

## MINUTES

DDSC - OCTOBER 25, 2018

### South Coastal Library, Bethany Beach

Norma Buemi introduced the guest speaker: Jody Barbarulo, Patient Advocate, Beebe Hospital

#### **“Advanced Health Care Directives: Your Right to Decide About Health Care”**

The presentation included: Instructions for Health Care Decisions; End of Life Instructions, Power of Attorney for Health Care, Designation of Agent. The Delaware Advanced Directive document was given out and all were encouraged to have one. Interpreters were Betsy Tucker and Caroline Greene.

Officers Reports - 30 people were in attendance

President - saved to announcements at end of meeting

Vice President - saved his report for discussion about web page.

Secretary - Approval of minutes, Marge Buyas moved to approve, Jay Innes seconded

Treasurer - need auditors for picnic report; Denis will select two people who were not on the picnic committee; total balance in Wells Fargo Bank's DDSC account is \$2,973.25

Activities Coordinator - no report

Refreshment coordinator: Nancy Childs reminded next month Angela and Norma bring danish

#### Old Business

- Labor Day Chair/Co-Chair for September 1, 2019 - We voted to keep John West Park next year and to pay the fee. Barbara will reserve for Sunday September 1, 2019. Andy and Jay volunteered to be Co-Chairs for 2019.
- Emergency Operations Center Meetings - Jay Innes, Bruce White. Bruce gave a report on the August meeting with John Gilliams, the State Director for 911 (attached). Jay followed with a discussion of his subsequent meeting in Dover to give advice to Mr. Gilliams about production of a PSA (public service announcement) video. Rich Pelletier was selected to sign the video. Bruce will contact Mr. Gilliams to see if he can show the video to DDSC for feedback. Billy suggested they should set up focus groups in each county for feedback from different constituent groups.
- Website and logo details - Robert Balzer presented the various fees for different levels of web services. A discussion about whether we want to pay \$30/monthly, get a less costly service, or even postpone a web page at this point, since we are such a small organization. Further discussion and a decision will be made in November.

- Holiday luncheon update - Sherry Duhon  
Nov. 26 deadline for sending check to Denis Munn - make check payable to DDSC
- November 29<sup>th</sup> meeting - Seth Bravin will come to discuss the new contract Sprint has with Delaware

#### New Business

- Jay Innes moved that we reimburse Robert for his expenses immediately after he submits his invoice for expenses incurred. Marion seconded. Passed.

#### Announcements

- Mike Childs gave thanks to Ruth Innes for typing thank you letters for all the businesses who donated gift cards for the auction
- Mike Childs reported his good experience with Good Rx, where you can get discounts for prescriptions; find online at [www.goodrx.com](http://www.goodrx.com)
- Mike Childs encouraged those without FB to check [www.theclaytontheatre.com](http://www.theclaytontheatre.com) for captioned movies now playing; he will also send email announcements and Barbara will post on DDSC Facebook
- Billy Bowman thanked those who came to support the DAD fundraiser
- DAD will soon complete paperwork for getting the 501c3 status as a nonprofit. Should learn in 3-4 months from IRS. DAD has not had 501c3 before. Mark Apocada is the agent working with DAD.
- Bruce White said the "Cops and Goblins" event at John West Park is postponed to Sunday October 28<sup>th</sup> from 1 00 - 4 00 pm
- Allen Talbert, Hazel Rinas, Linda and Melvin McCubbin won the best Halloween attire
- 50/50 was won by Dave Insley; he gave the winnings to DDSC
- Retirees happy hour at Salted Vines Winery from 3-6 pm every Thursday.

SUMMARY OF MEETING AT EMERGENCY OPERATIONS CENTER  
THURSDAY, AUGUST 23, 2018  
Bruce White

Denis Munn, Nancy and Mike Childs, Billy Bowman, Jay Innes, Bruce and Barb White, and Joey DeLusant attended the meeting in the conference room of the EOC (Emergency Operations Center) in Georgetown at 11:00 for 90 minutes.

John Gilliams, Director of the Delaware 9-1-1, showed a brief video he had prepared with information about text-to-9-1-1. The film used a signing presenter on the right side of the screen and blocks of text on the left side of the screen. Later in the meeting he asked for feedback on the video on how to improve it and we provided some suggestions.

After some introductory remarks we discussed some of the limitations of current emergency communication access which leave deaf and hard of hearing (D/HOH) callers at a disadvantage compared with voice callers. There is hope that in the future dispatchers will be able to better triangulate the location of text-to-9-1-1 callers.

It was noted that dispatchers will need ongoing training so they can quickly recognize and respond to calls by D/HOH people. It was noted that voice callers' positions cannot always be pinpointed either.

Wireless coverage throughout the state varies; Verizon seems to have better coverage in Delaware than AT&T, for example.

We started with the questions we sent to Joe Thomas (Director of the Sussex County EOC) last May and to John Gilliams earlier in August regarding the Smart9-1-1 features. We learned that there is currently no fix available to enable the display of Smart9-1-1 profiles when using text-to-9-1-1 due to software incompatibilities. Delaware is one of only nine states that has text-to-9-1-1 capability and is in many ways the state is at the leading edge of emergency access technology. However, the text-to-9-1-1 software is an add-on program, not an integral part of the software used by EOC dispatchers. There is hope that the implementation of new RapidSOS software will lead to better integration of emergency access capabilities.

Voice calls are real-time communication and will get a slightly quicker response for an emergency, while text-to-9-1-1 and video relay service (VRS) calls are not real-time and will result in a delayed response. Deaf and HOH callers need to be aware that they have the option of dialing 9-1-1 on their phone, even if they don't have a voice plan. After dialing 9-1-1 they can leave the phone on and put it down next to them; it is not necessary to talk to a dispatcher for emergency responders to find them. After dialing 9-1-1 then they can also use VRS if they are able to and want to verify that help is on the way. Deaf and HOH callers who need an emergency response should use whichever contact method is most familiar and most appropriate depending on the nature of their emergency and whether they are home or at another location.

Budgetary factors do not seem to be an obstacle to making whatever changes are needed in Delaware to improve emergency response service to deaf and HOH callers. Delaware's small size helps to centralize attempts to improve the current technology. John Gilliams and everyone at the EOC are committed to making these changes and incorporating the feedback we provide. For example, after our visits to the EOC in early May they learned that Smart9-1-1 profiles do not display for text and VRS callers, and they have been looking for solutions to that problem ever since. They are also now aware that public service announcements and billboards encouraging the use of Smart9-1-1 are misleading for deaf and HOH callers. Better outreach on the best way to get an emergency response is needed for Delaware's deaf and HOH callers, who have different needs and preferences and use different technologies. Unfortunately, there will be no universal emergency access technology for deaf and HOH callers because individual states (and even individual counties within states) will be developing their own systems.

John Gilliams will get in touch with Bruce regarding efforts to revise the video and progress on the implementation of RapidSOS. Future meetings are an option.

NOTE: Mr. Gilliams followed up shortly after this meeting and invited DDSC representatives to his office to consult about the revision of the video explaining text-to-9-1-1. Jay Innes volunteered to attend the meeting.