



City of Surprise  
Disability Advisory Commission (DAC)  
Wednesday, May 16, 2012 – 6:00 P.M.  
*Surprise City Hall – Council Overflow Room*  
*16000 N. Civic Center Plaza*  
*Surprise, Arizona 85374*

## MINUTES OF THE MEETING

### Members Present:

Michelle Hernandez, Chairperson  
Michelle Lewis  
Alyson Cline  
John Yaeger  
Shelia Kaiser  
Dr. Deborah Jones

### Staff Present:

April Reynolds, HR Director  
Michael Mason, Sr. HR Risk Consultant  
Ricka Gallagher, HR Risk Consultant  
Joe Gladieux, Adaptive Recreation Supervisor

### Members Absent:

Roland Winters

### 1. **CALL TO ORDER**

Chairperson Hernandez called the meeting to order at the Surprise City Hall, Council Overflow Room, 16000 N. Civic Center Plaza, Surprise, Arizona 85374, on Wednesday, May 16, 2012 at 6:03 p.m.

### 2. **CURRENT EVENTS AND REPORTS**

Commissioner Lewis reported that she attended an open captioning demonstration at the local Harkins Theater. She stated that all movies at the theaters from now on are capable of open captioning for those that request it.

Commissioner Cline reported she contacted the Surprise Chamber of Commerce to see who would be the right person to talk to about reaching out to the community on disability issues and some kind of program to implement that. The Chamber suggested that the Civic Affairs Department would be the appropriate starting point. The Civic Affairs Department's next meeting is May 24, 2012. She contacted the chair and inquired if there was still room on the committee, or if that would be an issue, or if she should be a guest speaker. The Chair stated they would like Commissioner Cline to join their committee so she could determine all the civic affairs there are going on in the community. She will be attending the meeting on May 24<sup>th</sup>.

Commissioner Yaeger spoke with Tara Combs, the Sundancers representative. The Sundancers is a volunteer organization that participates in special events such as spring training games to park cars, etc. He shared an experience he had with the Sundancers at a spring training game this year where the volunteer was not aware of where all the handicapped parking spots were located. Tara said she would speak to all the Captains of the volunteers before every special event to remind them to be aware of this.

Commissioner Kaiser has the sign-up sheet with all future Council and Board and Commission meetings from now through August 9, 2012 for the DAC members to sign up to attend meetings.

The only Boards and Commissions she could find information about were Transportation Commission, Planning & Zoning Commission and Quality of Life Commission. The other Boards and Commissions may meet more irregularly which is why they are not listed. She can update the list once more Board/Commission dates are known beyond August. Chairperson Hernandez asked when the Transportation Commission is meeting. Commissioner Kaiser stated the upcoming Board/Commission meetings are at 6pm as follows:

Transportation Commission	6/11 and 7/9
Planning & Zoning Commission	6/6, 7/5 and 8/2
Quality of Life Commission	6/14, 7/12 and 8/9

Commissioner Kaiser reiterated what the commissioners had discussed in a previous meeting about making sure at least one of the commissioners attends these Board & Commission meetings.

Chairperson Hernandez and Commissioner Jones had no current events to report.

Chairperson Hernandez then asked the various subcommittee representatives to update the group on the progress made in their respective areas of interest on the DAC Strategic Plan.

Commissioner Yaeger's subgroups' focus were Arts/Recreation and Communication/Outreach. He asked if an inclusion checklist exists. Commissioner Lewis was asked if she was aware of a checklist. Commissioner Lewis stated the only thing she is aware of is a transition plan that was prepared by Nanette Bowles, the City's former ADA Advocate. Commissioner Yaeger presumes that this checklist is used to identify ADA related issues for special events, and that the commission would review it to ensure everything is being followed. For example, ensure everyone knows where handicapped parking or special seating is. Commissioner Yaeger is not aware of how many items there are to have an actual checklist. Mr. Mason asked Mr. Gladieux if he is aware of any checklist. Mr. Gladieux stated he is the point of contact for all recreation ADA issues and can address concerns or questions the commission may have relative to recreation programs or special events. Mr. Gladieux stated he does a review of every event to ensure the ADA required items exist and comply and addresses issues resulting from that review. Mr. Gladieux indicated a formal checklist should probably be created. Chairperson Hernandez inquired if that is something the commission should create or the department. Mr. Gladieux replied since he is the one that does the reviews, he could create a checklist. Chairperson Hernandez inquired how much time it would take Mr. Gladieux to create and present a checklist to the commission. Mr. Gladieux responded he could probably have a checklist created to present to the commission next month.

