

SUMMARY OF ACTION
MAYOR'S COMMITTEE ON DISABILITY
CITY COUNCIL CHAMBERS
200 LINCOLN AVENUE
THURSDAY, AUGUST 15, 2019, 10:00 AM

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**MAYOR'S COMMITTEE ON DISABILITY
CITY COUNCIL CHAMBERS
200 LINCOLN AVENUE
THURSDAY, AUGUST 15, 2019, 10:00 AM**

1. CALL TO ORDER

The meeting of the Mayors Committee on Disability was called to order by Aurore Bleck, Chair at 10:00 am, on Thursday, August 15, 2019, at the City Council Chambers, 200 Lincoln Avenue, Santa Fe, New Mexico.

2. ROLL CALL

MEMBERS PRESENT

Aurore Bleck, Chair
Kathlyne Gish, Vice Chair
Miriam Jawhar
Victor Hughes
Hope Reed
Michael D. Wirtz
Angelique Montoya-Chavez
Pam Parfitt

MEMBERS ABSENT

Kendra Garcia, Excused

OTHERS PRESENT

Tom Graham, City of Santa Fe ADA Coordinator
Elizabeth Martin, Stenographer

3. APPROVAL OF THE AGENDA

MOTION A motion was made by Ms. Montoya-Chavez, seconded by Mr. Hughes, to approve the agenda as presented.

VOTE The motion passed unanimously by voice vote.

4. APPROVAL OF MINUTES

JULY 18, 2019

Ms. Parfitt said page 5, after the first sentence it should read the question about whether certain medical devices could be effected. Additionally Ms. Parfitt asked that her presentation from July 18th, which she read from, be attached to these minutes.

Ms. Parfitt's presentation and minutes corrections are herewith attached to these minutes as Exhibit "1".

Mr. Graham said Ms. Jawhar and Mr. Wirtz were both absent and excused, the correct title throughout the minutes it is the Governor's Commission and his firm was in California.

MOTION A motion was made by Ms. Montoya-Chavez, seconded by Ms. Jawhar, to approve the minutes as amended.

VOTE The motion passed unanimously by voice vote.

5. PUBLIC COMMENTS

None.

6. PRESENTATIONS
ALEXANDRA LADD, CITY OF SANTA FE AFFORDABLE HOUSING
DIRECTOR

Ms. Ladd said she was pleased to be speaking to members of the public and hardworking members of one of our Committees. Please stop me if you want additional information or detail.

Ms. Ladd presented a Power Point presentation. This presentation is herewith attached to these minutes as Exhibit "2".

Ms. Jawhar said when people transition from jail they don't need home ownership, they need to rent and don't have an income. What is the solution for them or the fix for people like that so they don't end up homeless.

Ms. Ladd said there is not a good one. The one rental assistance program that focuses on people leaving an institutional setting is the Continuum Of Care Program. It is not good for homelessness prevention because it does not kick in until someone is already homeless. Lifelink works with folks in that situation and sometimes before they move into the institution.

Ms. Montoya-Chavez said she was worried about people with disabilities. Are

there rentals that are accessible.

Ms. Ladd said the answer is it depends on when the property was built. Anything build recently has to meet ADA code. The older units are much more of a challenge especially for mom and pop units. The landlord cannot say no to modifications, but the tenant has to pay for them. If they use Federal funds it is at the providers expense. We have one 19 unit place here with accessible space.

Ms. Montoya-Chavez said there is a lot of grants and funding to install lifts, but she did not know if they are allowed to be built.

Ms. Ladd said the new construction regulations have wider doorways to begin with. That is the ideal situation. Federal law protects the rights of tenants to be able to access their housing.

Ms. Reed said she has seen some big projects going up on Cordova. Will they have subsidized housing.

Ms. Ladd said those are market rate properties who paid the fee in lieu of. They will not have affordable units.

Ms. Reed asked would someone be able to live there with Section 8.

Ms. Ladd said probably in some of them. The problem is with HUD Section 8 there is a ceiling for the market rent. HUD sets this indicator every year for fair market rent for every jurisdiction. This is what, in general, a two bedroom apartment in Santa Fe would get for rent. We are considered a high cost area. Every two years a new designation is done.

Chair Bleck said the higher end, state of the art rentals will force the older units to be more affordable.

Ms. Ladd said exactly. There have been market choices made by property owners to accept vouchers. As some of the current market rate properties compete for tenants the tenants with more resources will go to newer units. Some communities have, against local law, not accepted tenants with a voucher. We don't have that here, but we are going to incorporate that into our new regulations and agreements. We will not force them to take tenants with a bad history of damage and not paying rent. Lifelink has cultivated a selection of units and has a relationship with the landlords so they take vouchers because Lifelink takes care of issues such as rent and noise. There are no marketing costs. One issue we have is we have a lot of low income landlords. The rental income they are getting is to pay their own housing costs and foods. We are looking at doing a low income landlord program to help them keep their properties up to the Federal standards for renters. Without incurring a financial burden and they can continue to be good landlords.

Ms. Reed asked at the Railyard apartment building, does it have low income units.

Ms. Ladd said it does not.

Ms. Reed said so all the big complexes being built now do not have affordable units in them.

Ms. Ladd said correct. We have collected almost a \$1 million in fees. We are getting that money back out into the community for affordable units, housing trust housing and rental assistance.

Mr. Graham said with all the new apartment complexes will that create the possibility of older units becoming affordable housing in the future.

Ms. Ladd said one possible outcome is when landlords or developers get a subsidy they have to meet certain rules and regulations and rates. Reaching out to that property owner to refinance through a HUD program will give them the capital to fix up their unit and bring it up to modern day standards and subsidize the rent if they agree to a long term of offering affordable rent.

Ms. Montoya-Chavez said it was brought up by another member that there is a stigma that follows them when they receive vouchers or assistance and they are treated badly and are afraid to report the landlord in fear of losing that rental. How do we break down that stigma.

