful program. We have done well from it.

You can do it that way.

We also have application forms that you can fill in and mail in. Either way, you can do it.

I'm going to move. Okay. Let's see. Maybe I will stay down here.

Everybody can see me down there and I won't be in front of the screen, blocking it.

I would like to introduce the speaker.

Her name is Callie Frye. She works with the disability rights legal advocacy. She's an advocate for disability in California.

The DRC provides free services for individuals with disabilities. She graduated and has extensive experience in advocacy and training. She's passionate about rights, inclusive and barrier-free discrimination.

She's going to be talking about how to identify state and federal laws that protect people for deaf and hard of hearing from discrimination. Understand your rights to effective communication

when dealing with public accommodations and private businesses and how to act if you feel you have been discriminated against.

Callie.

[APPLAUDING]

CALLIE FRYE: Thank you for having me here today.

Disability rights of California -- I'm not sure if everyone wants me to stand up or not. I didn't want to interfere with the CART services.

I'm going to sit.

Before I start, we do have some handouts. And I've also brought a release in case you are willing to sign so that I can take a picture of the group here.

And after the training's done, there's also a survey form. I would like you to fill that out and let me know how I've done and what I can improve on.

We also have a news letter that we send out quarterly with what we're working on, with what we are researching as far as information for our plaintiffs.

We have briefs and summaries on that and the articles in our newsletter.

We have a training also that is on the screen with information from the DOJ. Regards to effective communication and compliance with the ADA. We have that on the handout.

We have summaries of those laws that apply to it.

We also have information on the DFEH. I will expand and explain what that stands for.

Disability rights of California, as Marlena said, that explained already is a nonprofit legal organization which focuses on people with disabilities and issues that they encounter.

Mainly, in regards to discrimination.

And removal of barriers.

You are familiar with Geraldo. He's the gentleman with the mustache who is TV host/reporter.

He went to New York. There's a state Institute where people with cognitive disabilities are fraction particular Cal dumped or housed. That was in the 90s that he went out to see what that facility was like.

What he saw was neglect, abuse, cases of starvation, and to one being held accountable from the state or federal level. There was no act h accountability.

He made a news story. It was irritating to people who saw that episode.

There was a gentleman named Jacob who was embarrassed because it was Congress man there at the state of New York. He asked the state of New York to set up a system and required each state to set up system provide protection. Congress agreed and passed laws. All states had to set some sort of protection for individuals with disabilities.

And in California, what we had, we had protective services, P S I. Which has become disability rights of California. We're a state wide program.

We have five offices. One in Sacramento, the other in Oakland. One in Fresno, one in L.A. and one in San Diego.

We have offices close to our regional centers and state hospitals in the state.

And the focus is to stop discrimination and increase accessibility. And to make sure that the access is maintained and perpetual.

We have more information if you'd like on our website.

For an intake call the number is 800 isn't 776-5746.

Now, when a person calls our 800 number, they will speak with an intake assistant, and they will receive a screening to see if it's something that we can participate in.

Unfortunately, 75% of our phone calls, we have to reject the individuals because we don't have the resources to provide the assistance as to that specific need.

For the category of 25% of the people we can work with, when they call in, they can expect a return call in about 5 days.

In those days, what we do is transfer the phone call to a practice group. We have several practice groups. The practice groups are civil rights practice group.

We also have a mental health practice group as well as a communicate integration practice group who focus on medical, IHSS and government benefits and so on and so on.

Depending on your situation, the in take will transition you into the correct practice group. The practice group will make the decision on how me prioritize those cases. We get about 650 phone calls per week. We aren't able to help every single one of 650 phone calls.

We have about 200 employees. Over a million people with disabilities. We can't cover them all. The practice group makes a selection which cases to prioritize.

What's done is we have a system -- we work again systemic discrimination against a group of people vs. individual cases.

Department of rehab clients, they help people with disabilities find employment and get training so that they can be employed.

VR counselors often don't train individuals with disabilities on culture and accommodations for them pap.

Fox, a person with vision issues sometimes does not receive the help they need. That impacts people with disabilities from receiving employment.

If there's a complaint there, we do that.

We also sometimes work on cases where the department can't provide the services or doesn't

provide sometimes at hospital. There's issues as well with communication.

We work in those cases with state hospitals to make sure they're providing complete access for people with disabilities.

We have a customer resource center. Sometimes the information is withheld. We have those resource services we provide information. And there's also a huge population that doesn't speak English that needs help from the regional center. We work with the regional center so they can provide the language access that those people need.

There's also -- we have a public policy unit that focuses on legal advocacy, so we can have bills pass that make a positive impact on people's lives.

If a bill but forth that's negative, we work against that.

We focus on systemic litigation cases.

For today's training, we want to provide information as far as disability rights. We know that the Americans with Disabilities Act was passed in 1990 covering education, employment and there's still a disparity there. So the law was passed in the 1990s. There's still issues in regard to access.

This is a huge issue we have to work on. We are trying to increase ADA resource centers and trying to educate people on their ADA law so we can bridge some of those gaps.

We might not be able to bridge things one hundred percent. We have to identify federal and state laws so that when you need to file a complaint you know which venue to take.

Also to see which law provides for protection and more access.

So there are government entities and there private businesses.

And there's two different approaches with each on how they deal with your complaints. There's two different sets of obligations for each.

If you have experienced discrimination and asking what are the next steps for me to take, we'll describe how to act on it next.

Now with section 504 of the rehabilitation act, that's are introduced before the ADA for people facing any barriers to state and federal services.

Section 504 was put into place to prevent any barriers or discrimination.

As time went on, states have a variety of laws and how they treat people with disabilities.

Some states were fairly rigid in providing access. Some were not. Some were really flexible.

The ADA came in and was put in place to provide more stringent standards for service was more standardized for people with disabilities.

Title II of the ADA was passed to fill in the gaps that were emanated from section 504 with public entities.

Title III applies to private businesses. Portions of it was -- they have a responsibility and

obligation to provide access, like for example, retail stores, hospitals, restaurants.

