

BOARD FOR PROFESSIONAL AND OCCUPATIONAL REGULATION

The Board for Professional and Occupational Regulation held a public hearing on September 11, 2019, at the Blue Ridge Independent Living Centers, 1502 B Williamson Rd NE, Roanoke, VA, to receive public comment regarding the Board's study on licensure for sign language interpreters.

Board staff present:

Kathleen (Kate) R. Nusbisch, Executive Director
Matthew McCabe, Program & Special Projects Analyst

Ms. Nusbisch began the public hearing at 11:01 a.m. and read an introductory statement regarding the purpose and rules of the hearing.

Commencement of Public Hearing

Public Comment Period – Transcript attached.

Public Comment Period

There being no further comment, the meeting was adjourned at 12:00 p.m.

Adjournment



Shelly Simonds, Chair



Mary Broz-Vaughan, Secretary

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**PROFESSIONAL AND OCCUPATIONAL REGULATIONS
CONFERENCE
PUBLIC HEARING**

**WEDNESDAY, SEPTEMBER 11, 2019
11:01 A.M.**

**BLUE RIDGE INDEPENDENT LIVING CENTER
1502 WILLIAMSON ROAD, NORTHEAST
SUITE B
ROANOKE, VIRGINIA 24012**

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1 **APPEARANCES**
2 **STAFF FIR THE BOARD OF PROFESSIONAL AND**
3 **OCCUPATIONAL REGULATION:**
4 KATHLEEN "KATE" R. NOSBISCH
5 **DEPARTMENT OF PROFESSIONAL AND**
6 **OCCUPATIONAL REGULATION**
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12 E-MAIL: KATE.NOSBISCH@DPOR.VIRGINIA.GOV
13
14 **SPEAKERS:**
15 JAY SPRAKER
16 EMILY BOWERS
17 GARY BOWERS
18 REAGAN SPARKS
19 NASHALLIE CORTES
20 BETTI THOMPSON
21 KARRIGAN SCOTT
22 ESTHER DIETIRCH
23 SARAH MEYER
24 RACHEL KOLB
25 **SPEAKERS:**

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1 ELODIE TATT
2 NICOLE THORN
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4 KAY DAVENPORT, INTERPRETER
5 BERNADETTA C. MAYHILL, INTERPRETER
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1 **PROFESSIONAL AND OCCUPATIONAL**
2 **REGULATION CONFERENCE**
3 **ROANOKE, VIRGINIA**
4 **WEDNESDAY, SEPTEMBER 11, 2019**
5 **11:01 A.M.**
6 **MS. NOSBISCH:** Good morning,
7 everyone. Hi. My name is Kate Nosbisch. I'm
8 the executive director for the Board for
9 Professional and Occupational Regulation. I have
10 with me today Matt McCabe, who is our special
11 projects and program analyst, and this public
12 hearing is being held at Blue Ridge Independent
13 Living Centers at 1502B, Williamson Road NE,
14 Roanoke, Virginia 24012. This public hearing is
15 being held pursuant to Section 54.1-310 of the
16 Code of Virginia for the purpose of receiving
17 public comment for the board's study of the need
18 whether to regulate sign language interpreters as
19 published in the Virginia Register on Monday,
20 September 2, 2019. The list of interested
21 parties and organizations which were notified of
22 this process and invited to comment is available
23 upon written request. The staff of the
24 Department of Professional and Occupational
25 Regulation will prepare a report of all public

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1 comment received which will be presented to the
2 board for consideration in the course of
3 conducting its study. Now I would like to
4 present the rules for this public hearing.
5 Comments will be received from any member of the
6 public, and comments will be limited to a maximum
7 of five minutes, depending on the number of
8 individuals who wish to provide public comment.
9 If you have not signed up to provide comment and
10 you wish to give testimony today, please take an
11 opportunity at this time to sign up. You're
12 probably wondering about this fabulous
13 contraption here. This is our lightbox, and when
14 the green light comes on, you have five minutes
15 to speak. When it turns to yellow, that's the
16 one-minute warning, and red, we ask you to stop.
17 However, if you're in the middle of a comment, we
18 certainly will want you to finish. If you have
19 any questions of the board, please forward them
20 in writing to the board office. Any comment or
21 who wishes to provide a written statement in
22 addition to their testimony today may do so
23 through Monday, September 16th, 2019. And with
24 that, I'm going to start calling our individuals
25 for comment. Has everybody had an opportunity to



6

1 sign in? The first person on the list is, is it
 2 Jay Sparker? You have...
 3 **MR. SPRAKER:** Spraker.
 4 **MS. NOSBISCH:** I'm sorry?
 5 **MR. SPRAKER:** Spraker.
 6 **MS. NOSBISCH:** Spraker. Mr.
 7 Spraker, you have maybe. Would you like to make
 8 comments at this time?
 9 **MR SPRAKER:** I'm still thinking
 10 about it. I'm going to wait and see how things
 11 go through the commenting. I'm still thinking.
 12 **MS. NOSBISCH:** Okay, I'll come
 13 back to you. The next person, we have two folks,
 14 Emily and Gary Bowers. Ms. Bowers, would you
 15 like to come forward first, please?
 16 **MS. BOWERS:** Well, what sort of
 17 things should I be talking about?
 18 **MS. NOSBISCH:** The purpose of
 19 this hearing, and there's no one from VDDHH at
 20 this hearing, they were unable to come, and they
 21 were the first individuals to speak at the
 22 previous hearings. So I'm going to share with
 23 you what they have said previously. This is your
 24 opportunity to provide comment back to the board
 25 to let us know, do you think that sign language

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1 interpreters need to be licensed or need to be
 2 certified. So I'm very pleased to have so many
 3 folks from the community that have come out
 4 during these hearings, but we need your feedback.
 5 So yes, you think it's a good idea; no, you don't
 6 think it's a good idea. Some individuals have
 7 shared good and bad experiences that they've had,
 8 but this is your opportunity to provide comment
 9 to help us, the board, make a decision if sign
 10 language interpreters should be licensed or
 11 certified or registered, which are the different
 12 levels of licensure we have at the board.
 13 **BOARD MEMBER:** Maybe you could
 14 explain a little bit the difference between
 15 licensure, which we don't have yet, versus
 16 certification. Can we talk about the difference
 17 so that people have an idea going in?
 18 **MS. NOSBISCH:** So the least
 19 intrusive, I don't want to say lowest level, but
 20 registration, which just is optional people can
 21 register as type of profession, in this example,
 22 sign language interpreters. You could just
 23 register yes, I am a sign language interpreter.
 24 Certification is voluntary, so if you want to be
 25 certified, there would be certain hurdles that