Ms. Ladd said this is part of our overall strategy that we want to work more on. We have to both cultivate the relationships with the landlords and educate renters of their rights. We are going to be letting an RFP this fall to have a free landlord/tenant rights service. There is also a basic education piece. We need to do a better job of educating the property managers and owners. We need to help them feel like they have a resource. We could have a fund where if you do get a bad tenant the City would be able to help with some repairs if they take our tenants.

Ms. Montoya-Chavez asked how do we advocate for the tenant who cannot advocate for themselves so they are treated as a human being.

Ms. Ladd said that is important.

Chair Bleck said she has heard that some cities have on website information for people who might rent to someone with a voucher and we have someone in the City, Ms. Ochoa, who has rented to Section 8 and could give a testimonial.

Ms. Ladd said it will take us a while to build up our capacity around these issues. That is why it is so important to have nonprofits in the community doing the work they

are doing.

Mr. Graham asked is there an organization or information we could give to someone who needs resources.

Ms. Ladd said we have a housing list. It is one piece of paper with a lot of information. She would be happy to email it.

Mr. Graham said thank you for coming and giving us presentation.

Ms. Ladd said thank you for having her. Feel free to contact her.

7. NEW BUSINESS - DISCUSSION AND POSSIBLE ACTION

A. MCD INFORMATIONAL SEGMENT FOR NEW COMMITTEE MEMBERS REGARDING POLICIES AND PROCEDURES

Chair Bleck gave an overview of policies and procedures for new Committee members.

Ms. Parfitt asked if Mr. Graham had followed up on the letter from the Committee regarding the loop system.

Mr. Graham said he will follow up.

Mr. Hughes informed that Committee that he sits in on the Trauma Informed Care Group once a month with 75 different service providers in the community. He is not there representing the Mayor's Committee. He is also chairing a subcommittee on PTS here so it is relevant information gathering and communicating. He also may soon be on the Board of Elizabeth's nonprofit.

B. MCD DISABILITIES BUSINESS BROCHURE

Chair Bleck reviewed the current brochure. The brochure is herewith attached to these minutes as Exhibit "3".

Chair Bleck reviewed her suggestions for expanding the brochure.

Chair Bleck's draft is herewith attached to these minutes as Exhibit "4".

Mr. Graham stated that the current brochure has been updated. He revised it and added some organizations. He can always add things to the website as well.

Chair Bleck asked what do you need in a business brochure.

There was discussion about a business brochure.

Ms. Montoya-Chavez said she has been really impressed with Target. They have beautiful carts that she can sit her 21 year old son in and he can face her. The bathrooms are big enough where she can change him and her daughter. They are starting to sell clothes that are designed for people with disabilities. They are higher in the back for diapers. Also they are going to start installing calming rooms for people who get over stimulated. Hopefully other businesses will start looking at these things. Thumbs up to Target.

Mr. Graham said it all starts one business at a time. Getting the word out and showing appreciation is a wonderful thing.

Chair Bleck said the purpose of a business brochure is to make someone feel as a business owner this person who is acting strangely could have a medical or other issues and to be compassionate.

Mr. Jawhar asked about distribution.

Chair Bleck said it could be an insert in the water bills as an example.

There was discussion around presenting the idea or a draft of the brochure to a Chamber of Commerce meeting to get their input.

Mr. Parfitt suggested having the brochure include some humor.

Mr. Hughes suggested working with the Chamber of Commerce to create an award to acknowledge businesses that take the initiative to assist people with disabilities.

Ms. Parfitt suggested working with restaurants to provide quiet seating for the hearing loss community.

Mr. Graham asked the Committee members to send their thoughts on the brochure to the Chair and to him. He will help with the graphics.

Ms. Montoya-Chavez said we have some talented artists in the disabled community. We could hold an open competition and have them submit their work.

Chair Bleck said that could be a next step.

C. CITY COUNCIL CHAMBER LOOP SYSTEM UPDATE

Mr. Graham said he met with Romy on the loop system. She fixed this system and is giving the City a bid on an improved system.

Ms. Parfitt said there is an echo that was not here the first time. It might be turned up too high. Is there a timeframe for Romy to submit the proposal and how long will it take the City to respond.

Mr. Graham said for the proposal to be submitted it will take a month. For the City it is a long process. Right now the City provides sign language interpreters.

Ms. Parfitt said we are talking about hard of hearing not deaf. People who are in the middle.

Ms. Montoya-Chavez asked if the public schools were looped.

Ms. Parfitt said they do not provide the loop. The teacher wears a device and the student accesses that through their hearing aids.

There was continued discussion on the availability of the loop system.

Mr. Graham said he is working with City officials that do events and they are working on an event check list that they will give to event planners regarding making the events accessible.

Chair Bleck said whatever we can get on the website would be great.

Ms. Jawhar left the meeting.

D. VILLA ALEGRE APARTMENTS EVICTIONS RESPONSE FROM GINO RINALDI, DIRECTOR, DIVISION OF SENIOR SERVICES

Mr. Graham said he received a response from Gino Rinaldi after he reached out to him. He was told that Senior Services does not have jurisdiction over Villa Alegre Apartments and that it was not within their purview of the things they do. He did meet with Ed Romero of the Santa Fe Civic Housing Authority and he went on a tour with him of Villa Alegre. Mr. Romero's main concern was that the residents don't plant plants in the common areas. They have gardens that they can use for planting. There are certain areas in the complex structure that are common areas that they are responsible for maintaining and are also responsible if any litigation comes down from those areas. Some tenants are planting in the common areas. There have been no evictions or 7 day eviction notices issued. The article in the New Mexican was mistaken. In his meeting he also went to another site. Camino Consuelo. It is a little community that has a bunch of tenants who are primarily older or disabled. They are in the process of remodeling the whole complex. A lot of work is being done and it is inconvenient for a

lot of people. He went to the community meeting and Ed was there. He wanted to make sure if they had issues they were brought out and that they all know their options. To him the whole meeting was informational and they seemed to be doing very well in advocating for the elderly and people with disabilities. His opinion and impression of Ed Romero was positive. They merely sent out a refresher of the rules, not a 7 day notice.

