

I Linå'la-ta OUR LIFE



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Administration on Developmental Disabilities Tri-Agency



Ben is Back! Ben Servino Leads DISID



Ben Servino, new director of the Department of Integrated Services for Individuals with Disabilities (DISID), was the keynote speaker at the 17th Annual GSAT Assistive Technology Conference held on March 18 at the Hilton Guam Resort & Spa.

Ben Servino, a pioneer in the disability movement on Guam, is back — and he is working on making an even bigger contribution to the community as the new Director of the Department of Integrated Services for Individuals with Disabilities (DISID).

At 58, Ben has led an exciting life that has taken him from his native Dededo Village to California and back, not just once, but twice. After attending Santa Barbara Elementary, JFK High School, Guam Vocational Tech, and taking some college courses at the University of Guam, Ben received a Bachelor's degree from the California Polytechnic State University in San Luis Obispo in the mid-seventies. He returned to Guam afterwards and held a variety of positions until he was hired in 1994

Director Servino's Goals for DISID

1. Focus on maintaining the Governor's values of accountability, professionalism, & customer service.
2. Increase employment opportunities for individuals with disabilities, including self-employment.
3. Build "a home of our own." Facilitate the development of a new building on property which used to house the old Guam Rehabilitation Center, across from JFK High School. This building would house DISID offices, serve as a "One-Stop Center" for people with disabilities and also serve as a resource for non-profit organizations addressing the needs of this population.
4. Increase awareness and the delivery of DISID's services including the maximum use of internet access to services.
5. Improve skills of rehabilitation counselors by enforcing educational requirements.
6. Establish an Inter-Agency Council to address challenges faced by individuals with disabilities throughout the lifespan.
7. Compile accurate statistical data on the demographics and predominance of disabilities on Guam.
8. Promote the use of assistive technology.
9. Improve accessibility to buildings, programs, services, and tourist locations within the community.
10. Work on making Guam the #1 destination for tourists with disabilities.

to establish the Guam System for Assistive Technology (GSAT), a program of the University of Guam University Affiliated Program (UAP) which later evolved into Guam CEDDERS. It was during this time that Ben, who has had a lifelong mobility disability, became a strong leader in the

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disability community of Guam. He facilitated the first nine years of the Annual Assistive Technology Conference, now in its 17th year and was an outspoken self-advocate who brought attention to accessibility issues. One of the highlights of his leadership efforts was the paving of the Dededo Flea Market, which previously was situated on a gravel surface.

In 2001, Ben, his wife Martha, and their children moved back to California to maximize educational opportunities. The older two children, Emily and Taison, have earned their degrees, while the two younger ones, Tim & Nataly, continue to pursue their post-secondary education.

Ben also availed himself of educational opportunities and earned a Master's of Science degree in Rehabilitation Counseling from San Diego State University while he was employed as the Work Ability-IV Program Coordinator and Interim Director of the Student Disability Resource Center at the California State University, East Bay. He subsequently retired from East Bay in November 2010.

Looking to start his next life chapter, Ben decided it was time for him to seriously look at returning home to spend more time with his mother Pat, who recently celebrated her 83rd birthday. This was when he "got the call" from Governor-elect Eddie Baza Calvo's staff who tracked down Ben in January 2011 to offer him an opportunity to be a part of the Calvo/Tenorio administration as the director of DISID. Ben also received strong encouragement from Senator Aline Yamashita to take on this challenging job.

Clearly stoked and enthusiastic about the road ahead, Ben's optimism is contagious. He excitedly shared that, "I came back because I want to give back to the island I love. There's much to do, and I've gotten several things off the ground already. The current Vocational Rehab Counselors will be starting their graduate studies soon to improve their skills and earn professional certification. I've already hired two individuals with disabilities to join the DISID staff and they are turning out to be exemplary employees. And I've already started several other initiatives." (See blue box on page 1.)

Yes, without a doubt, Ben is definitely back!