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1 you would have to go through; however, it's not
 2 required. So if there were certification and you
 3 were in need of a sign language interpreter, you
 4 might say, oh, I want someone that is certified
 5 versus someone that isn't certified. It would be
 6 your choice and it would be the sign language
 7 interpreter's choice if they wished to go through
 8 the extra channels to be certified. I'll give
 9 you an example. I license multiple professions
 10 at the Department for Professional and
 11 Occupational Regulation, and interior designers
 12 are one of those professions. They are
 13 certified. So to be certified, we talk about the
 14 three-legged stool: education, experience, and
 15 exam. So they have to meet certain hurdles to be
 16 able to say they are certified interior designer
 17 in Virginia; however, anybody can say they are an
 18 interior designer. They just can't use the word
 19 certified unless they have done these extra
 20 steps, which is voluntary. If you have
 21 licensure, that is not voluntary. That means
 22 that everybody who wants to be a sign language
 23 interpreter in Virginia would have to have a
 24 license to practice as a sign language
 25 interpreter. Does that help?

9

1 **MS. BOWERS:** Question, so how
 2 would we know if somebody has a license of not?
 3 How would you prove that?
 4 **MS. NOSBISCH:** Our agency has, on
 5 our website it's called license lookup, and so
 6 every license that we issue, you go on license
 7 lookup and you can put in the word architect and
 8 all the architect licenses will come up. You can
 9 put in a last name and anybody with that last
 10 name in any profession with license would come
 11 up. Or you could contact the board for that
 12 information. And this really isn't the forum for
 13 questions, but this situation is kind of unique
 14 and I want to make sure that everybody
 15 understands the purpose and the importance of
 16 making comment whichever you feel about it. So
 17 licensure would still take time to put in place.
 18 We still have to go through a process. Our
 19 regulations would need to be developed. But
 20 everybody that's licensed, and I would encourage
 21 you if you've never been on our website,
 22 Dpor.virginia.gov on the left-hand side, the very
 23 first tab is license lookup, hit that and then
 24 you can search by name or profession. So if
 25 indeed sign language interpreters ended up



10

1 licensed, they would also appear on that list and
 2 so you would be able to search by that
 3 profession. Okay?
 4 **MS. BOWERS:** Okay.
 5 **MS. NOSBISCH:** So back to the
 6 list. Ms. Emily Bowers, would you like to make
 7 comment?
 8 **MS. BOWERS:** I don't think so.
 9 **MS. NOSBISCH:** Do you want me to
 10 come back to you?
 11 **MS. BOWERS:** Yeah, that's fine.
 12 **MS. NOSBISCH:** Mr. Gary Bowers,
 13 would you like to make comment at this time?
 14 **MR. BOWERS:** Yes. Well, I do, but
 15 I really want to see how things go before I say
 16 anything because I don't want to be off point. I
 17 want to make sure that I'm on target.
 18 **MS. NOSBISCH:** Sir, there's no
 19 right or wrong, and your comments, as long as
 20 they're related to the topic at hand, would be on
 21 point. But if you would like, I can come back to
 22 you, too. But if you want to comment now, I'm
 23 going to ask...
 24 **MR. BOWERS:** Okay. Should I stand
 25 up front?

11

1 **MS. NOSBISCH:** I was going to ask
 2 if you'd please come to the front of the room so
 3 everybody can see you.
 4 **MR. BOWERS:** Okay, is it okay if I
 5 stand right here?
 6 **MS. NOSBISCH:** As long as they
 7 can see you, sir, yes. Thank you.
 8 **MR. BOWERS:** You're welcome. Hi,
 9 everyone. I worked at the post office. I'm
 10 retired, been for several years, but previously I
 11 had worked under the American Postal Union
 12 Workers. There were situations when we had a
 13 last-minute emergency and they would call for an
 14 interpreter and when they would get hold of
 15 someone, they would decide they would be too
 16 expensive. Especially if it was something on
 17 Sunday because people do charge extra for
 18 Sundays, and we really were expecting an RID
 19 certified interpreter, but other people who were
 20 cheaper would show up. And so it is a concern
 21 about people navigating the expense. Questions?
 22 Nobody is saying anything so, am I good?
 23 **MS. NOSBISCH:** Your comments are
 24 helpful. Thank you very much, sir.
 25 **MR. BOWERS:** Okay.

12

1 **MS. NOSBISCH:** All right, next on
 2 the list, Reagan Sparks, maybe. Would you like
 3 to make comment, Reagan, and if so, would you
 4 please come to the front?
 5 **MS. SPARKS:** Maybe in a little
 6 bit.
 7 **MS. NOSBISCH:** Okay. Next on the
 8 list is, is that Natalie Cortes? Am I close?
 9 **MS. CORTES:** Yes. Could I wait
 10 just a little bit?
 11 **MS. NOSBISCH:** Okay, if you all
 12 wait, we're just going to go down the list and
 13 circle right back, but we can do that. Next on
 14 the list is Betti Thompson.
 15 **MS. THOMPSON:** We'll just go
 16 around in circles.
 17 **MS. NOSBISCH:** Is Betti Thompson
 18 here?
 19 **MS. THOMPSON:** Yes. I can make a
 20 little bit of comment, maybe just to help warm
 21 people up.
 22 **MS. NOSBISCH:** Thank you and if
 23 you would please just come to the front so
 24 everyone can see you.
 25 **MS. THOMPSON:** All right, just

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1 briefly to clarify and maybe add, oh, I thought
 2 everybody could see me here, but thank you. My
 3 name is Betti Thompson. I'm deaf myself. I've
 4 grown up in Roanoke. Thanks for letting me speak
 5 for just a little bit. I don't have any real
 6 opinion on the subject, but I do want to help
 7 folks maybe understand the goal for today. I'm
 8 not speaking for the community. I'm just making
 9 a general comment first about what the purpose is
 10 as far as requiring interpreters to have licenses
 11 or just considering them as they are now,
 12 certified or not. I know that is a little bit
 13 vague and a lot of people are not familiar with
 14 the concept. I just want you to think about the
 15 example of, you go in to get a haircut or you go
 16 to get your nails done, this is just one example.
 17 Up on the wall you would see posted the Virginia
 18 Board because it is required for those folks to
 19 have a license in the state of Virginia, and they
 20 will have it posted on the wall there. All
 21 barber shops, hairdressers, et cetera, have to
 22 have a license. That's how they can keep their
 23 business going. That's how they keep their work
 24 as a professional and not just somebody who's
 25 playing around, trying to take advantage of