8. OLD BUSINESS

A. MCD SUBCOMMITTEE REPORTS

Plan Review

Ms. Reed reported that they have been looking at the Sheridan Bus Stop plans. We will be giving a presentation to the Committee on what it will look like. It is going to be pretty nice.

Ms. Montoya-Chavez asked does Plan Review also cover City parks.

Ms. Reed said if there are concerns talk to Tom and the Parks Department. They can handle those.

Ms. Montoya-Chavez said a lot of parks have wood chips in their playground areas. The equipment is not accessible to wheelchairs or those who have disabilities.

Mr. Graham said the park system is big. They are trying to update things as they can.

Ms. Reed asked when the Committee would like them to do the presentation.

Mr. Graham said we were looking at October.

Transportation

Chair Bleck reported that there has been coordination with the City Project Manager to do the intersection along with the completion of the bus station. They are finalizing a contract for Sheridan and for the cultural resources by the end of the year. Four new buses are arriving in October. There are funds for four more paratransit vans. They are painting the tops of the paratransit vans blue so they stand out. Route match is completed. It is to track when a bus will be at your stop. The Mayor wants all the Departments to do a plan that maximizes what they do now and a plan with a vision. They are short on drivers, but Santa Fe Ride is fully staffed and stable. On time performance went down a bit, but is still at 92%.

Ms. Montoya-Chavez said a lot of the students in life skills classrooms take buses for field trips. The drivers are really compassionate with the kids. Thumbs up on that one.

Mr. Hughes said that is the kind of story to market about people going the extra mile for the community. Get a journalists to do a story.

Ms. Montoya-Chavez said the recreation people within the City are wonderful.

Mr. Hughes said we can approach this with recognition rather than condemnation. That is a much better way to create change.

PTSD

Mr. Hughes said he has been attending the Trauma Informed Care Group meetings. They continue to do really good work to try to understand populations who are highly susceptible to PTSD. He is happy that the City of Santa Fe and the Santa Fe Community Foundation have this group to explore these issues.

B. DELEGATE FOR COMMUNITY HEALTH COUNCIL UPDATE

This group has not been formed yet. Ms. Gish has asked to be the delegate from the Mayor's Committee when it comes together.

9. ITEMS FROM MEMBERS AND STAFF

Mr. Graham said it was brought to our attention by a Committee member about the sound noise level in the Plaza during Bandstand. He dug into that. Basically he found out the Ordinance the City has is way to low to enforce. It is basic talking level. No one is enforcing that because if they did an event like Bandstand could not happen. He has been talking to the City Clerks Office and the Legal Office and they gave him forms to make a change in the Ordinance. He passed around a draft Ordinance change to raise the levels to 75 decibels at the corners outside the structures. It is 55 now. That change would be in effect from 9:00 am to 7:00 pm. It would be 90 from 7:00 pm to 9:00 pm. It also would have language that includes a financial penalty. He is working on the Ordinance change and would like to have your comments.

The draft Ordinance changes are herewith attached to these minutes as Exhibit "5".

Ms. Parfitt said 75 decimals is pretty low for a band.

Mr. Graham said it would be 75 decimals at the entrance to businesses, not at the bandstand.

Ms. Parfitt said her concern is the dancers and participants who stay there for a long time. It is so loud and measures over the level a person can be in without damage.

Mr. Graham said if you want to change it send him the recommendations. Give him your input. It has not gone anywhere else. It would need a sponsor to take it to City Council.

There was discussion about hard of hearing devices and the Commission for the Deaf and Hard of Hearing in Albuquerque who supplies the devices.

Mr. Graham said he was tasked with checking with the Santa Fe Police Department regarding if there was a system in place for the identification of a person with disabilities for first responders. They do not have a process like that at this time. He did go to active shooter training and the SWAT individual who was giving the training said he would love to see something like that. We are on the right track.

**10. NEXT MEETING
SEPTEMBER 19, 2019**

11. ADJOURN

There being no further business before the Committee the meeting adjourned at 12:20 pm.

Aurore Bleck, Chair

Elizabeth Martin, Stenographer

Exhibit 1



July 2019
MCD Presentation

Pam Parfitt <sfiddle@gmail.com>

Re: MCD HLAA presentation

1 message

Pam Parfait <sfiddle@gmail.com>
To: Pam Parfitt <sfiddle@gmail.com>

Tue, Jul 16, 2019 at 3:25 PM

I. HLAA Convention

A. Angeliques Q. V.P. Shunts and Vagus and magnets used to control Epilepsy

1. Handout: Are the Magnetic Fields in Hearing Loops a Health Haz? Read excerpt and ask children's doctors.
2. GITHL national board rep sent the question to the International Hearing Loop Manuf. Assoc. No reply yet.
3. Romy Pierce of ABQ Hearing and Vision Ctr. Installed hearing loop at Lensic and will research the question.

B. Overview of HLAA June 20-23 Rochester, NY.

1. Advocacy, Hearing Assistive Tech, Genetics and HLAA State and Chapter development...local action.

2. Assistive Tech

a. Personal sound amplifiers (mics), TV listening systems, Bluetooth systems to access cell phones and TV, light signaler to alert for doorbell, crying baby, barking dog: Shake awake alarm clocks, personal neckloops, captioned phones and amplified phones.

B. NM Technology Assistance Program asked if we had recommendations for additions to their program. Yes? Also, local communities get assistive tech donated by manufacturers or purchase and open local offices housed in libraries and open 1-4 x's per month so HoH can try devices before buying.

3. Vast network of countries, states and cities working for HoH community accessibility. GITHL advocacy is national and international...UK =Looped. I learned how huge this movement is.

