



Welcome to Deaf Services Commission of Iowa

"Equal Communication, Education, and Access"

# SIGN of the TIMES

AUGUST 2008

## ANNOUNCEMENT

We're thrilled to announce our D-Link new videophone IP addresses for the following staff members:



**Kathryn Baumann-Reese,**  
Administrator  
**VP: 209.56.32.36**

**Barb Jones,**  
Education & Outreach Specialist  
**VP: TBA (To be announced)**

**Stephanie Lyons,**  
Consultant  
**VP: 209.56.32.35**

**Suzy Mannella,**  
Consultant  
**VP: 209.56.32.34**



**If no answer, please call and leave a message with your VP IP addresses only. We're not able to use phone numbers.**

## FOR YOUR INFORMATION

### ADA COMPLIANCE HOTEL ACCOMMODATION SURVEY

We are asking you to take a few minutes to complete the survey. Please visit Deaf Services Commission of Iowa website at [www.state.ia.us/government/dhr/ds](http://www.state.ia.us/government/dhr/ds) where you can find the survey or call DSCI for the survey.

The purpose of this survey is to get your opinions and experiences with the lodging facility accommodations in Iowa. We will have the results of the survey to identify the most pressing problems. The survey will help us assess the industry as it relates to the Deaf, Hard of Hearing, Deaf-Blind and your experience and knowledge as it relates to your rights to hotel accommodations in the state of Iowa.

If you need assistance, please contact DSCI to help you with the survey. Thank you so much for your time and attention to this request! If you have any questions, please contact DSCI at 515-281-3164 TTY/Voice or 1-888-221-3724 Toll Free Voice/TTY or Videophone (the numbers are listed on the left)

### SUBMITTING RECENT EVENTS OR INFORMATION

The deadline for submission to the September issue is August 31st. Send e-mail submissions to the editor [dhr.dsci@iowa.gov](mailto:dhr.dsci@iowa.gov) Photos accompanying submissions are encouraged. For instructions on how to submit photos, contact the editor at the address above.

Visit the DSCI website: <http://www.state.ia.us/government/dhr/ds/index.html>

Questions or Comments?

Email us at [dhr.dsci@iowa.gov](mailto:dhr.dsci@iowa.gov) or call 515-281-3164 V/TTY or Toll-Free: 1-888-221-3724 V/TTY



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### Council Bluffs Senior Housing for Deaf, Hard of Hearing and Deaf-Blind

Cardinal Capital Management, in collaboration with Deaf Northwest, a non-profit organization dedicated to improving the lives of deaf seniors through supportive housing and services, is planning a seven acre campus in Council Bluffs at the corner of Bennett and Franklin Avenues. The development will include two buildings. First will be a 32 unit building of affordable apartment homes, one and two bedroom styles architecturally designed for barrier free communication. The second building will be built 2 to 3 years after the opening of the first building and, will be 30 units of limited equity coop housing units for sale.

The deaf technologies featured in the building design will include secured entrance with videophone in the lobby, DSL for a videophone in every unit, annunciator light panel, hearing aid amplification in common room, strobe light smoke alarms and fire alarms. The campus will feature a community room with a kitchen, elevator, beauty parlor, library/business center, exercise room, storage units, laundry room and underground parking.

Cardinal will work with an Iowa deaf services agency to develop a supportive services plan for the deaf, hard of hearing and deaf-blind population that will live there. The goal is to enable deaf seniors to age in place, and receive assistance with any area of their life that might threaten their independence in their homes.

The unit mix is designed to serve low to moderate income deaf seniors at or below 60% of the county median income level, with rents ranging from \$500 to \$900, depending on the size of the unit, and amount of household income.

For more information, please contact:

Katie Voss, VP/TTY 1-888-532-4135, or by email at [kvoss@cardinalcapital.us](mailto:kvoss@cardinalcapital.us)

Charlotte Kinney VP 1-888-532-4141, V 414-727-9902, or by email at [Ckinney@cardinalcapital.us](mailto:Ckinney@cardinalcapital.us)

## INFORMATION

### RIGHTS FOR AIR TRAVELERS

"Thanks to the U.S. Department of Transportation (DOT), airline passengers who are deaf or hard of hearing will be guaranteed greater access to proper accommodations.

A new rule issued by the DOT requires that airlines caption safety and informational videos. Furthermore, carriers must provide immediate information, such as flight delays, schedule changes and baggage claims, to passengers with a hearing loss in an understandable format.

This rule applies to all flights that begin or end in the U.S., and it also applicable to U.S. air carrier flights worldwide. The rule will become effective May 7, 2009, and a copy of the new rule can be viewed at [www.regulations.gov](http://www.regulations.gov) docket number DOT-OST-2004-19482."

Visit the DSCI website: <http://www.state.ia.us/government/dhr/ds/index.html>

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### FAILED APPOINTMENTS AND CANCELLATION POLICIES — INTERPRETING SERVICES FEES

Our agency has been receiving calls from individuals with regard to receiving bills from dentists, doctors, hair salons, etc. charging for missed appointments including interpreting service fees. In the past few years, more and more service providers and businesses have been setting up policies about missing appointments and cancellation fees due to the economy as a way to keep from going out of business or losing services. Here is an example of policy information:

**CANCELLATION POLICY** In our efforts to provide quality dental care to your child and our other patients, we believe that keeping appointments and arriving at those appointments in a timely fashion is essential. We would appreciate it if you would call us at least 24 hours prior to your child's appointment to either cancel or reschedule. We understand that children fall ill and emergencies arise but generally speaking, if missing or breaking appointments becomes a habit (i.e., occurs twice), unfortunately, we will no longer be able to treat your child. Additionally, not providing adequate notice of your inability to keep an appointment is expensive for this practice to endure. Regrettably, this is a cost that we would unfairly be forced to transfer to the rest of our patients via increased fees for service. As such, if you do not call our office to let us know that you are unable to keep your appointment and simply do not show up,

we will have to enforce a "failure to contact fee." Clients are asked to cancel any scheduled appointments at least 24 hours in advance to avoid paying a cancellation fee.

As a result, if a deaf patient or client requests an interpreter and missed the appointment, the patient/client is responsible to pay for the failed appointment fee and the service provider/business is responsible for the interpreting fees. In order to avoid this situation, it is best to take on the responsibility of keeping track of your appointments and if an urgent situation or an emergency comes up, please take a few minutes to contact them to cancel the interpreter. The interpreters too have cancellation policies. Hopefully this information will help everyone involved. If you have questions or need more information, contact DSCI.

## CALENDAR OF EVENTS



**8/9: 10 AM—1 PM** Deaf Services Commission of Iowa's Commission Meeting located at Altoona Public Library, 700 8th Street NW, Altoona

**8/11: 8:30—10 PM** Relay Iowa Summer Splash, Mason City Aquatic Center. Enjoy swimming in this beautiful facility, compliments of Relay Iowa. FREE Food & Refreshments! Bring your family and Friends! Receive Giveaways and a chance to win Door Prizes! For more information contact Lori Sporrer, Relay Iowa Outreach Project Manager, at 712.653.2440 V/TTY or [lori.sporrer@hamiltonrelay.com](mailto:lori.sporrer@hamiltonrelay.com)

Visit the DSCI website: <http://www.state.ia.us/government/dhr/ds/index.html>

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