14

1 people for their money. If they work without a
 2 license, then their business is in danger of
 3 being closed. It's not regulated as far as being
 4 clean, maybe the brushes and combs they're not
 5 using are not being cleaned appropriately between
 6 different people. So similarly today we're
 7 talking about whether interpreters should be
 8 required to have just certification or licensure.
 9 Maybe if they'd been through the VQAS test, the
 10 Virginia Quality Assurance Screening, now again
 11 that is a screening test. They don't come out
 12 the other side with a license. They have
 13 credentials of level one, two, three, but most
 14 people who are okay with level three, they might
 15 as well go ahead and take the RID test for
 16 national certification with the registry of
 17 interpreters for the deaf, which is nationwide.
 18 Now even though people have RID certification,
 19 that's still not considered a license in this
 20 state. And if something's wrong with this
 21 interpreter and they say oh, I'm level three,
 22 maybe they are level three but they're not
 23 behaving professionally. They've done something
 24 incorrect as far as confidentiality or they talk
 25 about things that are too personal in the

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1 situation that they're interpreting, just not
 2 behaving professionally. Then the deaf people
 3 might feel uncertain how to deal with that, you
 4 know, this person is not conducting business
 5 professionally. And there's really not enough
 6 resource, not any recourse for you to go and talk
 7 to someone about the problem. Right now, VDDHH's
 8 hands are really tied as far as certification or
 9 complaints, et cetera, unless it's something just
 10 exceptionally bad. So I can't really say whether
 11 I'm in favor or opposed to the idea of licensure,
 12 but it's something for you guys to think about,
 13 sort of the pros and cons between certification
 14 alone, credentials alone, and licensure. And I
 15 love deaf community and I love our interpreters,
 16 as well. The question is just whether people who
 17 have worked really hard to get that certification
 18 now are going to be required to get a license.
 19 It's that much extra effort for them, and people
 20 who already have certification might not be able
 21 to get a license, you know, I don't know the
 22 percentage, half of the state, seventy-five
 23 percent of the state of the interpreters, you
 24 know, might not be able to get a license. It
 25 just depends on the requirements that are

16

1 involved how stringent they are. And that might
 2 scare people away because of the extra training
 3 that's required, the extra money that's involved.
 4 So it is a little more intimidating for
 5 interpreters who haven't gotten a license,
 6 they're thinking about it but they're scared away
 7 by the expense and the difficulty. And so it's
 8 important for deaf people to speak up for either
 9 certified interpreters or licensed interpreters.
 10 More and more deaf people might not be able to
 11 get interpreters if the ones who want to become
 12 interpreters don't because of being afraid of
 13 licensures. So at the same time, a certified
 14 interpreter who gets a license I think would be
 15 under more scrutiny to keep things professional.
 16 So we're kind of trying to clarify what's
 17 working, what's not, what's a good idea, what's
 18 not. So that's just my summary here to try to
 19 help out to explain what we're talking about.
 20 Thank you.
 21 **MS. NOSBISCH:** Thank you very
 22 much, Ms. Thompson.
 23 **MS. THOMPSON:** All right, thank
 24 you.
 25 **MS. NOSBISCH:** Next on the list

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1 is Karrington Scott was a maybe? Karrington?
 2 **MR. SCOTT:** My response maybe I'm
 3 changing it to no. I prefer not to comment.
 4 **MS. NOSBISCH:** Okay. Thank you.
 5 Next on the list is Esther Dietrich, maybe?
 6 **MS. DIETRICH:** I feel the same.
 7 I'd prefer not to comment.
 8 **MS. NOSBISCH:** Thank you. I have
 9 Ms. Meyers who did not wish to make a comment and
 10 then Ms. Kolb who did not wish to make a comment.
 11 Ms. Tatt who did not wish to make a comment and
 12 Ms. Thorn was a maybe.
 13 **MS. THORN:** I'm Ms. Thorn. I
 14 would choose to make a comment.
 15 **MS. NOSBISCH:** Thank you very
 16 much, Ms. Thorn. Are you ready?
 17 **MS. THORN:** Okay, stand here?
 18 **MS. NOSBISCH:** Yes, please.
 19 **MS. THORN:** Closer. Small
 20 audience.
 21 **MS. NOSBISCH:** Are you going to
 22 be speaking?
 23 **MS. THORN:** I'm going to speak in
 24 English. My name is Nicole Thorn. I'm a
 25 nationally certified interpreter. I work in all



18

1 parts of the state of Virginia. I was here when
 2 ten years ago this same topic came up talking
 3 about licensure. It's a hot topic, and as a
 4 result, ten years ago I looked into it a little
 5 bit deeper, looking at states that have licensure
 6 for interpreters. Actually when I heard about
 7 the concept I was pretty excited because I liked
 8 the idea of regulation. I liked the idea of
 9 being able to get better, more qualified
 10 interpreters serving our deaf population. I have
 11 seen, I've experienced, I have teamed with
 12 interpreters who are not qualified. They should
 13 not have been interpreting. And there were no
 14 rules in place to control that whatsoever. I
 15 teach interpreting and my students on a regular
 16 basis are asked to interpret. Students who have
 17 taken one sign language class have been asked to
 18 interpret, and there's no rules against them
 19 doing that, except the fact that they are
 20 actually hurting the whole process and certainly
 21 just not doing a service to the deaf population,
 22 which is not the intent of our profession. Our
 23 profession has worked really hard at setting up
 24 regulations for ourselves. We have
 25 certification. We have qualification under our