States with laws mandating that audiologists and hearing aid dispensers tell their patients about Telecoil technology.....which allows for a wireless connection between a hearing loop in a building and a connection to the copper telecoil in hearing aids. It is wireless and requires no other device other than the T-coil in users hearing aids be turned on. Why not tell patients? Nothing looped so no need to tell. 70% of hearing aids already come with T-coils but users have to ask that they be turned on. Need to educate buyers, sellers and manufacturers.

Thank you for signing the letter to Mayor and CC asking for the installation of hearing loops at the Southside Library and Chavez Center so the HoH can participate in government and other programs at those locations.

States with laws mandating that audiologists and hearing aid dispensers tell about

AZ, DEL, FL, NM, NY, RI, Utah, WA, Wis. Works in progress include: (9)
CA, CO and Iowa. (2)

States and cities with laws/ordinances that require induction telecoil technology (hearing loop + T-coil)

IND, Maryland, Minn, NY, WA, WIS. Works in progress: CA, CO (2)

NYC 2017 City Council passed legislation requiring that public assembly areas constructed or renovated using city dollars must install "hearing loop" technology for those with hearing loss. Even the taxis and ticket windows for trains and subways have hearing loops in NYC!

The bill, Intro 882-A sponsored by Council Member Helen Rosenthal of Manhattan, "requires the installation of Hearing Loop systems in city funded capital projects with one or more public assembly areas. The legislation applies to both new construction and renovation projects with an estimated construction cost of \$950K or more. Under the city's current capital plans, the legislation would require that close to 300 projects be looped across New York City going forward."

In Santa Fe the numbers would change, but we can move forward along these lines with city and state legislation which is potentially much easier and faster than asking for the installation of one hearing loop at a time.

n. l. t. exhibit "1"

July 18, 2019 MCD meeting minutes corrections.

Ms. Parfitt said being at an international hearing loss convention was a total eye opener for her. The question about whether certain medical devices could be affected by a hearing loop was a conversation that went around the convention. She told Ms. Montoya-Chavez that she could take this information to her children's doctors to see if the V.P. Shunt or the Vagus nerve stimulator could be affected by a hearing loop. There is an international push to loop buildings. (written)

(accessibility)?
Ms. Parfitt said she has worn hearing aids...

People are walking around with Telecoils in their hearing aids but don't know how to ACTIVATE A connection.

OFFICE OF AFFORDABLE HOUSING

PROJECT HIGHLIGHTS & ON THE HORIZON PLANS

Alexandra Ladd, Director 955-6346, agladd@santafenm.gov

FACTORS AFFECTING HOUSING NEEDS & DEVELOPMENT

- Almost 50% of Santa Fe's residents are "cost-burdened" by housing costs (paying more than 1/3 of their income).
- On any given night in Santa Fe, as many as 100 young people don't have a safe place to sleep.
- 17% of Santa Fe's residents live in poverty, with 40% of school age children in poverty.
- By 2020, nearly one out of every four (25%) Santa Fe residents will be age 65+.

POLICY & REGULATION

- **Inclusionary zoning (IZ)**, also known as inclusionary housing refers to regulation that requires a given share of new construction to be affordable by people with low to moderate incomes.
-Wikipedia
- **Goal:** encourage the development and availability of housing affordable to a broad range of household incomes
- **Nexus:** offset the demand for affordable housing that is created by new development

- **Housing Opportunity Program (HOP)** was City's first inclusionary zoning program, established in 1998. % requirement was based on market value.
- **Santa Fe Homes Program (SFHP)** was implemented in 2006, with a standard requirement of 30% for homeownership and 15% for rental housing.
- In 2014, amendments were made lowering the SFHP requirement to the current level of 20% for homeownership projects.
- In 2016, amendments were made to allow fee-in-lieu by right for multi-family rental - sunsets in 2020.

- SFHP triggered by but not limited to: annexation, rezoning, subdivision plat, increase in density, development plan, extension of or connection to city utilities for land outside the city limits, and building permits for two (2) or more dwelling units and manufactured home lots.
- Developer incentives: 15% density bonus, fee waivers/reductions for utility expansion charges, infrastructure and building permits, etc. (value of fee is secured by a lien held by the City)



- An affordable housing payment (rent or mortgage) is not more than 1/3 of monthly income, including utilities.
- Income eligibility is determined by the area median income (AMI) set by HUD and adjusted for household size.

2018	100% AMI	80% AMI	65% AMI	50% AMI	30% AMI
AMI 1 Person	\$ 48,550	\$ 38,850	\$ 31,550	\$ 24,300	\$ 14,550
AMI 2 Person	\$ 55,500	\$ 44,400	\$ 36,100	\$ 27,750	\$ 16,650
AMI 3 Person	\$ 62,450	\$ 49,950	\$ 40,600	\$ 31,200	\$ 18,750
AMI 4 Person	\$ 69,300	\$ 55,450	\$ 45,050	\$ 34,650	\$ 20,800
AMI 5 Person	\$ 74,900	\$ 59,900	\$ 48,700	\$ 37,450	\$ 22,450

Q: When can a developer “opt” to pay a fee-in-lieu?