Commissioner Jones stated, in working with her subgroup partner Michelle Lewis on accessibility, the question they had was also in reference to an accessibility checklist. She is unclear if this accessibility checklist is the same as the inclusion checklist. Mr. Gladieux stated the accessibility portion is probably part of the inclusion checklist as the inclusion checklist is more encompassing.

Commissioner Kaiser expressed she doesn't want to add more to Mr. Gladieux's workload by having him create checklists, etc. especially in light of the fact that Mr. Gladieux has already been doing the inspections for some time now. However, a checklist may be good to have in the case Mr. Gladieux is unable to do the inspections or the task needs to be passed onto another individual.

Commissioner Yaeger continued with another question for Mr. Gladioux. Of the 63 programs Mr. Gladioux mentioned, 1) are any available for older children and/or adults; and 2) are any athletic or entertainment types of events? Mr. Gladioux replied that currently the youngest participant they have is 3 years old, the oldest the City has served is 78. The participants have various disabilities. The City offers sports, events, and special interest classes. His goal is to offer recreation programs that include every aspect of recreation that accommodates inclusion. Commissioner Yaeger asked if there is a list of events identifying what age groups the event applies. Mr. Gladioux stated there are many programs which are all located on the Recreation website, he sends a list out to approximately 800-1,000 citizens with available programs, they have a Facebook page, he advertises recreational programs in many ways year-round.

Commissioner Yeager mentioned to Chairperson Hernandez that his subgroup discussed to see if the DAC could also be used to help disseminate information on Mr. Gladioux's programs so the community would be more aware what programs are being offered and what age groups the programs are appropriate for. Mr. Gladioux stated, of any age group, the one that is most lacking is the 22 year olds who recently left high school. Mr. Gladioux is very actively involved with the Dysart School District staff, and this is a way he can advertise the programs directed for this group.

Commissioner Kaiser stated the subgroup was wondering how supportive the Dysart School District has been in getting Mr. Gladioux's information out to the students and their families. She has asked some school staff if they have been getting this information, and she doesn't believe that they are. Commissioner Kaiser has asked the Dysart School District HR Department to see if they would be interested in allowing the information to be disseminated. She is waiting to hear back from them. Mr. Gladioux stated there is a policy in place that needs to be followed, but if the students are "on our turf" he can pass out anything he wants. He ensures that every teacher that is present at any of his events is given a stack of informational materials, and he also provides this information to any teacher that requests it from him via email.

Commissioner Yaeger inquired if there is anything the commission or commissioners can do to help Mr. Gladioux advertise to the 21+ age group. Mr. Gladioux stated he could definitely use the help. Commissioner Yaeger suggested that, if something comes up where Mr. Gladioux could use some extra help, to contact any of the commissioners to see where they can help.

Commissioner Yaeger then suggested his subgroup would like each commissioner to contact their HOA this month, to establish communication with the HOA so the HOA knows who they are and that they are a resource to pass on Surprise events going on in the city in the coming three months. Chairperson Hernandez indicated she is the social director of an HOA and could help with that. She noted that the website has a great list of HOA contacts.

Commissioner Yaeger then brought up a follow-up to the request from last month's meeting about having blogs/bios, DAC developments, on the City's DAC page. Mrs. Reynolds stated she has a staff report that addresses some of these issues. They will be addressed during the staff report portion of the meeting.

Chairperson Hernandez pointed out that every commissioner has certain areas on the DAC Strategic Plan they signed up for last month, but a couple changes need to be made as they are incorrectly reflected on the April 23, 2012 minutes (see minutes under Agenda Item #1).

Commissioners Yaeger and Kaiser discussed about possibly communicating with the larger churches in the area about the DAC and events.

Commissioner Yaeger then brought up including a DAC logo on everything that is published on adaptive recreation programs (flyers, brochures, etc.).

Chairperson Hernandez reported that the Transportation subcommittee did not meet as Commissioner Winters has been out. A crucial Transportation Commission meeting was missed, but she will go over and view it on video and have a report on that next month.