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1 terms. We have national certification, and as
 2 Betti here just described, it is difficult to
 3 become nationally certified. It's expensive,
 4 time consuming, requires a great deal of
 5 training, and if you accomplish that, it means
 6 something. And our deaf population recognizes
 7 that, requiring it and requesting nationally
 8 certified's, not getting them frequently, as this
 9 man just shared, asking for an emergency
 10 situation on a Sunday, and if it's an emergency
 11 situation, you do go into details, and rightfully
 12 so, there should have been a nationally certified
 13 interpreter put in there. And unfortunately what
 14 often happens is people just go for the lower
 15 price tag, which means maybe a student, somebody
 16 who has taken some classes but certainly aren't
 17 qualified and don't even understand the code of
 18 ethics that are also associated within our
 19 profession. The American Disabilities Act was
 20 passed in 1990 mandating interpreters and access
 21 for deaf people, amongst others obviously. That
 22 law has meant a lot for us as professionals and
 23 certainly for the deaf population, giving them a
 24 legal right to access. Within that regulation,
 25 it states deaf people will be provided a

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1 qualified interpreter. I am not for licensure in
 2 the state of Virginia because of what I have seen
 3 happening in other states. Licensure that I have
 4 seen and witnessed generally means more red tape
 5 for the interpreters and more costs for the
 6 interpreters, and unfortunately that cost often
 7 gets carried back to the deaf people because the
 8 interpreters have to increase their prices. I am
 9 for more regulation. I would like to recommend
 10 that we utilize the things that are already in
 11 place, American Disabilities Act, which is a
 12 federal law, stating that interpreters have
 13 qualified. I'd like the state of Virginia to
 14 define qualified and I would like to recommend
 15 that definition be nationally certified or VQAS
 16 screened, and making those the mandates that an
 17 interpreter would be in the state of Virginia.
 18 You either have your VQAS or your national
 19 certification. Thank you.
 20 **MS. NOSBISCH:** Thank you for your
 21 comments. Okay, so we're back to the top of the
 22 list again. Jay?
 23 **MR. SPRAKER:** Yes.
 24 **MS. NOSBISCH:** Thank you.
 25 **MR. SPRAKER:** For thirty years,

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1 I've been around, oh, excuse me. My name is Jay
 2 Spraker. I'm involved with the Virginia
 3 Association of the Deaf. I'm their treasurer.
 4 Gosh, for thirty, maybe forty years I've been
 5 involved with interpreters, and my time, it's
 6 been the court, the doctors, anywhere. And the
 7 largest percent of interpreters were not
 8 qualified, and I could tell they're not
 9 qualified. I can catch them making mistakes, and
 10 I can read their lips while I'm signing because
 11 I'm a pretty good lip reader. So I could catch
 12 when they've misunderstood me and I'm very upset
 13 by that. If the court asked me, do you want that
 14 person again, I say no, get them off the list and
 15 they are surprised when I explain they're not
 16 qualified. They're not certified. There's no
 17 proof of professionalism. Like I see this
 18 interpreter has a tag. Everyone who's an
 19 interpreter should have a tag to prove that
 20 you're a certified or licensed interpreter. That
 21 tag is the interpreter's ID and I think that
 22 would help everyone who wanted to become an
 23 interpreter to have a name tag in the state of
 24 Virginia, and it would be easier to identify
 25 their level of qualifications. So I'm trying to



22	<p>1 keep it brief, but most of the interpreters that 2 I've seen are below qualified. A big meeting, 3 oh, the interpreters are good, but court, I've 4 often seen interpreters who are not qualified to 5 be in court working. Doctor's office usually is 6 pretty good. I have to think. Some events I've 7 gone to, the interpreters are terrible. 8 Emergency on TV for weather sometimes it's 9 horrible. We can't understand them and the 10 interpreter looks like they're making signs up. 11 They're not qualified. It's like they make up 12 stuff and Jamaican interpreter, Bahamas 13 interpreters, they didn't do it right. They need 14 to have certification or licensure and we need 15 that here in Virginia. And that's all. Thank 16 you. 17 MS. NOSBISCH: Thank you for your 18 comments, sir. I'm sorry, what was the last 19 thing? 20 MR. SPRAKER: Paperclips on the 21 floor. 22 MS. NOSBISCH: Thank you for 23 picking up the paperclips. Ms. Emily Bowers, 24 would you like to make comment? 25 MS. BOWERS: Yes, briefly.</p>	24
23	<p>1 MS. NOSBISCH: Thank you. 2 MS. BOWERS: Good morning. I'm 3 Emily Bowers. I have been working in the post 4 office alongside my husband and one person I 5 really struggled with, they said they were 6 certified, but the signs were incorrect, they 7 misunderstood us, and I told my manager and 8 struggled. They said oh no, they're fine. They 9 can do it. I said no, I can't understand them. 10 They can't, finally we won and got a qualified 11 interpreter. So that was going great. I'm now 12 retired though, but I'm still concerned, not 13 most, but a lot of interpreters do not follow 14 their code of ethics. They tell things about 15 friends to friends about private, I remember with 16 my father several years ago, there was an 17 interpreter and the interpreter didn't know that 18 this person was my family member and could sign, 19 and the interpreter was sitting there making 20 comments. There was three or four deaf people. 21 Uh, we don't need to pay attention to them until 22 your name is called, then I'll start signing. 23 But the interpreter was saying bad things to the 24 other people about the deaf people. Oh, this 25 person's an idiot. They were in court and they</p>	25

26	<p>1 I'm not speaking specifically, well okay, I have 2 faced many, many challenges. For example, I 3 would have an appointment and ask and they'd say 4 yes, we have an interpreter, for a doctor's 5 appointment, and most of the time, interpreter 6 shows up, everything's good. But not so great if 7 there's a surgery scheduled or a procedure. For 8 example, you must have a certain diet, you can't 9 eat for twenty-four hours before or two days 10 before surgery, and then you can have the 11 procedure. Okay, the challenge there is the next 12 day, I show up and there's no interpreter at the 13 hospital. And I'm like how, I can't reschedule 14 surgery for a procedure because of the special 15 diet I've been following. That's really a hard 16 thing. And you can't change your schedule and 17 postpone a surgery, so they say, oh, we'll 18 provide VRI, video remote interpreting, is that 19 okay? And I'm like, um, in my gut I feel like 20 that is not the best solution because, and 21 rightfully so, the interpreter might be 22 disqualified, we might get disconnected, so many 23 things can go wrong. So it's not that reliable. 24 So for example, when they bring out the VRI 25 screen and if you're laying down, you can't see,</p>	28
27	<p>1 it's not set on a formal stand. The nurse has to 2 stand there with a tablet and sometimes she'd put 3 it on my stomach. I was on my stomach, excuse 4 me, and so it was hard for me to see and for the 5 interpreter to understand my signs. So during 6 the procedure, they had x-ray that I could see, 7 and sure enough, the VRI disconnected in the 8 middle of my procedure. When they started the 9 procedure to do an injection, the doctor had to 10 ask me a question, did I feel anything, was it 11 painful, and the interpreter is gone. And all 12 the nurses were like oh my God, they took their 13 mask down, can you feel this, can you feel that, 14 so that I could read their lips and it was, ugh. 15 After I finished the surgery, I told them don't 16 you ever do that again. We must have an 17 interpreter in person no matter what. I am never 18 going through this again. The nurses said oh, we 19 can find, no, no. That was a horrible 20 experience. That's the worst thing ever. So I 21 wish that there was a way for hospitals to be 22 forced in a situation like that to provide a live 23 interpreter no matter what. My suggestion is the 24 hospital should have plan A and B because you 25 never know when you call an interpreter. Another</p>	29