A: NEVER. *Paying a fee is the required form of compliance under limited and very specific circumstances:*

1. The calculation results in a “fraction” of a unit
Example: 23 units proposed \times 20% = 4.6 = 4 units provided and a fractional fee paid for 0.6 units
2. Homeowner projects of 2 – 10 units
3. Multi-family, renter-occupied projects that pull building permits before January 2020
4. The Developer demonstrates to the Governing Body’s satisfaction that an extreme financial hardship will result and proposes an alternate means of compliance that is acceptable AND better meets identified housing needs

FUNDING & PRIORITIZATION

BUILDING CAPACITY THROUGH FUNDING

- **Affordable Housing Trust Fund** \$475,000

(capital costs of construction, acquisition, rehab, direct financial assistance, to qualified grantees)

- **Community Development Block Grant** \$659,051

(housing, public services, public facilities – low/mod income benefit or area benefit)

- **General Fund** \$450,000

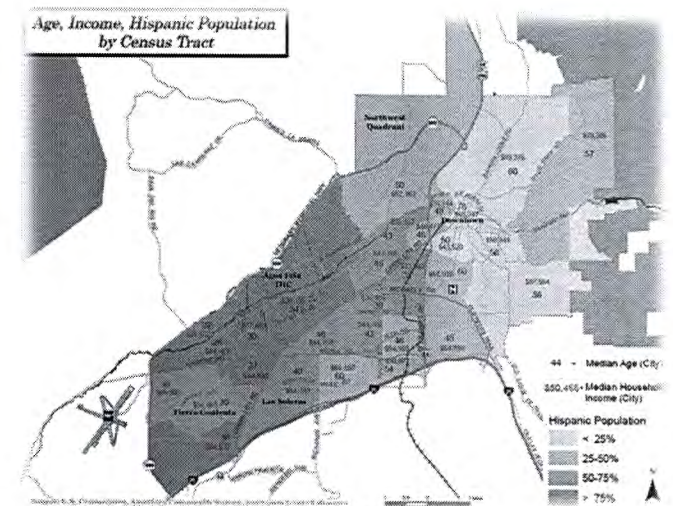
(fee for services contracts – homeowner services, rental ass't)

UPCOMING HOUSING INITIATIVES

- Amendments to the ADU ordinance (make more flexible, increase diversity of housing types across range of neighborhoods, allow owner to rent both units but only STR if living on site)
- STR Process/Regulatory improvements (better enforcement tools through contract with consultant, electronic tracking through EnerGov, coordinated data management)
- Disposition of City-owned sites for housing in all 4 Districts (affordable and market rate, rental and homeownership)
- Revision of SFHP rental req'm: provide “menu” of options (increased fee, incentivize “naturally-occurring” affordability, set aside deeply subsidized, supported units) – incentive tied to degree of affordability and term of compliance

EMERGING NEEDS

- Households are smaller and older, except for Spanish-speaking households which are larger and lower-income.
- Single family development is likely to be less of an economic driver than in the past as some residents will seek smaller homes located near transit, services and amenities. (Baby boomers & millennials)
- Emergency housing and very low cost rental options are only as effective as the supportive services provided in alignment with the home.



Local Resources

- **Santa Fe Transit System**

Santa Fe Trails - Public bus transportation. 505-955-2001
<http://www.santafenm.gov/transit>

Santa Fe Ride - Paratransit system for people with disabilities. 505-955-2001 or 505-473-4444 or 505-955-2022 TTY
http://www.santafenm.gov/santa_fe_ride

Santa Fe Pick-up - Free shuttle around the downtown area. 505-231-2573
http://www.santafenm.gov/santa_fe_pickup_shuttle

- **Assistance Dogs of the West (ADW)** Service animal training. 505-986-9748 or toll free 866-986-3489
<http://www.assistedogsofthewest.org/>

- **Las Cumbres Community Services 505-955-0410**
 The primary resource in northern New Mexico for information and support regarding children and adults with developmental disabilities or mental health challenges.
<https://www.lascumbres-nm.org/>

- **New Vistas (NV) 505-471-1001**
 Community-based services for persons with disabilities. Early childhood services: 505-988-3803.
<http://www.newvistas.org/>

- **Community Options, Inc. 505-989-1471 Santa Fe or 505-265-7936 Albuquerque**
 Provides housing support and advocacy services to people with disabilities.
<http://www.comop.org/about-us/our-offices/new-mexico/>

- **Kitchen Angels 505-471-7780**
 Delivers free, freshly prepared meals five days a week to home-bound chronically ill individuals living within the greater Santa Fe area. www.kitchenangels.org

- **Independent Living Resource Center in Albuquerque and Santa Fe 505-266-5022 (v/tty) or 800-260-5022**
 Provides advocacy and services to people with all disabilities to participate fully in family, community, and work life.
http://newmexico.networkofcare.org/aging/services/agency.aspx?pid=IndependentLivingResourceCenterILRCABQ_1534_1_0

Wellness, Health and Care Resources

- **Senior Services 505-955-4721 or toll free 866-824-8714**
 Classes, fitness, congregate meals, Senior Van and other services for people over sixty. Free or nominal fee.
http://www.santafenm.gov/division_of_senior_services

- **Challenge New Mexico: Therapeutic Riding Program 505-988-7621**

Provides a therapeutic riding program and life skills training for children and youth —1 to 21 years of age with physical and developmental disabilities. Contact:
director@challengenewmexico.com
<http://www.challengenewmexico.com>

- **Las Campanas Compadres 505-820-2707**

Provides free horse rides and social therapeutic activities for people with disabilities.
<http://lascampanascompadres.org/>

- **National Dance Institute of Santa Fe 505-983-7646**

Classes are inclusive: children with special needs and disabilities dance along with their classmates. Contact
mwolfe@ndi-nm.org or <http://www.ndi-nm.org>

- **Tai Chi for Arthritis and Balance 505-471-1001 ext. 118**
 Gentle movement is supportive of joint health and improves flexibility, range of motion, and balance. Contact Ken Searby.
ksearby@newvistas.

