

MILTON DISABILITY AWARENESS COMMITTEE (MDAC)

Minutes

Wednesday, January 7, 2009, 7:00 p.m.
Executive Conference Room, Milton City Hall

Attendees: Olga Espinola, Tina D'Aversa, Marie Latta, Linda Blow, Gary Arnold, Laura York, Ann Coggins, Scott Shamblen, Betsy Dixon

Introductions: Scott Shamblen s.shamblen@comcast.net (Citizen) and Betsy Dixon betsydixonbb@bellsouth.net (Earth Angels and Citizen)

Review of November Minutes

Updates

- Merchant Education
 - Marie suggested we update the letter in our packet, as it references July 2008
 - Plan to use Milton Herald and website to get the word out and advertise for future courses and to have citizens look out for sticker in the window
 - Have customer service handouts (Marie's and others), training, and course info linked on the city's website
 - Discussed next steps and courses for Merchants
 - Have businesses come to City Hall for classes, estimate a 2 hour course
 - Use Marie, Canine Assistants, contact Mark Johnson and CHOA
 - Incentives for businesses: certification, sticker, listed on website, use Milton Herald
 - Laura and Marie to begin and outline for class
 - How to encourage front line staff of businesses to come to classes
 - City Employee training—they have had sensitivity training, however possibly expand with more that is similar merchant education training
 - Marie will continue to offer one page training sheets and short information for staff in staff meetings
- Communication
 - Website: Could the district map be changed to a search to help citizens find what district they live in? Marie will Contact Kelly Christy with IT and put her in touch with Olga
- Public Relations
 - Need to contact Milton Herald regarding: Merchant Education (Laura to contact), CITraining (Ann to contact), Ann's new adventures (Ann to contact)
- Ann 's new adventures
 - Advocacy group working with Governor's council

- Working on a state level to go to cities to help them implement programs, i.e. DAC
 - Bruce Anderson-Asset Based Community Development
- Crisis intervention training
 - Ann reported positive feedback
 - Participants want more info on interactions and how to deal with specific scenarios
 - Ann to follow up on feedback
- Marie's stuff
 - Offered a Summary of the things she has done in the past 2 months with the city
 - Documents for consideration for resolutions—Marie presenting to Council in February
 - Non-discrimination policy, required by ADA and good for the city
 - Would want this to be published in Herald
 - Grievance Procedure and Incident or Complaint Form
 - Not as a substitute for City's grievance procedure, simply in addition to in specific regards to those with disabilities
 - Creative to be proactive to help to resolve complaints quickly
 - Help staff to diffuse situation and work with citizen to resolution, and to know steps following a complaint
 - Olga to help with format
 - Universal Design and Universal Accessibility
 - Plan to develop document stating Milton plans to be accessible
 - MDAC members to help other city committees think about accessibility with projects (i.e. trail system)
 - Concept of Visitable Homes—encourage city to adopt ordinance for multi-family homes to have some of them (possibly 5-10%) built accessible
 - Organization called "Concrete Change"
 - Think about encouraging for new development single homes later
 - Very marketable concept (Aging in Place)
 - Discussion of development community opinion
 - Possibly start with encouraging outside compliance
 - Other cities with similar ordinances?
 - Accessibility to mailbox kiosks
- New Business
 - 2/25 Disability Day at Capitol—lunch with our representative?
 - 1/21 Conversations that Matter—Ann to send flyer
 - Marie distributed documents

Summary of Action Items

- Laura
 - Contact Jason re: Merchant Education

- Contact Mark re: training ideas/involvement
 - Meet with Marie on outline for merchant education course
- Ann
 - Contact Jason re: CIT and new adventures
 - Follow-up on feedback CIT
 - Explore having lunch with representative
- Marie
 - Meet with Laura on outline for merchant education course
 - Customer service handouts linked to the website
 - Put Kelly Christy from IT in contact with Olga re: map on website
- Olga
 - Send feedback to Marie on ordinance
 - Help Marie with formatting of documents
 - Email Marie with ideas re: visitable homes/challenges with accessibility to parking/mailbox kiosks
- All
 - Feedback to Marie re: documents

After no further business, the meeting adjourned.

Date Approved: February 4, 2009


Ann Coggins, Chair