Commissioner Lewis reported the Housing subcommittee has not yet met on that. She is hoping to meet with Commissioner Jones regarding accessibility. This group discussed basically the same issues as Commissioner Yaeger's group. Commissioner Jones reported that a couple things in Area #2, accessibility, addressed a transition plan. Mr. Gladieux stated that the city is required by law to have a transition plan. It's a living breathing document that the city uses to identify ADA issues and status of completion. Three years ago, the CRS Department created this document and identified 107 items. Of those, 80 have been corrected. It is posted on the city's website on the disability page. Commissioners Lewis and Jones requested that staff provide the DAC with a copy at next month's meeting.

Commissioner Jones then stated her group discussed awareness and education. Discussion pertained to a previous discussion about holding meetings in the Council Chambers and televising, and the costs associated with that. Using this venue would give the public awareness of the types of things the DAC is involved in monthly and allow citizens to further pass information to them. One question they have is related to the previous ADA Advocate conducting training classes. Is this training still taking place and, if so, who is doing it and what types of courses are available? Commissioner Lewis explained about two years ago, there were classes provided to city staff on what to do when interacting with citizens with special needs. Mr. Gladieux stated that he did several disability awareness trainings but, once the ADA Coordinator duties transferred to HR, he can't speak to that. Mrs. Reynolds stated that the former ADA Advocate would do training for the entire city, and Mr. Gladieux continued that practice. However, because HR took over the DAC Commission about nine months ago, an outside consultant was retained to assess the services the city provides, areas of improvement, the types of training needed, and any changes to policies that should be made. She just got the draft report back from the consultant and will present to the City Manager to make a plan. Once that is finalized, the plan will be shared with this commission.

Commissioner Jones mentioned another area of awareness that Commissioner Lewis recalled was from September 2010, where videos were made called "Compassionate Surprise". These videos contained several different trainings taught by staff and others, Commissioner Lewis being one of the instructors. The videos are supposed to be archived on the website but they were not able to locate any. Commissioner Lewis asked if the videos can still be viewed on the website. Mr. Gladieux mentioned the videos do exist. He did several videos during his tenure as ADA Coordinator but it hasn't been done as regularly since the ADA Advocate's departure.

Commissioner Jones stated this subgroup also believes it's important that this commission make it a point to attend other Board and Commission meetings in order to help the other Boards and Commissions understand what the DAC is and does, but also help the DAC understand the nature of the other Boards/Commissions' business and needs.

Commissioner Jones lastly stated this subgroup is going to do more research on what other cities in the area are doing to promote ADA, in addition to the information Ms. Gallagher provided them previously.

Chairperson Hernandez stated the April 23, 2012 minutes need amended to reflect the correct commissioner on the subgroups. Mr. Mason informed Chairperson Hernandez that, prior to voting, Commissioner Yaeger has also requested the minutes be amended to correctly reflect his intent as it pertains to volunteers working special events.

Commissioner Cline reported she was not able to meet with Commissioner Winters on Area #3, Businesses, as he is out of town. She has not yet met with Commissioner Lewis on Area #5, Housing. However, before they do meet, she is trying to gather some resources on visitability as well as Section 8 housing so the subgroup can determine the proper course to go.

### 3. **STAFF REPORTS**

Mrs. Reynolds reported she wanted to follow up on several requests to staff for information brought up by this commission at last month's meeting, as well as a suggestion for the commission.

Per the Bylaws, this commission is required to give an annual report to Council. This has not happened for some time.

Also, HR staff is very supportive of the DAC's mission and goals. However, some of the issues brought up by this commission are decided at a level above staff's head. Only the City Council has the authority to implement changes or address issues brought forth by the DAC. The recent events in the City have forced the City Manager to make budget cuts to address its financial problems, but the staff is still committed to doing what it can to help this commission be as successful as possible.

Mrs. Reynolds believes this commission has a wonderful opportunity to bring forth its suggestions (i.e., televising meetings, holding meetings in Council Chambers, improving the city's DAC webpage, etc.) to staff to put onto a future Council Work Study Session agenda for the DAC to present its annual report and explain what its goals are to accomplish in coming years.

Mrs. Reynolds mentioned that the City's IT marketing department is part of the City Manager's Office not IT. The staff in the marketing department has been cut in half and so, with staff workload now being what it is, work may need to be done via a contractor or part-time person.