1 thing I'd like to mention, I never spoke of it.
 2 There are different interpreter agencies around
 3 the state and some of them I say, no thank you.
 4 Even though one place keeps calling this agency,
 5 that's not, the agency is not professional.
 6 They're not, there's nobody certified. It's
 7 just, they don't have VQS credentials. They're
 8 just an interpreting agency and I don't want to
 9 work with them. When they say oh, we've called
 10 an interpreter, I say oh, please don't send
 11 anybody from this agency. I keep telling my
 12 different contacts, I don't want interpreters
 13 from that agency, and I feel like I have a
 14 limited range of power. How can I report this
 15 sticky situation? I don't want to offend the
 16 business owners. I don't want to know them, want
 17 them to know that I've reported them, that I've
 18 complained about them, so maybe we do need to set
 19 up some kind of formal system so the deaf and
 20 hard of hearing people can report, this agency is
 21 unprofessional, this interpreter is
 22 unprofessional, so that we have things, access
 23 more open for deaf and hard of hearing. Even
 24 other interpreters would see these people and
 25 think oh my God, they're not qualified. Now an

1 interpreter would be able to report, too, because
 2 I think it's responsible for all of us, our
 3 responsibility to make sure we're provided
 4 quality interpreters. Okay, oops, thank you.
 5 I'm sorry, my time is up.
 6 **MS. NOSBISCH:** Don't worry.
 7 Don't worry about the time.
 8 **MS. THOMPSON:** Oh okay, right. I
 9 saw that red light. Okay. Well, thank you. Any
 10 questions? I'd be happy to answer.
 11 **COURT REPORTER:** I need her name.
 12 **MS. NOSBISCH:** It's Ms. Thompson.
 13 **MS. THOMPSON:** I'm sorry. It's
 14 Betti with an I, Thompson. Thank you,
 15 Interpreter, for adding an I. Okay, thank you.
 16 **MS. NOSBISCH:** Thank you. Did I
 17 see another hand of somebody that wanted to make
 18 another comment? Yes, ma'am.
 19 **MS. BOWERS:** There was something
 20 else I wanted to say and now I remember it. It's
 21 almost like what Betti experienced. I would have
 22 my schedule set up and then they'd call me at the
 23 last minute, oh, can you come in three hours
 24 early? I'd say wait, are you going to have an
 25 interpreter? Oh yes, I put it down, I was going



30	<p>1 to get an interpreter. Sure enough, I get there 2 three hours early and no interpreter, and they've 3 had the VRI set up. I tried and until the live 4 interpreter shows up and says I'm so sorry. I 5 said it's not your fault. It was the doctor's 6 office that called me in earlier and changed the 7 schedule. So I didn't blame the interpreter in 8 that situation. And how can I know who the 9 interpreter is? I remember, before they come. I 10 remember VDDHH interpreters had a list, a 11 directory of qualified interpreters. Is that 12 still on their website? Oh, wait a minute, I had 13 one more thing but I've forgotten what it was. 14 MS. NOSBISCH: Thank you, Ms. 15 Bowers. Is there anyone else that wishes to make 16 a comment? Yes, ma'am. Ms. Thorn, correct? 17 MS. THORN: Nicole Thorn once 18 again. Just adding actually, listening to your 19 comments, in seeing your comments, in addition to 20 my request that the state of Virginia define 21 qualified by either being certified or VQA has 22 qualified, there needs to be some kind of 23 grievance process. RID, national Registry of 24 Interpreters for the Deaf has a grievance process 25 in place, not that it's a perfect system by any</p>	32	<p>1 means. They don't even know what sign language 2 means, for goodness' sake. A lot of these places 3 have no idea what an interpreter does, what the 4 process does. They don't know anything about 5 deafness, deaf culture, ethics, or any of that. 6 They're just going warm body, I have somebody in 7 place, and if anyone complains saying there was 8 no interpreter, they'd say no, we had somebody. 9 You could say well, they weren't qualified. 10 There's no definition for qualified. So you all 11 are getting terrible services because no one's 12 defining qualified, and there's no retaliation. 13 You can't go back to the hospital and say that 14 was a, the VRI situation was a terrible 15 situation, oh, but we had somebody. It meets the 16 legal requirement. We need to have some kind of 17 a grievance process. We need to have some way to 18 regulate the agencies that are doing the hiring, 19 not just the interpreters themselves. It's still 20 green. I can talk for hours. Thank you. 21 MS. NOSBISCH: Thank you, Ms. 22 Thorn. Did you want to say something? 23 MR. BOWERS: Actually I did have 24 one more thing I wanted to say. Is it okay if I 25 sit here to talk?</p>
31	<p>1 means, but they do have a system in place. VDDHH 2 used to have a system in place, but I think 3 because the manpower is so greatly reduced within 4 that department, that it's almost impossible to 5 man that, to even follow any of the complaints 6 that come, but there's no formal system, and 7 certainly by listening to my deaf friends here, 8 they don't know that it's even in existence, much 9 less how to even go about utilizing it. So that 10 would be something else that I think would be 11 beneficial would be a grievance process. And a 12 lot of these other comments I'm listening to are 13 separate from the actual interpreters. It sounds 14 like the interpreters are doing a lot what 15 they're supposed to be doing, but the agencies 16 and the ones hiring are not. I don't know if 17 there's some way that we could regulate that, as 18 well. If we can define qualified and then notify 19 the public that you need to hire a qualified 20 interpreter and then define qualified, because 21 the word is so nebulous that it's just almost 22 impossible to control it. So if somebody is 23 hiring, like some of your horrible stories that 24 you're telling me about, people have hired 25 interpreters and they don't know what qualified</p>	33	<p>1 MS. NOSBISCH: As long as 2 everybody can see you. 3 MR. BOWERS: I want to talk about 4 my experience with the lawyer's office. When I 5 went in, I had requested that they provide an 6 interpreter and the lawyer's office went on about 7 how expensive it was and they couldn't afford it, 8 and I told them about the ADA, and it didn't make 9 any difference. We went round and round. Other 10 places I've been to have been okay with hiring an 11 interpreter, but for some reason, this lawyer's 12 office refused because they said they couldn't 13 afford it. And so actually, I brought in a 14 friend whose parents were deaf who signed very 15 fluently, and I actually paid that person out of 16 my pocket. So, interpreter wants to clarify, the 17 lawyer paid or you paid yourself? Okay. I paid 18 that person out of my pocket \$40. Because the 19 lawyer wouldn't. And go figure, it was a lawyer. 20 You would think they would know about the law, 21 the ADA, but it was like they didn't care, and I 22 didn't have much recourse. Thank you. 23 MS. NOSBISCH: Thank you, Mr. 24 Bowers. Any other comments from anyone in the 25 audience? I want to sincerely thank you.</p>