Autism Fair Promotes Awareness



The Autism Community Together (ACT), a non-profit organization led by parents of children with autism, facilitated the 2011 Autism Fair held at the Agana Shopping Center on April 9. The Fair kicked off with an on-site Proclamation signing by Governor Eddie Baza Calvo and a Legislative Resolution presentation by Senator Aline Yamashita, who is a mother of a young adult with autism.



It was a day filled with much excitement as several people with autism showed off their skills. One child demonstrated his culinary talents and made his special fried rice for the crowd. Another displayed his graphic design skills, which he used to design flyers and brochures for local businesses. Another rocked out on an electrical guitar and belted heavy metal tunes. Several organizations and businesses also hosted tables displaying information on their products and services for individuals with autism and their families.

Opening Doors: Life & Law - The ADA of 1990 in 2011 By Cecilia "Lee" Cruz



In 2010 the U.S. Congress, passed a series of amendments to the Americans with Disabilities Act (ADA) of 1990 particular to design elements of buildings. These amendments are called the "2010 Standards for Access in Design."

As a result, these changes to the ADA improved accessibility for persons with mobility disabilities in the following areas: amusement park rides, recreational boating facilities, exercise machines and equipment, fishing piers and platforms, golf and miniature golf facilities, play areas, swimming pools, wading pools and spas, saunas and steam rooms, public housing residential units, courthouses, and detention facilities. In addition, some provisions have been made for accessibility for persons with communication disabilities living in public housing residential units.

The original ADA was signed on July 26, 1990. Enactment of this powerful civil rights legislation did not miraculously remove physical and attitudinal barriers overnight, but it did create a national public consciousness and accountability for inclusion of persons with disabilities into the realm of daily

living. Doors to equal rights in all aspects of life have literally been forced open by the ADA and its evolving amendments and were also pushed forward by disability rights advocacy organizations and individuals by way of lobbying efforts and strategically selected court cases.

These newly-enacted laws did not make the radio and TV talk show circuits; did not make front page news; nor did they get Tweeted or Facebooked to the top of social recognition, but they are removing barriers in homes, places of work, recreation and leisure, and civic life. These amendments are changing people's lives for the better.

Learn more about the ADA and how you can help to make lives better through better laws. Information on ADA mediation services, enforcement, history and proposed amendments is available at www.ada.gov or by calling the U.S. Department of Justice's ADA technical assistance numbers: 1-800-514-3031 (voice) or 1-800-514-0383 (TTY).

If you have made a request for a reasonable accommodation based on the ADA and your request has not been met, you may call the Protection and Advocacy Program at Guam Legal Services Corporation - Disability Law Center at 477-9811/2 for assistance.

The SUPER FRIENDS Show! By Lynn Tydingco

It is NOT a Fanihi! It is NOT the comic book super heroes! It is three of Guam's self-advocates, Lynn Tydingco, Andrew Tydingco, and Rodney Calimlim unleashed on the island's airwaves!!

After two years of collaborating with the Sorensen Media Group, Ray Gibson, Vice President of the Radio Division and Lynn were successful in securing a primetime radio show on Newstalk K57. The SUPER-FRIENDS SHOW is a show regarding Individuals with Disabilities and issues that they face. The show's format caters to ALL DISABILITIES!!!

Lynn invited Andrew and Rodney to co-host the show with her. All three co-hosts are successful graduates of the Self-Advocacy Workshop sponsored by Guam CEDDERS and the Guam Developmental Disabilities Council, a workshop which they now facilitate.



L to R: Paul Rabago, KEI dispatcher; Lynn Tydingco, show co-host; Mike Garrido, Transit Supervisor; Andrew Tydingco and Rodney Calimlim, SUPER FRIENDS show co-hosts.

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Super Friends! ...continued from page 5

The Self-Advocacy Workshop has provided Individuals with Disabilities with the knowledge, tools, and skills to speak out for themselves, to effectively communicate what they need to enhance their lives, and become independent. As a result of the workshops, most of the Self-advocates have bonded, networked, and continue to support each other. As Andrew has proclaimed, "We are THE SUPER-FRIENDS!!" The group of Self-advocates have formed a nonprofit organization, named SiñA: Self-advocates in Action.