Mrs. Reynolds also brought up the DAC's concern about the City hiring another ADA Coordinator. She spoke with the City Manager about that, and he decided to not include that position into next fiscal year's proposed budget nor include any additional funding for Boards and Commissions due to the City's current financial situation.

Mrs. Reynolds also mentioned that, at next month's DAC meeting, the City Attorney will be presenting training to the commissioners and, at that time, can also address the issue about the city's webpage/blogs.

Commissioner Cline asked if there is a sample of a previous annual report prepared by this commission that could be used as a template to create a new report. Mrs. Reynolds stated we will get that information from the City Clerk and will provide it to the commission at next month's meeting.

Commissioner Yaeger agreed this commission presenting a new annual report is a wonderful opportunity to get their mission across to the Council. Is it possible to suggest to the City Council at the time of presenting the annual report that, due to staffing shortages in IT, a member of this commission volunteer to help with updating the webpage? Mrs. Reynolds indicated the City Council will likely direct the City Manager to research it to determine what can be done, the costs associated with it, etc. Commissioner Yaeger is willing to volunteer his time to update the webpage as he is fully aware of the City's financial situation. He is not suggesting anything that would cost any money especially if he could volunteer to do it. Chairperson Hernandez stated that this is something that should perhaps be part of another Work Study Session or Special DAC meeting so the commission can determine exactly what items should be included on the annual report.

Mr. Gladieux covered the programs that took place or will be taking place since his update last month:

- Outreach softball event, 4/19/12, Dreamcatcher Park. 6 teams; 80 athletes participated, 2 teams from Surprise
- Annual camp outing at Lake Pleasant. 38 participants
- Special Events Summer Games, 4/28 & 4/28/12, Mesa Community College. 5 Surprise athletes participated
- Two swim classes held so far
- Started 6 week fitness and cooking classes, 5/7/12
- Outreach end-of-year ceremony, 5/10/12, 160 athletes participated
- Hip hop dance class, 5/12/12
- Social dance series throughout summer, for ages 12 years +
- Northwest Senior Social, 70 participants
- Stadium curb cuts are completed – this was not picked up on the initial assessment three years ago
- Family swim party, 6/16/12, Hollyhock Pool
- Friday Nights Out social program, Sierra Montana Rec Center
- Summer Camp begins, 6/5/12
- Future dance and swim classes and social events coming
- Attended regional conference to discuss concerns with Special Olympics

Mr. Mason reported that he obtained costs to retrofit the restroom doors at the Library per the previous request by this commission. One bid was \$9,100; the other was \$4,100. Any funding for this retrofit will need to be approved by Council and could be an item in the annual report to request funding for this project. Once the commission is ready to present its report, Mr. Mason will contact the contractors to verify the estimates are still valid. Also Mr. Mason is researching the issue of the library and repairs. The City owns the building but there may be contractual language that precludes the City from making any modifications to the interior of the building so long as the County occupies it. He has requested a copy of the contract to verify this. He will have an answer to this Board by next month. Commissioner Yaeger asked why the discrepancy between the two bids. Mr. Mason indicated he believes it's due to the fact that one contractor does this type of work regularly and is more equipped and skilled to do it than the other.

#### 4. **PUBLIC COMMENTS**

Andy Cepon, citizen, thanked staff for the completeness and accuracy of the last two meeting minutes, 4/18/12 and 4/23/12.

As a citizen, the three areas he sees this commission dealing with are:

- Advocacy
- Awareness
- Compliance

Compliance is staff's responsibility. However, advocacy is the DAC's responsibility. He mentioned Mr. Gladioux's position was created as a product of this commission's advocacy. That is an example of what can be done. He feels this commission needs to press the City Council to provide the necessary funding to accomplish its goals. It is this commission's responsibility to act as an advocate for the disabled community and get funding from Council. Mr. Cepon will do whatever he can to support their efforts. This group has an advantage to obtain funding because of federal regulations that perhaps other Boards and Commissions do not. This advantage should be capitalized and acted on.

5. **AGENDA**

a. Approval of the April 18 and April 23, 2012 Minutes

Commissioner Yaeger moved to amend the April 23, 2012 minutes. Specifically, under Item 4A, page 2, 4<sup>th</sup> paragraph, change the wording to reflect (*italicized CAPS*):

" . . . He believes the DAC should work with staff on accessible areas for special events or have DAC staff work special events to ensure accessible areas are adequate and special event staff / volunteers are aware of the laws they are expected to know *PARKING AND ACCESS AREAS* to better assist visitors with disabilities."