- **Neuro-Acupuncture Institute of Santa Fe 505-986-0542**
 Symptom relief and treatment for neurological problems such as brain injury, cerebral palsy, dementias, multiple sclerosis, Parkinson's, and stroke. <http://www.neuro-acupuncture.org>

- **Alzheimer's Helpline (available 24/7) 800-272-3900 (voice); 866-403-3073 (TDD)**
http://www.alz.org/we_can_help_24_7_helpline.asp

- **Cerebral Palsy Guide 855-329-1008**
 Emotional, medical, and financial resources.
<http://www.cerebralpalsyguide.com>

- **Multiple Chemical Sensitivity Task Force of New Mexico**
 Contact: Dr. Ann McCampbell 505-983-9208 or 505-466-3622
<http://www.chemicalsensitivityfoundation.org/pdf/Multiple-Chemical-Sensitivities-Brochure.pdf>

- **National Alliance on Mental Illness 800-950-NAMI**
<http://www.nami.org/>

State Resources

- **Governor's Commission on Disability (GCD) 505-476-0412 or 877-696-1470**

Addresses social integration, economic self-sufficiency, political resolve, physical and program accessibility, and full participation in the benefits of life and rights of all individuals.
<http://www.gcd.state.nm.us>

- **Community Outreach Program for Deaf and Deaf Blind (COPD)**

Contact: Larry Rhodes 505-255-7636
larryr@copdnm.org

- **New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) 800-489-8536; 505-383-6541 (TTY)**

<http://www.cdhh.state.nm.us/>

- **New Mexico Commission for the Blind 505-476-4479 or 888-513-7968**

Provides vocational rehabilitation and independent living services designed for those who are vision impaired or blind.
<http://www.cfb.state.nm.us/>

- **New Mexico Developmental Disabilities Planning Council (NMDDPC) 505-841-4519 or 505-841-4575**

Services throughout the state of NM.
<http://www.nmddpc.com>

- **New Mexico Aging and Long-term Services 800-432-2080**

Provides assistance, advice and resources to seniors and people with disabilities.
<http://www.nmaging.state.nm.us/>

- **New Mexico Division of Vocational Rehabilitation (DVR) 505-827-3526**

For employment services and counseling.
<http://www.dvr.state.nm.us/Default.aspx>

- **Tourette Syndrome Association of New Mexico**
 For information: info@tsanm.org

- **Disability Rights New Mexico 505-256-3100 (voice/TTY)**

Formerly New Mexico Protection and Advocacy System, these advocates and attorneys represent the interests of persons with disabilities.

<http://drnm.org/>

- **Center for Development and Disability 505-272-3000**

UNM center has information and online resources on developmental disability.

<http://cdd.unm.edu>

- **New Mexico Department of Human Services, Working Disabled Individuals (WDI) Program 505-827-6208**

<http://www.hsd.state.nm.us/mad/workingdisabled.htm>

- **New Mexico Department of Workforce Solutions 877-664-6984; 505-841-8617(TTY)**

<http://www.dws.state.nm.us/>

- **New Mexico Department of Veterans' Services 505-827-6300**

<http://www.dvs.state.nm.us/>

- **New Mexico Center on Law and Poverty 505-255-2840**

Provides legal advice and advocacy to anyone who is low-income, disabled, and/or receiving government benefits.

Email: contact@nmpovertylaw.org

<http://nmpovertylaw.org/>

National Resources

ADA ACCESSIBILITY AND ACCOMMODATIONS

- **U.S. Department of Justice Information and Technology Assistance on the Americans with Disabilities Act (ADA)**

File complaints about violations of state and local laws, public or commercial accommodation, and private or non-profit businesses. ADA Information Line: 800-514-0301 (voice) and 800-514-0383 (TTY); <http://www.ada.gov> and <http://www.ada.gov/infoline.htm>

- **U.S. Access Board**

Focuses on information and architectural barriers and access to transportation and medical care.

800-USA-ABLE or 800-872-2253

<http://www.access-board.gov>

- **American Association of People with Disabilities**

Organization that provides advocacy on disability issues.

202-457-0046 (V/TTY) or 800-840-8844 (V/TTY)

<http://www.aapd.com>

- **Home Advisor** internet resource for grant possibilities for home renovations to adapt for disability needs (includes extra links to resources).

<https://www.homeadvisor.com/r/grants-for-home-modification>

- **ADA National Network** Provides information, guidance and training on how to implement the ADA. 800-949-4232

<https://adata.org>

COLLEGE RESOURCES

- **Affordable Colleges Online**

Good resources for students; sections for students with disabilities for financial and accessibility help; info on cyberbullying.

<http://www.affordablecollegesonline.org>

<http://www.affordablecollegesonline.org/college-resource-center/cyberbullying-awareness>

ADA EMPLOYMENT RESOURCES

- **Equal Employment Opportunity Commission**

File complaints about violations of employment law. Website has fact sheets and other links.

800-669-4000 (voice); 800-669-6820 (TTY)

<http://www.eeoc.gov/laws/types/disability.cfm>

- **U.S. Department of Labor Office of Disability Employment Policy**

866-633-7365 (voice); 877-889-5627 (TTY)

<http://www.dol.gov/odep/>

Job Accommodation Network:

800-526-7234 (voice); 877-781-9403 (TTY)

<http://www.dol.gov/odep/resources/JAN.htm>

<http://www.askjan.org>

A Guide to Accessibility Resources Revised 8-2019



City of Santa Fe Mayor's Committee on Disability

A Guide to Accessibility Resources

Santa Fe Mayor's Committee on Disability (MCD)

The MCD is the Mayor's appointed committee to resolve disability issues within the City. The Committee meets on the third Thursday of each month from 10:00 A.M. to 12:00 P.M. Check the City's website or contact the ADA Coordinator for meeting location (see below). Meetings are open to the public. For more information, please contact:

Thomas M. Graham, AIA, ADAC, CASp, NCARB

ADA Coordinator / Staff Liaison 505-955-6654

tmgraham@santafenm.gov

Visit:

www.santafenm.gov/mayors_committee_on_disability_1

www.santafenm.gov/disability



"It's critical that we have the Santa Feans in our community who face these challenges on a day-to-day basis be involved—and be leading—the charge to make life easier and our City more user-friendly for all our residents."