34

1 **MS BOWERS:** I thought of one more
 2 thing and I'm sorry, you know, I wish more deaf
 3 people had come, but oh rats, I forgot what I was
 4 going to say again. Oh, okay. I went into
 5 physical therapy appointment and they had a video
 6 remote interpreter again, and it wasn't working
 7 well and I asked them, the very first day we had
 8 an interpreter on site to kind of explain what
 9 was going on, there was a lot more talking, and
 10 the second time I went in with the VRI and we
 11 messed with that thing for like an hour and it
 12 never did really work. Finally we had another
 13 interpreter who happened to be there, they
 14 brought them in. I finally gave up. You know, I
 15 went and talked to the front desk and explained
 16 what was going on, and from there on out, they
 17 realized that it was more worthwhile to have an
 18 on-site interpreter, and things went so much
 19 better. And so I feel like they should do that
 20 for all deaf people. And sometimes you just have
 21 to speak up and explain of how you need an
 22 interpreter, they need to get one. My deaf
 23 friends really wanted me to go around and educate
 24 different offices because of that and just, you
 25 know, the hospitals need to really have more deaf

35

1 people coming in and talking about that. I know
 2 a few years ago I went to the emergency room.
 3 When they brought me in, we had no interpreter,
 4 and I was willing to write things down somewhat,
 5 and fortunately I had someone who was very
 6 patient with that, took their time. Things went
 7 pretty well. We wrote things down. But as I was
 8 just ready to be discharged and leave for that
 9 day, the head nurse came in and she was livid
 10 that they had not gotten an interpreter. And I
 11 had made two separate requests while I was there,
 12 and she was so mad and I think about other deaf
 13 people who go through that same sort of thing.
 14 And you know, I'm willing to speak out about it,
 15 but I think more people need to do that sort of
 16 education, you know, not just the emergency room.
 17 In that situation, sometimes you're stuck using
 18 the video interpreter. Hopefully you'll have a
 19 good internet connection, but not all of those
 20 interpreters through the video are from Virginia,
 21 right? They're from other places, so that can be
 22 a problem.
 23 **MS. NOSBISCH:** Thank you, Ms.
 24 Bowers. Did you have another comment, Ms.
 25 Thompson?

36

1 **MS. THOMPSON:** No, not for a
 2 moment. I need to think some more.
 3 **MS. BOWERS:** Okay, I think I do
 4 have one more I wanted to say. A couple of
 5 months ago I went to a doctor's office. I had
 6 some kind of a stomach virus. I was really
 7 feeling terrible. And this doctor came in. I
 8 was writing things down and we finally decided we
 9 were having too much trouble communicating, so
 10 they brought in the screen, the video
 11 interpreter, and it wasn't working real well.
 12 And I was trying to convince the doctor that we
 13 could still write things down, but he was
 14 determined to use this VRI, and I finally said,
 15 excuse my language, fuck you, we're not doing
 16 this anymore. We turned off the VRI and we wrote
 17 things down like I wanted to do in the first
 18 place. And so, I mean, it was embarrassing to
 19 me, so you know, and again, forgive my language.
 20 **MS. NOSBISCH:** Thank you, Ms.
 21 Bowers.
 22 **MS. THOMPSON:** I wanted to add
 23 this briefly. This is Betti Thompson again. I
 24 understand what you're saying. When you don't
 25 feel good, you just feel like crap, and nobody

37

1 really understands how that feels to deal with
 2 when you're sick. But changing topics, as far as
 3 business around Virginia, they may have to be
 4 licensed with their business. I'm just throwing
 5 out this idea. Every business in the state of
 6 Virginia should have some kind of little quick
 7 and dirty training maybe every year, either
 8 online or in-person training before they're able
 9 to renew their licenses for whatever they do, so
 10 that all of them in the state of Virginia would
 11 be aware of the ADA, and not just regarding deaf
 12 and hard of hearing but in general, the ADA. At
 13 the same time as they're taking that training to
 14 understand the ADA as far as providing qualified
 15 interpreters, et cetera, et cetera, there should
 16 be some kind of a PowerPoint training. I mean,
 17 I'm not sure how, what training works for that
 18 for a business license, I've never been through
 19 that before, but I think that would be a good
 20 idea, to have some sort of small ADA training
 21 involved in the business license application
 22 process. It's just my two cents. And I feel
 23 like it would help them better to understand,
 24 during that process of getting a business
 25 license, there could be even a link there to



38

1 explain to them where to get an interpreter, so
 2 that when they open their business and they get
 3 going, they have that resource right there that
 4 they can look at the list instead of having some
 5 stranger from Illinois or California show up on
 6 the screen and, you know, they're saying they
 7 have an interpreter for this business whether
 8 they sign a contract, but they don't know whether
 9 this person has certification or not and it could
 10 be a scam, so anyway, thank you.
 11 **MS. NOSBISCH:** Thank you, Ms.
 12 Thompson. Any other comments before we wrap up?
 13 **MR. SPRAKER:** Would this form only
 14 be in regard to interpreters or might it also be
 15 teachers who are involved with the deaf
 16 community?
 17 **MS. NOSBISCH:** This study, this
 18 public hearing is for sign language interpreters.
 19 I know there are sign language interpreters at
 20 schools.
 21 **MR. SPRAKER:** Okay. Right.
 22 **MS. NOSBISCH:** Was there a
 23 comment you wanted to make about interpreters at
 24 schools?
 25 **MR. SPRAKER:** Since the Virginia