Section 504 didn't have those requirements, so the ADA came in with that covering private employers as well.

Some of you might be wondering. There's something missing up here on my slide. What about disability rights and discrimination cases, what happens there?

California is strong in supporting you, the consumer. When you have complaints and you have situations where you feel you've been discriminated against, you need to first focus on California and see whether it was title I; or III discrimination.

We're very fortunate in California that disability act of ADA of 1990 was set up then. Prior to that, the UNRUH civil rights act was established much earlier in 1959 here in California.

It guarantees that people with disabilities, full and equal accommodations, advantages, facility, privileges and services for all business establishments of every kind.

California law has been stronger before the ADA was actually enacted.

You have greater protections under that and then when the ADA came around, it became federal.

It's good to know when it comes to applying for jobs, interviews and getting employed, these barriers were protected and you were offered all sorts of different accommodation under California state law. If you have consultations with people, if you have meetings with lawyers, etc., all this is included.

With government code section 111395, the third thing on my power point up there, that prohibit disability based on discrimination for programs and activities that receive state funding.

If you go to a state-funded organization or program, and you feel discriminated against, that's the specific code you would use.

The important point is effective communication. We all want to ensure that we know what's going on and we stay on par with everyone else and don't feel left behind, but as we know, the reality is many time we face discrimination and always left behind.

These laws were enacted to up us try to keep on the same level playing field as people who can hear.

When it comes to effective communication, what do public places do to ensure that there is effective communication? Most of them will provide quote unquote services, but it becomes our responsibility as the consumer to specifically state what type of aid we need.

Do they need to adjust thing in the area? In the home, at work, at the store.

Do you need a visual light or a door bell? Do you need some other accommodation installed? That's a question. Fire alarms that are visual so you can see and hear them.

Do you need CART services, someone typing in real-time. You need sign language interpreters? All of these can be considered aids under ADA law.

There's also qualified note-takers. Sign language interpreters, oral interpreters, tactile for people who are real and blind. Realtime captioning, assistive listening devices, as we have in this room, and video remote interpreting.

AUDIENCE MEMBER: I have a question.

I have a question. This came up recently, you had something from your city, from fountain valley, Gail.

How much advanced notice -- I live in Cypress, city council is having a meeting. Tell us a week out. I need to go there. How much time do I have to give them so that they can have a CART or something so I can participate?

Thank you.

CALLIE FRYE I'm going to talk about that later on. I'm glad you brought it up.

Let me check my notes quickly.

We're almost at that point. I can certainly go ahead and answer you now.

According to the ADA, I have a brochure here, as long as you give them advanced notice, that should be fine. You don't have to let them know 3 years in advance or a month. Give them an appropriate to find the accommodation, that's fine. Reasonable. I would say a week ahead. Two weeks ahead is fine.

If it's -- whatever is doable for you. If you find dab just found out about it and you let them know, you have done your due diligence.

It's important. They won't have an execution if you wait until the last minute, of course they might say we can't do anything tomorrow. If you threat them know I want to be at the meeting next week, they can try and be a resource in you know something that will work for you, let them know what you prefer.

AUDIENCE MEMBER: Thank you.

CALLIE FRYE no problem. Thanks for asking.

Any other questions?

AUDIENCE MEMBER: Which?

AUDIENCE MEMBER: Which party is responsible for the cost of providing that service?

CALLIE FRYE: Wow! Everybody is jumping ahead. I will get to it in a minute. A good question. Hold on to that thought.

My next slide here said aids must be necessary to ensure effective communication. You understand the content, what's happening.

The method of communication used by the individual needs to be communicated clearly. If an emergency situation, that may be different. We have to take that into consideration.

Also, if going to a restaurant or just shopping on your own, you may not need a sign language interpreter to shop or to eat.

Maybe you can type on your phone and use notes and just type back and forth. Or maybe you can write on a piece of paper with pen and paper.

If in public, there are some TTY phones out there if you want to make a public phone call.

If you want to sit down and talk with somebody and look at them face to face, that sometimes is an appropriate accommodation.

You need to know what you need and how complex that communication is going to be to decide what's the best necessary communication aid for yourself.

As far as who decides what aid or services is needed, on my next power point slide, government run entities can decide which aids and services are needed, but they're required to give you priority in consideration of what you prefer and what you say is necessary for you.

So they're required to provide something. But they should look at your choices.

They have to give primary consideration to you and what you think you need that's going to be effectively equal for communication.

They can't tell you, no, we're not going provide this because you want it. You tell them what you want taken they come back with either yes, we can provide that or do you have another option?

Public accommodations, an accommodation is a fancy term for business entity, public accommodations can provide services when needed. It's a little fuzzy, because as a consume are or customer in a location, when does as needed mean?

Sometimes it's important to negotiate with the people you're talking to. Does it mean that you have to have an FM lap or interpreter? Maybe, maybe not.

Maybe you are fine with writing back and forth.

Maybe they say video remote interpreting, if you don't know sign language, that's not going to help. You have to look at the importance of negotiating and being flexible to offer something and consider what they offer back and keep negotiating until you come up with an appropriate situation that you feel you need.

Dr. Brad is saying good point. Paragraph.

One thing I think we all need to remember and know, my preference of what I want for accessibility is my preference. I may want tech. I may want something different.

Once I know and understand how the specific things works for me, then that's the great.

Now, if they ask somebody else, they're going to have their own specific needs of what they

want for their communication.

And if there's two of us at the same meeting, it may not always coincide.

We have to be sure we understand this technology service works for me or this communication aid is accessible for me.

And then, explain that, well, you think this other thing is going to work, that worked for your other customer. They're different than me. They have a different hearing ability.

Working with HLAA, it's great all of us are starting to understand there's many options out there. Everyone has their own preferences. That's fine. The law protects your preference.

We need to make sure number one, we know what your preference is. We are flexible in trying to come up with back-up plans. We can't only be stubborn and say this one works for me and only this way works for me.

Callie says that's great.

Dr. Brad, thank you very much.

When you are talking about trying to negotiate and they come back immediately and say no we can't provide that, don't just give up. Offer a second choice, a third choice. Keep on negotiating until you come up with something you both can live with.