Mayor Alan Webber

Exhibit 4

Extraordinary Customer Service: Meeting the Needs of Customers with Medical and Aging Hurdles

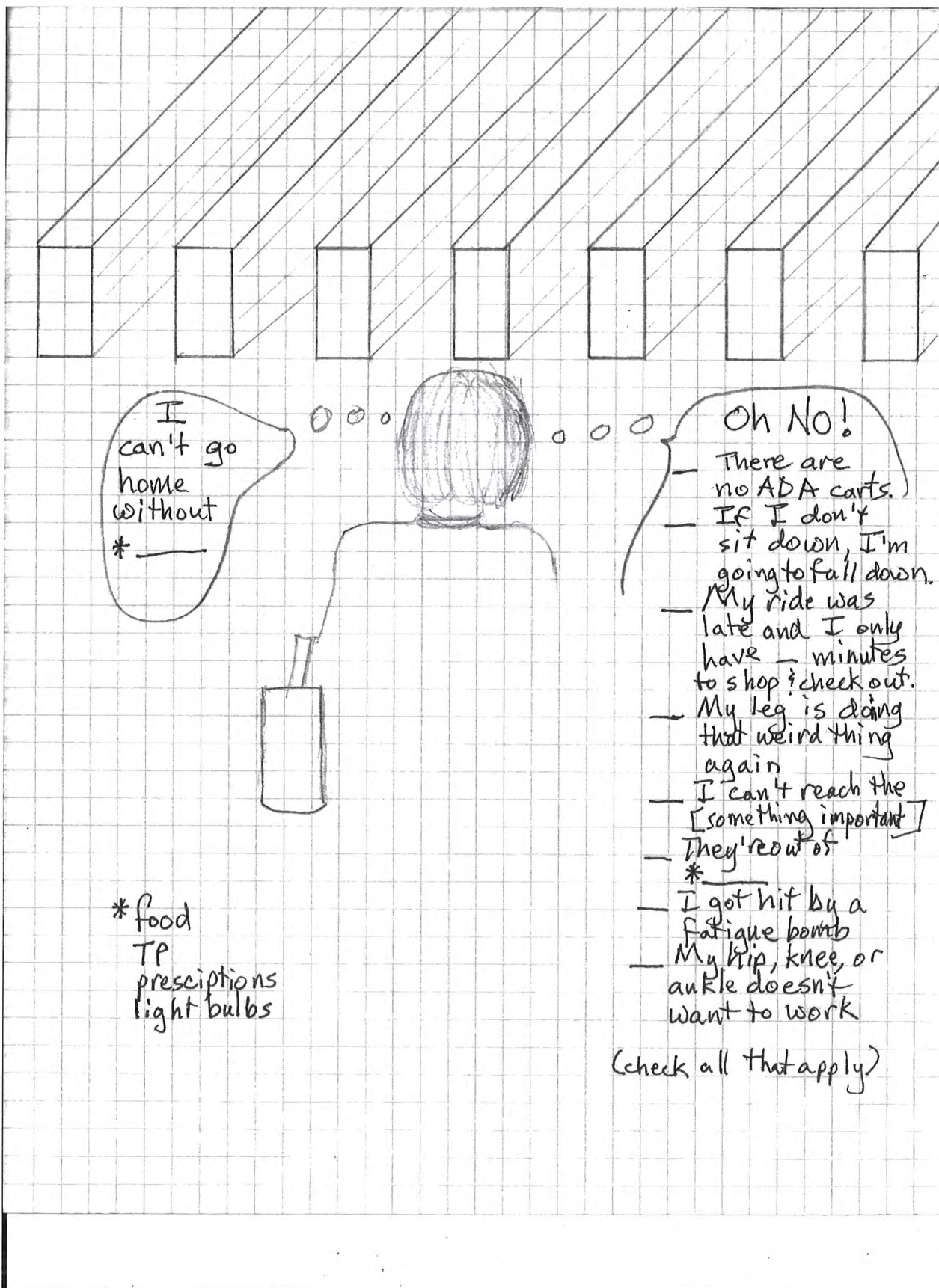
Draft Draft Draft Draft Draft Draft Draft Draft Draft

Since most businesses meet the standards required by the Americans with Disabilities Act, employees' interactions with people who are having a disability- or aging-related problem will likely occur when something goes wrong: Maybe all the motorized carts are in use or need charging, and there's no place to sit and wait. Or perhaps the person is unexpectedly fatigued or having pain issues or some other unexpected problems. **In a medical emergency, normal protocols should be followed.**

Things you and your employees can do:

1. Offer and provide seating if the person is not already seated.
2. Offer to call others to help, if appropriate.
3. Treat the person like a beloved grandmother:
 - a. Ask them about the problem and any suggestions for a solution.
 - b. Patience and kindness improve many situations.
4. [what else?]

Draft exhibit "4"



I
can't go
home
without
* —

Oh No!