39

1 law was passed a few years ago regarding the
 2 endorsement of teachers as ASL teachers who were
 3 teaching American Sign Language all over the
 4 state of Virginia, whether in high school or in
 5 college, I've seen a lot of hearing people go in
 6 to teach ASL, claiming that they're qualified and
 7 maybe they're not. So I don't know how this
 8 would apply back, but yeah there's interpreting,
 9 but then there's also the teachers who are
 10 teaching people to sign. So this is a problem in
 11 the state of Virginia because the people who are
 12 teaching are frauds. They've being a fraud and
 13 we need to stop that.
 14 **MS. NOSBISCH:** Thank you for your
 15 comments, Mr. Sparker. Anything else before we
 16 wrap up? I want to make sure that everybody has
 17 had an opportunity to provide any comment that
 18 they would like considered as part of this study.
 19 **MS. BOWERS:** I think I have one
 20 more. None of you all work for VDDHH, correct?
 21 **MS. NOSBISCH:** Correct.
 22 **MS. BOWERS:** Because I know DVR,
 23 which is related to interpreters, I did contact
 24 VDDHH about that. Because I was having
 25 difficulty with this doctor's office and they

40

1 gave me a piece of paper that I filled out and
 2 then they sent something to the doctor's office,
 3 and I mean, I had told them, you know, I had all
 4 this information to give them but I liked having
 5 somebody else who could intervene and tell them
 6 what they were supposed to do because it really
 7 got the ball rolling better than me. And that
 8 was DVR, I believe. Deaf, I can't remember the
 9 name, no, the initials were definitely DVR.
 10 **MS. MAYHILL:** DVR? Can you, what
 11 was the name of the organization?
 12 **MS. BOWERS:** It was something to
 13 do with VDDHH. It was one of their programs. It
 14 was DVR. So I wondered if that was still
 15 running.
 16 **MS. MAYHILL:** Can you expand a bit
 17 on that?
 18 **MS. BOWERS:** Okay. Well, you
 19 know, DVR, and it may have changed names by now,
 20 but at the time, when I talked to VDDHH, I gave
 21 them the name of the doctor and everything and
 22 they sent various information about interpreters
 23 who were available, what they were supposed to
 24 do, and that if the doctor's office didn't do
 25 what they were supposed to do that I could sue

41

1 them. And apparently that scared them into
 2 providing an interpreter and that was probably
 3 twenty years ago.
 4 **MS. NOSBISCH:** Excuse me, Ms.
 5 Bowers? How about...
 6 **MALE SPEAKER:** DARS? Department
 7 for Aging and Rehabilitative Services?
 8 **MS. BOWERS:** No.
 9 **MALE SPEAKER:** Okay.
 10 **MS BOWERS:** No. It was DVR. But
 11 Betti is saying maybe it's changed now. Maybe
 12 it's VOPA? V-O-P-A?
 13 **MALE SPEAKER:** Oh. Is it part of
 14 the...
 15 **MS. BOWERS:** Disability, right,
 16 it's the Disability Law Center of Virginia. It
 17 was called, twenty years ago, it was called VOPA.
 18 And then they changed the name to Disability Law
 19 of Virginia, which is related to VDDHH. Their
 20 office is in Fredericksburg I think maybe, but
 21 that is still there. That's still open.
 22 **MS. NOSBISCH:** Thank you for your
 23 additional comments, Ms. Bowers. So in wrapping
 24 up, has everybody had an opportunity to share?
 25 **MR. BOWERS:** I have one more thing



42

1 that I just thought of. It's hard to explain.
 2 Let me see. Well, it's about the interpreter
 3 Emily is saying, right? We need to set up, say
 4 if I go to the doctor, I need an interpreter and
 5 they don't know what to do, so maybe Virginia
 6 could give us some kind of a piece of paper or a
 7 business card to show them how to do it. So,
 8 because I have to explain and educate people over
 9 and over, but if we had some kind of a business
 10 card or something simple to give to the doctor to
 11 make it easier for them to request an
 12 interpreter. And Nicole is saying like the
 13 orange visor that somebody's developed for deaf
 14 and hard of hearing people to keep in the car to
 15 show a police officer. Betti says yes, I know
 16 what you're talking about. It looks like a
 17 business card, but it's more of a brochure. And
 18 I am deaf. I need this, this and this. These
 19 are my needs. I need CART, I need tactile
 20 interpreting, I need sign language interpreter,
 21 and it's, you can fold it up and keep it in your
 22 wallet. But the Virginia Department of Deaf and
 23 Hard of Hearing doesn't have that available
 24 anymore, but I can check and see if we can do it
 25 again.

43

1 **MS. MAYHILL:** Yeah, because I
 2 think that would be a really good idea, Mr.
 3 Bowers is saying.
 4 **MR. BOWERS:** Yes, I agree with
 5 you, Betti is saying, but there are so many
 6 different needs among deaf and hard of hearing
 7 people. Some deaf and hard of hearing people
 8 don't sign. Everyone's so different. Deaf/blind
 9 people may need tactile, may need close vision.
 10 There are so many needs, it may be hard to put on
 11 a little brochure. Nicole is suggesting, good
 12 point. He wants to explain how we find
 13 interpreters.
 14 **MS. MAYHILL:** So what I'm
 15 thinking, though...
 16 **MR. BOWERS:** So my idea here is if
 17 there's a brochure and you could write down what
 18 you need. You know, if you need an interpreter
 19 and they don't know what to do, how to find one,
 20 it would just be general information about how to
 21 call an agency, how to reach out to different
 22 interpreters or get a list through Virginia
 23 Department of Deaf and Hard of Hearing. Because
 24 sometimes if they tell them you need an
 25 interpreter, you hand them something that says