Chairperson Hernandez also moved to amend the April 23, 1012 minutes. Specifically, under Item 4A1, page 4, last paragraph, change the wording to reflect (*italicized*):

Interest Area #1 (Internal Coordination/Communication):

- a. Hernandez
- b. Jones (*WINTERS*)

Interest Area #4 (Communication/Outreach)

- a. Yaeger
- b. Lewis (*HERNANDEZ*)
- c. Kaiser

Mr. Gladioux mentioned that the City of Surprise uses "People First" language when referring to individuals with disabilities. Both minutes shall be amended to remove references of individuals as "disabled" to read "individuals with disabilities" and "handicapped" to read "accessible".

Commissioner Kaiser moved to approve the April 18, 2012 regular minutes as well as the amended April 23, 2012 special meeting minutes; Commissioner Cline seconded the motion. Motion passed 7-0.

b. Camp Tatiyee Presentation

This is a summer camp program that is free to individuals with disabilities. The camp is located in Lakeside, AZ and runs from June-July. It has been operated by the Arizona Lions Club since 1958. The Lions Club gets funding through “camperships” (donations). They serve children as young as 7 years old and adults up to 100 years old throughout Arizona. Last year they served eight individuals from Surprise. Sessions are grouped by peer groups and ages. Staff to camper ratios can be 1:1 when needed but never exceed 3:1. Two full-time RN’s are on-staff at all times. The counseling staff are college level educated in the Human Services field. For more information about the program, go to [www.arizonalionscamp.org](http://www.arizonalionscamp.org) or [arizonalionscamp@cox.net](mailto:arizonalionscamp@cox.net).

c. Canine Companions for Independence Presentation

This is a program that provides highly trained dogs to assist adults and children with disabilities at no cost. They provide service dogs to assist adults with physical disabilities; skilled companion dogs which assist children with disabilities and adults with severe disabilities; hearing dogs for people who are deaf or hard-of-hearing; and facility dogs who work alongside healthcare and educational professionals. For more information about the program or questions, go to [www.cci.org](http://www.cci.org), [info@cci.org](mailto:info@cci.org), or (800) 572-BARK (2275).

d. Election of Chair and Vice Chair positions for 7/1/12 – 6/30/13 term

Commissioner Cline moved to nominate Commissioner Lewis as Vice Chair. Commissioner Lewis respectfully declined the nomination.

Commissioner Yaeger moved to nominate Chairperson Hernandez as Chairperson; Commissioner Lewis seconded the motion. Motion passed 7-0.

Commissioner Yaeger moved to nominate himself as Vice-Chair; Commissioner Cline seconded the motion. Motion passed 7-0.

5. **OTHER BUSINESS**

Commissioner Cline moved for staff to provide the commission with a template of either a previous DAC annual report or another Board/Commission annual report and to select a date at the next regular DAC meeting to set another special meeting to discuss and prepare an annual report to the City Council; Commissioner Jones seconded the motion. Motion passed 7-0.

Commissioner Jones asked if the group can set a date now for the special meeting and also vote on what date the DAC annual report presentation could be presented to Council. Mrs. Reynolds indicated the Council is meeting next on May 29, 2012. However, this agenda is reserved for the budget so permission from the City Manager will be required to be added to the agenda. The Council then meets June 12, 2012. The Council is on summer recess in July so August 2012 might be the next viable Council work session. Commissioner Kaiser is concerned, to do the report right, that sufficient time needs to be spent on it.

Commissioner Kaiser moved to add presenting the sign-up sheet for commissioners to represent the DAC at other commission meetings at next regular DAC meeting and to amend the sheet to also include Council meetings; Commissioner Cline seconded the motion. Motion passed 7-0.

Commissioner Lewis moved for future agendas to list as a standing item, “Discussion on current status of subcommittees”. Commissioner Cline seconded the motion. Motion passed 7-0.

Commissioners Kaiser and Jones noted they will not be present at next month’s regular meeting.

6. **ADJOURNMENT**

Commissioner Cline motioned to adjourn the meeting; Commissioner Yaeger seconded the motion. Motion passed 7-0. Chairperson Hernandez adjourned the meeting at 8:11 p.m.

*Michael E. Mason*

---

Michael E. Mason, Sr. Risk Consultant