Also, covered entities are included for who decides what aids or services are provided. A covered entity may mean something that's required that's reasonable but not excessively advanced.

Again, that comes down to the negotiation.

They may not be able to afford the most technical. They can afford a low-tech solution. Being willing to negotiate and go with what makes sense for everybody. It 'ses going to be a compromise. At some point it won't be one hundred percent satisfying for everybody.

My next slide, it says can a doctor or hospital ask a main or child or adult family member to interpret?

As we know, when you go into the hospitals, especially in emergency situations, adult bring their child, no one to take care of them. Many cases the hospitals require that child to interpret.

Now, in a hospital setting, you should let them know ASAP, I need some sort of accommodation. Let them know what kind of accommodation you need.

Do not let them put that on the back burner and continue to use the minor child to interpret for you.

Many times it's not going to be effective. If it's not as much of an emergency, you can wait until they get somebody to come in and help you out. That's find.

Don't expect you are going to have to bring a family member or child to do that work. There are qualified professionals out there who should be able to do it in these places. These hospitals should

know they have to hire them.

Dr. Brad is also adding, related to that for this group, I want to let everyone else here know, when it comes to hearing technology, you need a specialist to understand that.

Again, to know your preference. You want a FM loop, a microphone, T-coil? If you have something at home and going to a doctor's appointment, bring it with you. That way they can make use of you're quip meant and up don't have depend on going and I require a T-coil FM loop. The doctor is problem not going to have one.

If you have it and you can remember to bring it, by all means, bring your own tech. It will make sure everything goes smoothly.

Dr. Brad, says hold on.

One more thing.

When you are done with the doctor or hospital or whatever, make sure you write a letter to them, letting them know, thank you very much for your cooperation in assisting me and providing the communication I need. Also provided communication for you. It was a two-way street. I appreciate the thought fullness. It's yes, great to flip script and communication need not always for you. It's for them to know what your issue is.

And without appropriate services, they're not going to be able to help you with the emergency.

In a true emergency situation, it can be difficult.

If you need an oral interpreter, or you need someone who is going to know specific technology, that's different. You may not have time to bring the FM or the equipment. Maybe you are not at home and don't have it with you. That's totally understandable.

Be flexible. Know your needs and how to communicate them in any way possible.

When you get to the hospital, sometimes, like I said, they'll ask a family member to interpret for you.

Your family member knows sign language, they can sign for you. No, qualified professionals out there. You're willing to use that person until they get the qualified person. It's their job to hire that person and have them come immediately.

ADA says you are not to use minors in children as qualified interpreters because they're not.

The department of justice, DOJ, has written some specific clarifying regulations that say you cannot force anybody to interpret either. Because that's considered child abuse.

When a minor in the room and you tell your mom, you tell your dad, that's illegal. You can file a lawsuit against that doctor or hospital for making that minor interpreter for you.

So the department of justice has written regulations with you in mind. They want to protect you.  
Question?

TONI: I wanted to say the use of children is really not a good idea. They don't necessarily have the company man of the language, medical terminology, legal terminology.

CALLIE FRYE: Exactly.

TONI: Also, I don't think it's a good idea that your children are in your business.

CALLIE FRYE: I don't want that either. I totally agree with you.

TONI: I am putting it in a different way.

I think children, not a good idea.

Maybe in an emergency. That actually could be traumatic for the children.

CALLIE FRYE: In an emergency, short term, very short term.

TONI: Yes. Thank you.

CALLIE FRYE: I am glad you agree with me. I appreciate you saying that.

We do not want our children in our business. We need to create the boundary, par in child boundary. We don't want the kids to know social security number, bank number. Financial information. That's not their business.

Now, when it comes to video remote interpreting, they might bring you an iPad or a computer. Sometimes they'll say we're bringing you CART. CART expensive. Bring somebody is in with their equipment and charge us.

Let's get someone in a remote location and sitting in some cubicle at their computer with a microphone and headset and answer the video call and interpret that way.

Well, what about tech? Sometimes the technology, like wi-fi connection is horrible. Interpreter freezes, hello, can I help you, it's impossible to understand what they're trying to explain.

It doesn't always work.

FM systems are another issue. We talked the question about who pays for that. It can be brought by you, but sometimes -- answer to your question, who has to pay for the aids?

It should be paid for by the covered entity, the business that you go to.

You should not have to pay anything out of pocket, but there are specific situations where businesses, especially small businesses can say, this is an undue burden. It's a hardship for me to pay this much money.

There are certain foundations -- there are certain fundamental foundation things we need to understand when it comes to ADA law.

With disability rights and protection and advocacy, which is our sister organization, there is a case right now in the federal court systems with a deaf-blind person who wanted to see a movie and wanted a sign language interpreter to sit next to them and sign in their hand everything that is being said and spoken on the movie.

They went to the disability right organization and asked for assistance. We helped them file with the department of justice on their behalf, and they won.

They are able to now say cure what we call protactile American sign language interpreters, interpreters who signed into someone's hand so they feel it, everything that is in the movie.

The movie theaters have to provide this when someone requests it.

It's great. When they have limited vision, not totally blind. Maybe they can't see far. Or maybe just central vision, no peripheral, maybe hard of hearing or deaf. They need that service. That way they can enjoy the movie like a person who has vision and hearing can also enjoy the movie.

The movie theater has to pay for PT American sign language interpreter.

Question?

AUDIENCE MEMBER: I want to get back to the hospital access.

MARLA: Uh-huh. Sure.

AUDIENCE MEMBER: When I was in the hospital, I needed an interpreter of some kind, and they only offered me an oral interpreter. An oral interpreter.

We have to take lessons on microphone from Dr. Brad here. Okay.

They told me that they can get me an oral interpreter, but it would take them time to find one.

So Jennifer Stusey from GLAD helped me a lot probation violation she was an advocate. She told me ask for an interpreter who has a sign interpreter who has oral skills, basically. That moves their mouth.

They were only allowed to come 2 hours a day.