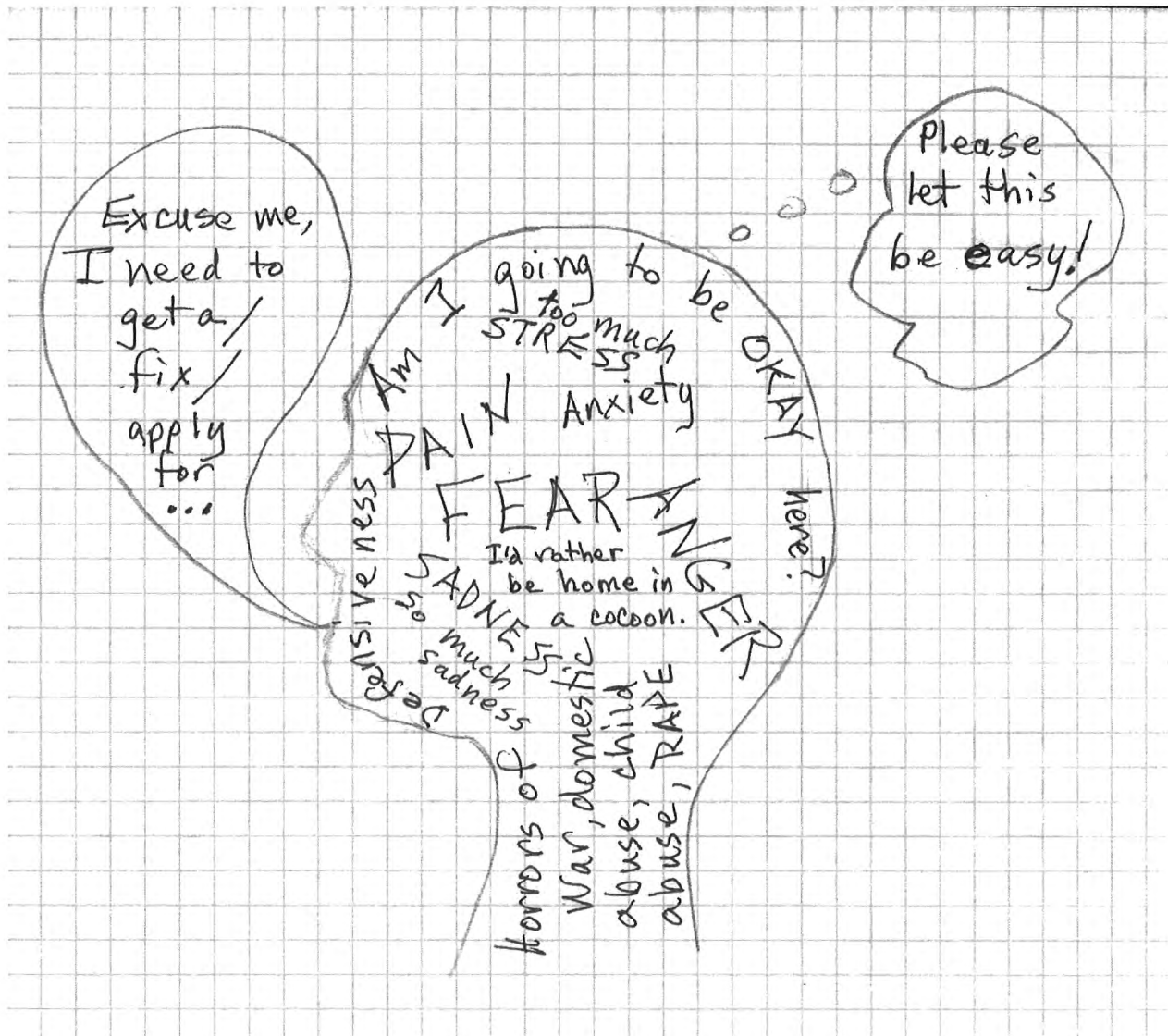
- There are no ADA carts.
- If I don't sit down, I'm going to fall down.
- My ride was late and I only have — minutes to shop & check out.
- My leg is doing that weird thing again
- I can't reach the [something important]
- They're out of *
- I got hit by a fatigue bomb
- My hip, knee, or ankle doesn't want to work

* food
TP
prescriptions
light bulbs

(check all that apply)

Members of the community can respond unexpectedly or perhaps aggressively because of underlying medical issues, sometimes in a place of business or government office or in a housing situation. While an actual crisis would involve medical professionals or local authorities, most situations can be diffused.

1. Establish a cooperative environment.
 - a. "We can find a solution here."
 - b. "We can fix this problem."
2. Listen.
3. [what else?]



Training activities can be tailored to your employees' or organization's needs. Please contact Tom Graham, City of Santa Fe ADA Coordinator, 505-955-6654.

Mayor's Committee on Disability, September 2019

Interesting quote from Mercoles.com: According to Psychology Today,¹ stress is the perceived disconnection between what is happening and your resources to deal with the situation. This means stress could be a real or imagined threat since the operative word is perceived.

Exhibit 5



City of Santa Fe

CITY COUNCIL LEGISLATIVE REQUEST FORM – PUBLIC DOCUMENT

This form is designed to describe a request for drafting legislation. Please provide complete and accurate information.

Legislative Requester(s): Thomas M. Graham Date: 8/15/2019

Primary Sponsor: _____ Cosponsor(s): _____

Liaison Name: Isabella Sharpe Phone: 505-955-6048 Email: ilsharpe@santafenm.gov

1. ☒ Bill (A proposed change to the laws of the City of Santa Fe)
☐ Resolution (Expresses the desire or policy of the Governing Body)
☐ Amendment to legislation already introduced (a. and b. do not need to be completed)
- a. If a bill, is it a: ☐ New section/subsection or ☒ Amendment to existing section
- b. Chapter (1-27): 10 Section: 2.5

Short Title: Zone district noise levels; maximum; correction.

2. Proposal Description. Please specify the proposed request and if there is an internal/external deadline for adoption.

Revise City Ordinance section 10-2.5 for allowable noise levels in Commercial land use category from the current level of 55 dBA to 75 dBA from 9P to 7A, and the current level of 60 dBA to 80 dBA from 7A to 9P. This is needed to establish allowable noise levels for musical events within the City. The current levels established are too low, and therefore not enforced. By increasing the levels to a more enforceable level, there is more likelihood that the code would be enforced. Also add section/language to the ordinance including a financial penalty to occur if the established levels are exceeded and increased each time a permit user is in violation.

Zone District	9:00 p.m. to 7:00 a.m.	7:00 a.m. to 9:00 p.m.
Residential R-1, R-2, R-3, R-4, R-5, R-7, RC-5, RC-8, RM, RAC, AC, PRC, PRRC, HZ, Mobile Home Park	50 dBA	55 dBA
Commercial C-1, C-2, C-4, SC, BCD	75 dBA	80 dBA
Industrial-Agricultural I-1, I-2, IP	70 dBA	75 dBA

3. Proposal Details

Affected Department: Public Works/Parks & Recreation Department

Proposed Staff: Tom Graham/Barbara Lopez

Proposed Committees: Public Works/Parks & Recreation Advisory Council

Proposed Introduction Date: September 11, 2019

Special Requests: _____

Attach supporting documentation