The show first aired on March 22, 2011. SUPER-FRIENDS' guests have included individuals with disabilities, government agencies and local service providers including Carla Torres from Guam System

for Assistive Technology (GSAT); Ginger Porter, Guam CEDDERS and Guam Regional Transit Authority Board member along with Mike Garrido and Paul Rabago from Kloppenburg Enterprises, Inc. (KEI); Evelyn Duenas, Self-Advocate; Greg Calvo, Department of Labor; Bernie Grajek, Guma' Mami Executive Director and Ben Servino, Former Guma' Mami Board Member and Director of DISID; Lou Mesa, Autism Community Together (ACT) Vice President and Louisa Wessling, ACT Board Member.

Join the SUPER-FRIENDS for lunch on the second and third Tuesday of every month from noon to one o'clock on Newstalk K57. "Come and see the world through our eyes."

Policy Makers Experience Having a Disability By Ginger Porter

To truly understand what it is like to live with a disability, you have to take some time to "walk in those shoes." Senators Tom Ada and Shirley "Sam" Mabini took on the challenge under the lens of KUAM television cameras, sharing their experience with thousands of primetime news viewers. Senator Ada discovered that taking a simple five-block bus ride wasn't so simple and wasn't so quick. Equipment malfunctions and securement problems resulted in a hot wait in the sun and an hour to reach his destination.

Senator Mabini took on the experience of being blind, and then shopped for shoes. How did she feel? Vulnerable. Did she get what she wanted? In spite of good descriptions from the sales associate, Senator Mabini exclaimed, "This isn't anything like what I wanted!"

Their experiences were, well, priceless. Their awareness of the everyday needs of individuals with disabilities is likely to take a proper place in the legislative hall.

To view the KUAM TV segments of this series, go to www.guamcedders.org and follow the links.



Senator Shirley "Sam" Mabini wears a special visor used to simulate blindness while she shops at the Guam Premium Outlets. Michelle Cruz, Advocate, Guam Legal Services Corporation - Disability Law Center, leads Senator Mabini through the store as the Senator reaches out to orient herself without the use of her vision.



Senator Tom Ada and Ginger Porter, Guam CEDDERS Initiative Area Coordinator, discuss the state of public transportation as the Senator takes a ride on a fixed public transit route in Hagåtña.

Businesses Recognized with Gold Star Awards By Ginger Porter



Representatives from K-Mart (left photo) and Macy's (right photo) accept Gold Star Awards from SiñA: Self-Advocates in Action at the 17th Annual GSAT Assistive Technology Conference held on March 18 at the Hilton Guam Resort & Spa.

Look for the Gold Star. It's a "stamp of approval" given by individuals with disabilities to businesses progressive in accessibility and service to customers with disabilities.

Members of SiñA: Self-advocates in Action generated a recognition award, the Gold Star Award, to publicly identify businesses and services which make their services and goods readily accessible. Check out these awardees!

Tango Theaters produced large print menus, improved on-line access to the schedule of movie showings, and added drink cup holders to wheelchair seating at multiple locations in response to a few requests. In addition, movie listings in the newspaper now identify which showings have friendly wheelchair access.

Individuals from New Vision Guam praise the staff and management at **King's Restaurant** for their attention to service, where the staff willingly guides them to seating, located with easy access to restroom areas. The waitstaff creates visual images of the entire menu through words, resulting in mouth-watering appreciation!

K-Mart provides the Cadillac of aisle access. Customer service counters, where you may request personal

shopping services, have low profiles for wheelchair users and persons of short stature. With proper ID, you may go to the front of the checkout line at stations marked with the universal access symbol.

At **Macy's**, there is a prevalent air that the spirit of the Americans with Disabilities Act (ADA) is fully embraced. If assistance is required, managers and sales associates

are ready; if an obstacle or physical barrier exists, it is immediately removed; if a shopper is blind, personal shopping service is ready to provide orientation and describe products.