I don't know who paid for that. I wasn't really -- I was too sick to think about it. I knew I had to get what I needed.

When the doctor came in, I couldn't understand him at all, and the interpreter was not there.

So she just came when the doctors make their rounds, and you can never tell when they're going to come in. That's the time I needed them.

The situation Robin was talking about was I wanted to go to a city council meeting. It was affecting my affecting my area.

I gave them two weeks notice. They asked me what I needed. I said CART services, real-time translation.

And they were nice. They asked me if a hearing aid would do? I said this goes beyond a hearing aid.

They were really nice. I said I can get a CART reporter. I made it easy for them.

I didn't know about the money. I didn't even go there. But they said we will provide that and we will contact your person.

So I made it easy.

And the person was paid. I still have no idea, but it was paid probably with the city.

CALLIE FRYE: Right.

AUDIENCE MEMBER: So those are --

The hospital, I wanted a captionist. I wanted a CART reporter. Remote would be my goal. Am I entitle to that?

CALLIE FRYE: Yes. However -- yes. Very well.

The interpreter was voicing for me perhaps. You can obtain those services.

The question is, is the hospital going to have that equipment? That would be a question that needs to be answered to your local hospital.

When you got to the emergency room and stay at the hospital or if you do in the future, you can ask them if they have the equipment. Ask them what equipment they have already.

If -- it's your right to ask them . If they need to find the services, they can obtain the services. It might be a small delay while they try to secure those services.

It's illegal for them to block off those hours.

Like you said, doctors give round. You have the right to have that service available with you at all times.

Now, do you feel that the oral interpreter is not your first choice? If it's not your primary consideration, then you can mention your particular primary consideration to the hospital so they can take that into consideration.

I'm glad it was able to be resolved in a civil matter.

AUDIENCE MEMBER: I am going to make you guys work.

Most hospitals have something called a patient advocate. Obviously in an emergency situation, it's a whole different ballgame. If you're planning to be in the hospital for a planned procedure, you will have preoperative meetings with your dock or for.

You can bring this up well in advance.

If it -- and then start to before you get to the hospital, ask to have a meeting with the hospital administrator and the patient advocate. Here's this technology that will help me.

Having a person sit in my room 24 hours a day waiting on the doctor is not cost --

I lost my microphone.

Is there another one?

Did we lose everything?

Let me borrow another one.

Hello.

It's not cost effective to have that person sitting around and waiting.

If you speak to the hospital administrator and the patient advocate, then you can build a business case that makes sense for them to go talk to the doctor and say, hey, let's try to come up with a schedule for this patient.

And build your rounds around this schedule so that we provide this.

At the same time, if the hospital administrator or the patient advocate are smart, they might do looking and are there other people in the hospital at the same time who might use this service so that they book remote CART or CART or an interpreter, some accessibility accommodation professional for 3 hours.

That person can come in and follow the doctor, rather than the doctor following you, if that makes sense.

That's obviously not something you can do in an emergency situation. If you get in the hospital and you're going to be there for 3 weeks, now you can have maybe a family member work with you.

Having these kinds of conversation well in advance would be a good opportunity.

CALLIE FRYE: Agreed.

It's a very tender way to present those tips.

As around deaf individual with deaf parents, when I go to the hospital, however long that stay is, a 3 day vs. 3 weeks, I have interpreters there 24/7. That's what is effective for me.

I make it clear that I need the interpreter present the whole time, and so far they've complied.

The hospitals are responsible.

We shouldn't have to bend be too for giving on them because we feel a financial impact.

You shouldn't have that problem. I identify as I want to identify. I present my needs. They're responsible to satisfy those needs.

I do appreciate the tips you shared. I appreciate them.

Thank you.

Question over here?

Okay.

More on the undue hardship.

For example, with a doctor's offices, let's say the patient pays for therapy services that are normally \$25, but then there's an increase in the fee to \$300. That's not considered a factor.

When you pay for your treatment, should have nothing to do with the services that are provided.

If there's an increase in fees, then there's a misunderstanding there.

There should be no surcharge for those services being provided.

Another thing to look for undue hardship is the costs of the aid. So that's something that can be considered.

Another cost that can be factored is the cost of the accommodation depending on the overall resources.

And also if there's any parent entities.

For example, Whole Food stores, if there's a barrier, a physical barrier to entering, Whole Foods that's to double check their budget in stall the ramp. If they increase, we can take into account parent organization, whole foods is Amazon.

If whole foods can't afford it and Amazon can, they can't use that excuse to deny the accommodation.

So when an opportunity undue burden or hardship, the entity is obligated to provide the burden of proof on why that is an undue hardship.

So now, moving on to what to do when you're stopped by a police officer.

This has happened several times where deaf and hard of individuals have been shot by police officers.

One example is a person walking away from an sphere, and the officer yelling at them, suspecting they have a hid den weapon, shooting them. Only later to find out the person had a hearing disability.

It's not rare. This does happen quite often. It's frequent.

What should we do when stopped by a police officer in a vehicle?

Like any other government entities, police officers have a responsibility to provide effective communication. Now do keep in mind that if it's a severe threat to the off sphere, like if I am being unruly, there is no focus on communication. The focus is more an tempo rarely stopping or subsiding the threatening situation that may be occurring.

If it's a routine traffic stop, not an intense situation, for a routine traffic stop, there might not be a need for service aids, if it is something written back and forth quickly.

Remember, if you are in a vehicle, park somewhere safe. Open your window. Turn off your car. Wait for the officer to approach.

A universal sign, people don't hear. Point at your ear, usually officer asks for registration and proof of insurance. We all know those items are requested.

If you don't have those items, make sure you get a visual from the police officers that you are going to obtain those items wherever you have them.

For any is in-depth conversation, any thing a review of license or insurance, if an in-depth conversation, you do have the right to discontinue communication and ask for a reasonable

accommodation to be provided at that point.

Also, if you are arrested and taken into a police station, at that point you would also require effective communication. You would require that aid to be presented.

If there is any sort of interrogation, interview, then of course effective communication is required in those situations.

Now, do recognize that you do have to right to be handcuffed with your hands in front of you as a reasonable accommodation and not with your hands behind you, unless of course you are behaving in an offensive or threatening matter and safety becomes an issue, then you cannot be handcuffed in front.

Because of your actions, you will have to be handcuffed with your arms behind you.

Keep in mind also in an arrest situation, police are required by law to inform you that you have the right to remain silent and you have the right also to ask an attorney. If you cannot afford one, one will be provided for you.

Now that arrest process, it's not illegal if you don't understand. If a policeman is talking behind you, clearly, as a person who cannot hear or only knows ASL, for example, then that type of arrest is not allowed. It's illegal because you need to have effective communication. You need to understand what the law enforcement person is saying to you at that moment when that you have they Mirandize you.

AUDIENCE MEMBER: May I say something?

CALLIE FRYE: Yes. Yes. Go ahead.

I'm sorry. I don't know who raised their hand first.

AUDIENCE MEMBER: Is this working?

AUDIENCE MEMBER: You want me first?

AUDIENCE MEMBER: If it's night time?

Are y'all hearing me?

AUDIENCE MEMBER: All right.

If it's nighttime and pulled over by a police officer, turn on your lights inside your vehicle and put your hands on the wheel, like the gentleman told you. So they can see what's going on.

CALLIE FRYE: If it's nighttime, very good point. Turn on your lights so they can see where your [Hands raised] are at. Good point.

Thank you for adding that.

AUDIENCE MEMBER: I wanted to share with everybody that I received a long time ago a visor that I had laminated that I keep in my car. If I were ever to be stopped, I immediately take out the laminated paper, and I show it to the police officer.

And that says, that I'm hard of hearing and please make sure that you can see your lips and all that stuff. Because it's like, right above my visor so that I don't have to struggle with anything.

Then I can let the officer know. And the officer is already aware of what my needs are.

AUDIENCE MEMBER: In today's day and stage -- this is me -- I would keep my hands on the steering wheel. When the police officer comes by, I said, I would say can I reach for something on my visor.

If he is walking from the car, and see you going to reach for something, I don't want to take a chance that you're reaching for a piece of paper, and he's thinking you're reaching for a gun.

I would keep my hand on the steering wheel. Do you agree?

CALLIE FRYE: Understood. Very clear as to why you would want to do that.

Police officers have their safety in mind. Any sudden movements or jerks could confuse them to think something else is happening.

You want to remain calm. Get that confirmation, eye to eye with the police officer when he gets there.

Now, something that happens in the Denver hard of hearing community, they have the note on the visor or sticker on the car or attachment on the window hard of hearing.

Some people in the community members want to keep those pieces of information private. They don't want to have a public announcement. Different individuals with different preferences.

If you would like to have a public posting indicating you have a disability preference, some deaf hearing or hard of hearing, prefer waiting to have encounter to identify disability.

That's an excellent point you make. Thank you for bringing it up.

Another comment?

I think there was someone else that wanted to make a comment.

If not?

Is that you with the comment?

Go ahead.

AUDIENCE MEMBER: I wanted to go back to what you said and clarify that if you're stopped by security or a police officer, not only in the car -- we don't understand what they're really saying. We have the right to say, I refuse to continue communicating with you because I don't really know what you're saying, and I don't want to answer.

CALLIE FRYE: Yes.

AUDIENCE MEMBER: I had this happen at my boyfriend's community where the security comes over to him and asks him a question. He's like what was that? What was that? And he

starts -- I told him start signing, because let them know that you cannot hear. That's the only way they seem to understand that we can't hear is if we don't speak and sign.

Then they get it.

And I don't want my boyfriend to give them any information that's incorrect. I tell him just say, look, I'm deaf. Could we take this up later when I can communicate when it's not noisy or when I can understand what you're saying better, either with an interpreter of my choice, clarifying we have the right to do that.

CALLIE FRYE: Yes; however, if that law enforcement officer person is -- remember I said it depends on the communication.

If you're approached with one or two sentences, then in that situation, you don't need a CART service or sign language interpreter.

If the law official is thinking of arresting you, at that point you can say I'm not understanding.

If you are pulled over on a traffic issue, you can't contest and say I don't understand you. Basically getting a speeding ticket. Officer telling you, going too fast. A short 10-minute interaction allowed to leave.

It depend on the length and complication and method of communication required.

I don't understand exactly the situation with your boyfriend and the security. I can't speak to those specifics at this point.

AUDIENCE MEMBER: Thank you. Thank you very much.

CALLIE FRYE: Yes. You're welcome.

AUDIENCE MEMBER: I just wanted to add another comment to what Callie has said regarding a sign that you can keep on your car to let people know you have a disability or deaf.

I have gone to a senior traffic class, and the person had said -- the instructor had said that they do not advise that, no matter what your disability is, because it's advertising to people that --

CALLIE FRYE: Exactly.

AUDIENCE MEMBER: That you are vulnerable.

What I mean by that is people get followed, and there was a case where people who why followed who were either physically hand capped or challenged, or the notification that they were deaf and they were attacked.

That was like free advertising to the people that were going to attack them.

So I just -- that was just a comment or an FYI.

CALLIE FRYE: Yeah. That's the one thing to keep in mind. And that's why many people are against self-identifying like that.

There's another comment?

AUDIENCE MEMBER: So related to that.

There is a great deal of value in developing what they call in sales, an elevator speech. Under 30 seconds, clear description, what your challenges are, what accommodations work for you.

So rather than having a sign on your door -- or a handicapped sticker or anything like that, if you can practice at home a 30-second or less, I am hard of hearing. I understand 60% of what you're saying in a quiet room, I understand less when there's noise. I use hearing aids. If you look at me, speak slowly.

If you can give that person a 30-second explanation of what you need them to do, then you get around the need have that. You don't have to have the visor card.

The visor card is helpful if you are in an accident and can't help. However, they are not going to know to look.

Again, it comes down to know thy self. Be good at communicating those needs.

It comes down to that whole disclosure issue, which I think a lot of people in the deaf community, it's not such a big deal. It's a culture identity. I'm deaf. That's cool. My son has that deaf power, all that stuff.