Bank of Guam customers experience easy and safe entry into the building and are provided service in a low profile area of the main lobby, reducing the need to stand in line for service. Personnel are professional, attentive, and customer friendly. The Bank of Guam is commended for community spirit and accessibility of services.

The new **Coast 360 Federal Credit Union** facility not only embraces a green theme, it embraces ADA access. Coast 360 provides easy access from parking through doors with textured and colored pedestrian approaches, uncongested access to restrooms, and water fountains. SiñA finds that employees are professional and customer friendly.

First Hawaiian Bank's services are accessible and customer friendly. Persons seeking accommodations do

2010 Gold Star Awardees



Bank of Guam
Coast 360 Federal Credit Union
Cost-U-Less
First Hawaiian Bank
Guam Power Authority
King's Restaurant
K-Mart
Macy's
Pay-Less Supermarkets
Tango Theaters

Gold Star Awards ...continued from page 5



John Arroyo (left), CEO Coast 360 Federal Credit Union, and John Taitano (far right), Chairman, Coast 360 Board of Directors, accept a Gold Star Award.



Kathy Sgro (far right), Chairwoman and Executive Vice President, Payless Supermarkets, accepts her company's Gold Star Award.

not have to wait in lines. When blind customers arrive, bank personnel provide a guide, ask how they can assist, read out account items, sort bill denominations, and call in another employee for dual custody of funds.

Guam Power Authority customers are appreciative of the accessible counter provided for persons with disabilities for payments and the ability to make payments by phone and internet. What easier access can we wish for? GPA has been a front-runner for government agencies, a true pioneer in access to government services.

Cost U Less features large, wide aisles and a go-cart for persons with mobility or stamina concerns. Shoppers can access customer service for comparison of quality and price, product descriptions, and label contents. At check out, employees off load the cart and describe the

transaction. The door-checker will even alert you to the arrival of your bus!

Pay-Less Supermarkets provides customer assistance that goes above and beyond, including first name greetings and assistance requests. Individuals with disabilities can expect total independence within the store; employees may escort and provide you personal shopping services, read ingredients, offer purchasing options, and describe what is on the aisle. Someone will even accompany you while you wait for your transit ride.

SiñA's wish is to see a multitude of Gold Star Awards in prominent display at places of business and service, and for the public to recognize the Gold Star Award as a certificate of excellence. Be part of the win-win recognition. Patronize and thank the Gold Star awardees. Contact SiñA at 788-3534 to nominate businesses for 2012 awards.

Learn More About

Self-Advocacy



Guam CEDDERS invites you to learn more about self-advocacy and to practice the skills to become a good self-advocate. This just might be a life changing event. We think you'll be happy if you choose to come!

A new series of Self-Advocate Workshops begins in September 2011

For more information and reservations, contact Ginger Porter at 735-2478 or email at ginger.porter@guamcedders.org.

Transit Talk

By Ginger Porter

Is it really important to document broken lifts or complain to the Guam Regional Transit Authority (GRTA) that you can't schedule a paratransit ride?

Does making a complaint make a difference? YES it does!

GRTA and Kloppenburg Enterprises, Inc. just spent several weeks in May making repairs and planning to make our transit system more accessible. Well-documented complaints to the Federal Transit Authority, Office of Civil Rights about non-ADA service started it all.

As a result, you should now see better attention to written and phone-in complaints because the system must track the resolution to problems and solve them in a timely manner. Check out GRTA's website www.grta.guam.gov where you will find the complaint form and an email address to file it electronically.

Many of the buses are over 15 years old, well beyond their service life, meaning its time to retire and replace them. Have patience, it won't happen overnight, but it will happen! GRTA just signed a notice to proceed with the process to procure some new buses.

Unfortunately, your GRTA Board had to make some hard decisions about cutting hours and Sunday/holiday service this year. The finances of this year will prevent any immediate comeback of these services up through September.

Lastly, the Board is opening the reservation window to one week, beginning June 1, and will assess the impact on No-Show behavior and late cancellations for the month of June and July. If everyone will be responsible in their scheduling and timely cancellation notification, the window is likely to remain at one week. Do your part. Everyone benefits from responsible and timely reservation requests/changes.