In the hard of hearing community, it tends to be harder, because most people in HLAA started not being hard of hearing and then have become hard of hearing.

So it's an identity shift. To say, I'm not -- I don't communicate the way I used to communicate, can be an admission or a perceived admission of weakness.

It will give you more strength if the person coming to talk to you, whether they're a police officer or the person you're buying tickets from or -- if they understand the first time how to communicate with you, rather than going what, huh? I didn't order prime rib. What? Huh? Get rid of all that.

But you have to practice the elevator speech. It has to become smooth and comfortable. The first 10 times you do it, it will feel awkward. Keep working on it. Practice it with people that you know and trust, that you don't feel embarrassed with.

Little by little roll it out to other people. Try it.

CALLIE FRYE: Thank you. It's good. It's a key to be an advocate for yourself. It's a good tool.

Now what to do, on my next power point, if you are denied effective communication, because that is discrimination.

First off, you can file a complaint with the Department of Justice, and one thing I want to let you know is that, with the DOJ, they're going to review and look at your complaint. It may or may not take a short time or a long time. You can not be sure.

They have up to 3 months to look at each report that comes in to see whether or not it has any actual grounds or if there's a different way that they can mediate and resolve the issue.

So don't expect a quick answer when you file a grievance.

DOJ is trying to build their different cases against different companies, different people at all times. We don't have access to that. We don't know if your grievance is going to build onto somebody else or a single occurrence. That's why it may take longer or shorter.

Secondly, if you are trying to get housing, you can file a complaint with the California department of fair employment and housing, that's DFEH that I mentioned before.

Department of justice is federal level, so that means if they get just a bunch of everyday complaints about businesses, about state organizations, it becomes really bad PR. That's good for you. It's overwhelming for them. It lets them know there's an issue here.

You can also file other administrative complaints. That would mean, for example, if you complain to the Department of Justice, and the PDS TV doesn't have captioning on their programming, DOJ wouldn't look at that, federal -- under FCC. They would be the ones who would ultimately review your case and see why can't PBS captioning all authorize programs.

They would look at it and also talk to other governmental agencies. DOJ becomes the clearing house for a lot of different grievances.

You can also file a suit in state or federal court. That becomes a personal lawsuit.

You have to fill out a specific court claim, maybe you use a wheelchair and you're trying to get on the sidewalk, and there's a pot hole and you fell into it. You could sue the city. You could put in a claim stating that for whatever reason the sidewalk was not safe. DOJ would have nothing to do with that, obviously.

Going to them doesn't make sense. Go to the city. The city is the one who would maintain that sidewalk.

Do remember that there is a statute of limitations. When you have specific things against real estate agents, against doctors, dentist, etc. For not providing accommodations, there is a timeline for how long that occurrence happened and when you actually file the claim for the title II government agency, six months. Public business, they don't specifically have one. It's recommended that you file as soon as you feel that you have been discriminated against.

Department of federal employment and housing is one year.

If we're talking about FCC, the federal communications commission, they oversee television, radio, telecommunications, if you feel like your grievance has to do with them, that is where you would file your complaint, FCC.

You want to make sure, when you submit the grievance, there's a period of research. Then they're going to look at some sort of negotiation to figure out what they can do to mediate the situation.

When you go to the federal level, it's different than if you do just a regular lawsuit.

You actually don't have to file the actual federal complaint before you jump to a lawsuit. You can do a lawsuit immediately if you wanted to.

Sometimes people will go to the federal level first because they're looking for permission to then proceed with a personal lawsuit. That's the way some people choose to go. But depending upon again who you are filing against, it may make more sense to go directly to a personal lawsuit than to the federal level.

There's a variety of different services as well. Don't forget the EEOC is for employment. So you'll want to talk to them if you have an issue of discrimination on the job.

When -- sometimes when you file your lawsuits, it could go to a jury trial. You're going to have to look at the damages. So the money that you're looking for.

When it comes to EEOC and federal levels, the damages that you could actually get are very minimal. Most of the time what occurs is there's an adjustment in policy for federal agencies or organizations. Sometime people go to training.

There's no damages that you would receive after you "win" that lawsuit, that filing.

Maybe some administrative damages could be given to paying for loss wages, or paying for legal fees, etc.

But the whole point is that you are now increasing the strength of the ADA and the grounds on which it can protect your needs and your disability.

If we're talking about maybe filing a suit against the fire department or somebody, remember, you want to make sure you do it as soon as possible. As a deaf person, maybe using a video relay service, you want to try to contact the police or fire as soon as possible to get a response quickly.

It shouldn't take 7 minutes to get a response. Make sure you let them know, I'm trying to contact them. There's an issue. Their response is very slow. Department of justice can take care of it. The city could take care of it. You want to ensure you get a response in under 7 minutes.

These are emergency situations. You have a right as a taxpayer, as an American citizen covered by these laws to have this taken care of.

If you do win that case, they're not going to pay you a bunch of money. Most of the time they will remediate the service, look at how they can reduce the response time unless you actually dab or somebody in your family gets hurt or killed, unfortunately, you're not going to win a lot of money from these type of cases.

The ADA also, like comparing me as a deaf person to a hearing person, and we're going to school, for example. When I was in school, I needed a sign language interpreter. A hearing person without a disability did not.

So ADA covered me.

When my husband would go to the hospital, if he got into an accident or something occurred, and I needed to know what was going on, I wanted to know what the prognosis was, we called for an interpreter. They brought an interpreter every single time.

I am the family member of a person without disabilities, but because I have a disabilities, ADA applies to me in these situations for family members.

Really, the whole goal of my presentation is equal communication, having accessible and equal communication, just like a person who does not have a hearing or sight disability.

That's all I have to say.

What questions do you have?

[APPLAUDING]

AUDIENCE MEMBER: First I want to tell you --

AUDIENCE MEMBER: I want to tell you I grew up in queens, not too far from the hospital you were referring to at the beginning of your presentation with Geraldo.

We were always scared because -- you probably know --

Okay. One thing I wanted to say is that a lot of things right now in my life are more on the need-to-know vs. -- it's more want-to-know vs. need-to-know. Today's presentation was traffic cop.

Dealing in situation nice-to-know, let's say, you go to a facility or touring, I don't personally bring up the ADA if lacking. What you need -- let's say they're showing video and not captioned. I don't write a letter and threaten ADA. This is more of a nice to know. What I try to do is educate them. I try to give statistic how many people in America have a hearing loss.

That also captioning is needed by people who use English as a second language. I try and do it -- I'm conservative in politics. I try to do it as a business to let them know it advances them in the business if they would caption their video. If they would make the movies showing before you go for the tour captioned.

Sometimes they don't realize.

I usually go that way without pushing the ADA. Then I'm dealing with the nice to know side of life.

I want to enjoy life too. I want to know what that video is about. I want to know what is being said.

I wanted to suggest everybody here, if that happens, let people know that sometimes businesses don't realize it. They just don't realize how many people out there have a hearing loss.

That's my commentary for today.

CALLIE FRYE: Thank you for sharing that.

May I add something to that as well.

As a good advocate, knowing different strategies and how and when to file a grievance is very important.

Certain times a might call a museum and let them know, there's a better way to deal with this.

What if you were to print some information about the equipment that you have. Because many times they're audio towers or whatever aren't accessible to people with hearing loss. Maybe their PR and HR office doesn't know.

You could make it accessible if you did a written script. Simply provided captions. If you did some other basic stuff that's going to benefit everybody, then those types of things make a lot more sense. It's going to get to the right person.

It's nice to know different strategies and what's the most effective in economical. I totally agree with you.

AUDIENCE MEMBER: I have a question. I don't know if I'm on. A couple of questions actually. I may not get the mike back, if I may ask them both. They're not related.

You talked about the option of lawsuits around a disability, all the things that you just talked about.

If you lose the lawsuit, who pays the attorney's fees?

And another more generic question, it sounds as if -- I have some prior professional experience with protection and advocacy and all nap.

It sounds like the main thrusts of your organization is developmental disability and mental health disability.

If you call, a sensory disability, which is all of us, hard of hearing. I'm the only probably visual sensory disability in here.

If we call your office for info, and as you said you cannot take all the cases, do you make a lot of referrals, or are you good about telling me, let's say, you're not going to take my case, but it's a legitimate question, would someone there tell me, like, these are the forms you need to fill out or a referral to somewhere?

Do you make referrals to people that you're not going to take their case?

Who pays the lawsuit if you lose, and what kind of help can anyone get whose case you're not going to take?

CALLIE FRYE: Okay. Good questions.

Let me talk about the first one.

First off, if you happen to go to court and you paid for a private lawyer yourself, the fees regarding that would be all on you. If you won, they would obviously come back to you.

If you used an ADA lawyer, then -- that we provide, that would be different.

DOJ, EEOC, federal level, administrative agencies, when you file with them, they make decision after reviewing the case and look at damages.

You would not receive damages, most of the time, not money. Sometimes both sides lose, honestly, but nothing would come back to you, the person who filed.

In relation to your second question, I just want to let you know that for intakes, any who calls to us, we have a referral list. We can let people know resources in their community that we know of that can help them with their situation.

We know with a sliding scale, which services are fees, which one costs.

Of the 650 calls per day, we're only able to deal with 150 to 200, the rest all get referred out or get offered resources.

People who are deaf, hard of hearing, deaf blind, people with mobility issue, cerebral palsy, we work with them and try to offer many free resources we have.

Again, depending on what the information is that you give us, there are certain things that we condition help with and some we can't.

We keep that referral list who we receive calls from and who we referred them to. We can follow-up.

When it comes to family law, divorce, custody issues, if we're talking about protection for adult protective services, we don't cover any of those. Or criminal law for that matter.

We also don't cover personal tort issues, worker's comp issues, social security.

The thing is we can help with the basics. We will not be the agency that will help you through the process to make sure you receive all the qualified legal advice and go through the process from beginning to end.

We focus on getting people in the door, trying to triage what their needs are and refer out.

Does that answer your question?

AUDIENCE MEMBER: Yeah. Thank you.

CALLIE FRYE: What else?

AUDIENCE MEMBER: I had a question regarding hotel accommodations.

If you're not requesting an accessible room, but you're just requesting, like a flashing smoke alarm and they don't have it and you request it when you make your reservations, which is way ahead of time, what action can you take?

CALLIE FRYE: Okay. So if you call and let them know ahead of time that I have a disability, I'm going to need a fire alarm or door knocker, that's a good case to provide to the courts if they do not follow through with that.

They could say an undue hardship, cost too much, economic burden to provide that.

Well, DOJ will look at the hotel, they'll look at the parent company, they'll see how large the hotel chain may be and see how many types of rooms they may have. Do they have any mobile kits that they provide or keep in their back office for people with your specific needs? That's something they would look into. The hotels should have those. Most do. If they don't, it's my job to, for some of the outreach we do, we go to location and say, if you had a mobile ADA kit, several of them, when people come and ask for them, it's helpful. You have a limited amount of accessible room. Having the mobile kit that somebody could set up on their door or next to their phone as an alarm, that's helpful. It does sometime work.

Now I do have some paperwork for you to fill out. I do have a form.

AUDIENCE MEMBER: I wanted to talk about the lawsuits. I filed --

CALLIE FRYE: Of course.

AUDIENCE MEMBER: A complaint against the hospital that I was at for six days, because I was really treated terribly.

I couldn't hear. I didn't know what was going on. As I said, I had an interpreter for a couple of hours out of the day, and it was the wrong times.

So I filed a complaint, not a lawsuit. First there was a lot of paperwork involved. If you want to do this, be prepared. Do your homework.

CALLIE FRYE: Right. Right. Yeah.

AUDIENCE MEMBER: Very important.

CALLIE FRYE: Uh-huh.

AUDIENCE MEMBER: Follow-through.

What did was I followed through with all this. I was specific. I'm deaf. This is what I ask for. This is how I treated.