If you did not make the Transportation Forum held at UOG on May 27, you still have opportunity to tell us about the benefits of transit and the gaps in service from your viewpoint as a rider. Email your input and questions regarding service and operations to Ginger Porter at ginger.porter@guamcedders.org. Inform, and be informed. Guam CEDDERS wants your opinion.

Improvements to Transit System

- Better complaint resolution tracking
- Better repair documentation
- Safer lifts
- Worn securement strap replacement
- Signage for access, priority seating, & securement areas
- Public Announcement systems, lighting for destination & route signs repaired
- Lighting at entry doors and lift entrances
- Flex removed from floors and lift platforms
- More overhead hand rails for safe standing room
- Increased frequency of surprise quality checks
- Preventive maintenance schedule tracking



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Alternative formats (e.g. Braille, large print, audio tapes, or electronic file) of **I Linå'lå-ta** will be made available upon request. Please contact Margaret Johnson at 735-2477 (v) or 734-6531 (TTY), or email: margie.johnson@guamcedders.org for more information.

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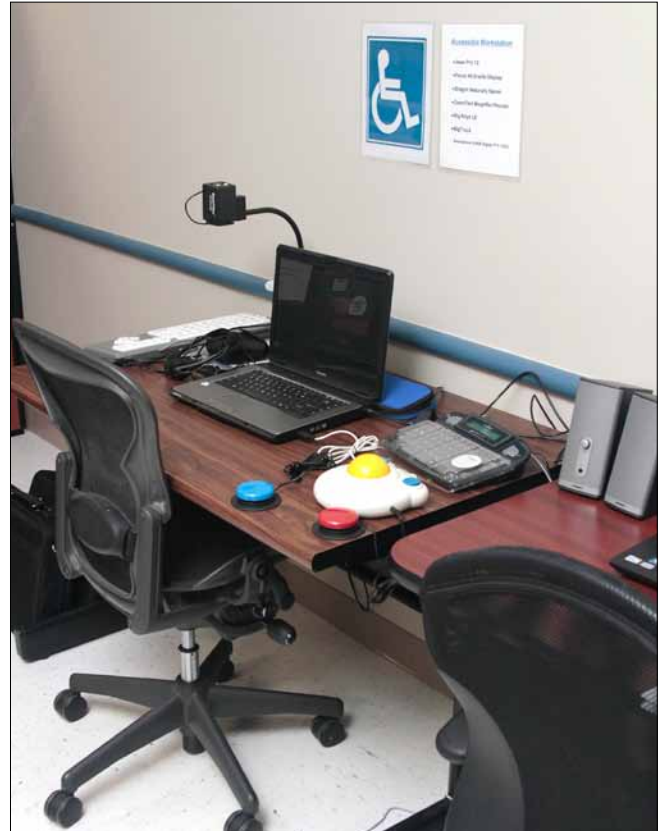
AT Corner: SBDC Launches Accessible Workstation

By Carla Torres

The Small Business Development Center (SBDC) has dramatically increased their accessibility for individuals with disabilities

with the recent purchase of about \$7000 worth of assistive technology (AT). Denise Mendiola-Hertslet from the SBDC knows all too well about access issues for people with disabilities. She knows the power of assistive technology, the opportunities it creates for folks with challenges, and was eager to provide this for their clients. Denise approached the Guam System for Assistive Technology for assistance in selecting appropriate AT to outfit their computer center so that individuals with visual impairments, physical and/or cognitive impairments could have access to necessary business tools. The devices available include a refreshable Braille display, large key keyboard, screen reader software, voice-to-text software, switches, and big trackball mouse.

Lee Cruz, president of New Vision Guam, was present during the unveiling of the AT and gave the following quotes to the Pacific Daily News: "I had to stop for a moment because I started to tear because I felt highly respected as a member of society...I walk into this office and go to the computer center, and it's not just a door, but a door that is wide open with everything that I need."



Small Business Development Center Accessible Workstation



Have a story or event related to disabilities you would like to share? Contact Guam CEDDERS at 735-2477.