I did not know when a doctor was giving me an exam, because he was talking from behind me, and he did something very, very inappropriate. So I went on that.

It took months.

This happens often, but people won't speak up about it.

We have to be a voice for everybody. We have to speak up about it, fill out paperwork, even if it's a lot of work.

We went into negotiations. There was no right, no wrong. I insisted that they take education classes on disabled, especially deaf and hard of hearing so that they know what we need and they have some kind of human -- they treat us with some human decency, because I was not treated decently.

And also, the next time I went in the hospital, they got me a private room.

[Laughter].

AUDIENCE MEMBER: And above my bed, it said I am deaf.

CALLIE FRYE: Oh, wow.

AUDIENCE MEMBER: Please look at me when you speak. I requested that. I got an interpreter. And I could tell you I was treated much better. I paved the way for other people. That's what we all have to do.

CALLIE FRYE: Um huh. Cheers. Wow!

AUDIENCE MEMBER: I think that everything begins with us.

We first need to accept our disability. So people with hearing loss have a difficult time coming to terms with the fact that they have a disability.

They wind up going to an event. They can't quite hear well. Whatever. I want to recommend -- or I just want to suggest, each one of you is really important. How you feel, what you take in, you matter.

Every time you go someplace, ask for accommodation, even if a teeny voice says, I don't really need it. You just might need it.

By everybody making a request for public accommodations in every where they go, they're making hear loss more visible.

The people we work with will understand our needs better.

So I just want to encourage everybody to exercise their rights every where every time, whether you think you need it or not.

MARLA: Absolutely. Absolutely.

You are your best advocate. Put your foot forward. Open your mouth and speak. You will be amazed at what you can accomplish if you do that.

I want to thank Callie and her interpreters coming today.

[APPLAUDING]

CALLIE FRYE: No problem. Thank you.

MARLA: Great information.

CALLIE FRYE: I apologize. I have to leave pretty soon.

If you could nil out the surveys, it would be helpful. Also in brochures if anybody wants more information about my agency. It has the picture.

If everyone will sign the release. I am taking some pictures for organization and agency. If okay to take pictures, please sign the form.

Thank you.

MARLA: Okay. I have a gift for you.

CALLIE FRYE: What? !

MARLA: There is a gift card there. \$20 for some restaurants. There is a mug that has our logo on it for our chapter.

CALLIE FRYE: Thank you. Thank you very much. That's so kind of you. This is the first time I have done a presentation where the group gave me a thank you gift. You're a first. Thank you.

MARLA: We appreciate you coming.

We're going to pass this around.

Get your signature, fill out the form. Get your signature for the picture.

CALLIE FRYE: What I'm handing out now is reviewing the information I gave, information regarding the DOJ, the DFEH. Got information and contact information for anyone that might need it.

I'll walk around and pass out brochures to our organization now.

Callie Frye.

MARLA: I wanted to ask everybody how their Christmas was.

Did anybody make out like a bandit?

Jack, I have a question for you.

I've heard that you got coal. Did you get coal for Christmas?

You got coal for Christmas?

I must have heard wrong.

AUDIENCE MEMBER: Cold. C-O-L-D.

MARLA: I'm talking about the bad boy coal.

AUDIENCE MEMBER: I don't understand everything that's said.

MARLA: Okay. Just testing you.

You're getting there.

Okay. We're going to be having our 50/50 drawing.

If you didn't have time to get money in there, do it real quick.

The winner will are get 50% of the whole amount collected.

AUDIENCE MEMBER: I just want to tell you, I just enjoyed watching you and your expression. They're very dramatic. Even though I can hear, you know, fairly well. I might have a mild hearing loss, you were great.

CALLIE FRYE: Thank you.

MARLA: Also, if we do have -- we'll have a transcript of this meeting. If you're interested in getting a transcript, email me, notify me, and I'll send it to you.

AUDIENCE MEMBER: We have transcripts on the website. I did them.

MARLA: Did you?

AUDIENCE MEMBER: There's 3 of them.

MARLA: There's more. I sent Rachel 10 of them.

When I get it, I will send it to you. You can put it on.

AUDIENCE MEMBER: Yeah.

MARLA: Great. That's very helpful.

CALLIE FRYE: For the ADA brochure -- on the ADA brochure, there's a person who wanted it, what I can do is being in touch with Marla and send it via email to her so you can have the information, the pack else, the ADA packet.

I'm so sorry. I thought I had brought enough.

Here's an extra one.

Who was it that needed one?

AUDIENCE MEMBER: There's two on this table.

MARLA: It's coming around.

>> You ready for the 50/50?

MARLA: Bob. He needs to get through there.

>> Okay. We have \$40 to -- you want to split it two ways?

Why don't we do for the --

Give two numbers.

Each get \$20.

AUDIENCE MEMBER: I plan to win the power ball tonight, by the way. [Laughter].

>> You can split it with us.

AUDIENCE MEMBER: So do I.

AUDIENCE MEMBER: Is that for the picture, this one here?

AUDIENCE MEMBER: No. The mailing list.

MARLA: Okay. The winning ticket 6-0-3.

AUDIENCE MEMBER: Right here.

MARLA: Marilyn.

[APPLAUDING]

MARLA: Okay. The last three numbers, 6-3-1. 631. Yeah. All right.

Congratulations.

[APPLAUDING]

MARLA: You never know what it's going to be your lucky day.

>> Thank you.

MARLA: Thank you all for participating in that.

Thank you all for coming today.

If you enjoyed the presentation, we if you would like to make a donation, we have a donation over at the desk.

Also for lunch, a group of us do meet for lunch after the meeting. If you'd like to do that, talk to Robin. I believe we're going to go to Polly's. So after we clean up the room, we'll head over the Polly's for a bite to eat.

Great to see you all.

Happy New Year.

We'll see you in February.

[APPLAUDING]

CALLIE FRYE: Ladies and gentlemen, if anyone has the survey form, I am holding in my hand, pass them up. They are double sided. It's the release. It's permission for the picture I took of the group. Please get that to me.

(End of Meeting)