44

1 you need an interpreter, they don't know where to
 2 go from there.
 3 **MS. MAYHILL:** It has to be
 4 business like, more formal to help them
 5 understand rather than us arguing with them over
 6 and over. I'm done with all that. I'm sick of
 7 it. Just something new, a new idea.
 8 **MS. NOSBISCH:** For the court
 9 reporter, we need to be more orderly so that we
 10 capture names. So Ms. Thorn, I want to thank you
 11 for your comments. Mr. Bower, thank you for your
 12 additional comments. Ms. Bower, did you have
 13 something else you wished to say at this time?
 14 **MS. BOWERS:** Okay, this is Emily
 15 Bower. I like what Betti had to say with the
 16 different levels of education and vocabulary the
 17 deaf people have, maybe, the needs are different
 18 between different people. We would need separate
 19 brochures or maybe something you can insert to
 20 yours, like Jay can speak for himself. Maybe he
 21 has a certain need that I may have different.
 22 **MR. BOWERS:** And, Mr...
 23 **MS. NOSBISCH:** Thank you, Ms.
 24 Bower, Mr. Bower.
 25 **MR. BOWERS:** I am, this is Gary

45

1 Bowers speaking. I don't use my voice. What was
 2 I saying? I forgot what I was saying. That some
 3 people, deaf people male and female, old and
 4 young, some can use speech. Jay can use speech
 5 but he can't hear. I cannot speak. My wife has
 6 kind of pretty good speech, but things are not,
 7 the needs are not the same for all deaf people.
 8 Some people will talk to me and they'll say I'm
 9 deaf, and they want me to, or they'll speak with
 10 a higher voice or a louder voice and I can't hear
 11 you. It's better to use sign language with me,
 12 but people just don't get it.
 13 **MS. NOSBISCH:** Well, I thank you
 14 all for your comments. At one of our public
 15 hearings last week, the deaf driver brochure
 16 envelope was shared with us. So if you haven't
 17 seen that and you want to take a look at that, I
 18 have this one copy here.
 19 **MS. MAYHILL:** Mr. Jay is saying I
 20 have one of those.
 21 **MS. NOSBISCH:** Good. So to wrap
 22 up, I wanted to let you know what happens from
 23 here. So this is our last public hearing. We
 24 have had four in the last two weeks, and thank
 25 you so sincerely for your comments. They will



<p style="text-align: right;">46</p> <p>1 all be considered by the board. We have a board 2 meeting October 18th at 10 o'clock. These 3 meetings are open to the public. They are at our 4 office in Richmond. If you would like to attend, 5 you are welcome to attend. All meetings are 6 public and we have public comment at the 7 beginning of each meeting, so that if you wish to 8 comment to the full board, you could do so at 9 that time. Further, if you wish to provide 10 additional written comment for consideration in 11 addition to your testimony you provided today, 12 you can do that through September 16th. And I 13 wanted to let you know that just yesterday have 14 scheduled a meeting with VDDHH and some other 15 interested parties for September 23rd at 1 16 o'clock in our office to consider the public 17 comments before we make our presentation to the 18 full board on October 18th. So again, I thank 19 you for taking the time to be here today. Your 20 feedback and comments are very valuable to us as 21 we proceed with this study, and I hope you all 22 have a wonderful day. Thank you. 23 MR. BOWERS: And thank you. Mr. 24 Bowers. I hope things will improve in the 25 future.</p>	<p style="text-align: right;">48</p> <p>1 CAPTION 2 3 The foregoing matter was taken on the date, and at 4 the time and place set out on the title page hereof. 5 6 It was requested that the matter be transcribed from 7 an audio recording and that the same be reduced to 8 typewritten form. 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25</p>
<p style="text-align: right;">47</p> <p>1 (WHEREUPON, the Conference was concluded at 12:00 2 p.m.) 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25</p>	<p style="text-align: right;">49</p> <p>1 CERTIFICATE OF TRANSCRIBER AND SECURE ENCRYPTED 2 SIGNATURE AND DELIVERY OF CERTIFIED TRANSCRIPT 3 I, CHERYL LANE, do hereby certify that the 4 forgoing matter was transcribed verbatim from an 5 audio recording provided to me, that the transcript 6 prepared by me or under my direction, is a true and 7 accurate record of same to the best of my knowledge 8 and ability; that there is no relation nor employment 9 by any attorney or counsel employed by the parties 10 hereto, nor financial or otherwise interest in the 11 action filed or its outcome. 12 This transcript and certificate have been 13 digitally signed and securely delivered through our 14 encryption server. 15 IN WITNESS HEREOF, I have here unto set my hand 16 this 17th day of September, 2019. 17 18 19 20 21 22 23 24 /s/ CHERYL LANE 25 TRANSCRIBER</p>



<p>§</p> <hr/> <p>§40 33:18</p> <hr/> <p>1</p> <hr/> <p>1 46:15</p> <p>10 46:2</p> <p>11 4:4</p> <p>11:01 4:5</p> <p>12:00 47:1</p> <p>1502B 4:13</p> <p>16th 5:23 46:12</p> <p>18th 46:2 46:18</p> <p>1990 19:20</p> <hr/> <p>2</p> <hr/> <p>2 4:20</p> <p>2019 4:4 4:20 5:23</p> <p>23rd 46:15</p> <p>24012 4:14</p> <hr/> <p>4</p> <hr/> <p>4:00 24:22</p> <hr/> <p>5</p> <hr/> <p>54.1-310 4:15</p> <hr/> <p>A</p> <hr/> <p>A.M 4:5</p> <p>able 8:16 10:2 15:20 15:24 16:10</p>	<p>18:9 24:8 29:1 37:8</p> <p>access 19:20 19:24 28:22</p> <p>accommodate 24:25</p> <p>accomplish 19:5</p> <p>Act 19:19 20:11</p> <p>actual 31:13</p> <p>actually 18:6 18:20 30:18 32:23 33:13 33:15</p> <p>ADA 33:8 33:21 37:11 37:12 37:14 37:20</p> <p>add 13:1 24:19 36:22</p> <p>adding 29:15 30:18</p> <p>addition 5:22 30:19 46:11</p> <p>additional 41:23 44:12 46:10</p> <p>advance 24:21</p> <p>advantage 13:25</p> <p>afford 33:7 33:13</p>	<p>afraid 16:12</p> <p>afternoon 24:22</p> <p>against 18:18</p> <p>agencies 28:2 31:15 32:18</p> <p>agency 9:4 28:4 28:5 28:8 28:11 28:13 28:20 43:21</p> <p>Aging 41:7</p> <p>ago 18:2 18:4 23:16 35:2 36:5 39:1 41:3 41:17</p> <p>ahead 14:15</p> <p>alone 15:14 15:14</p> <p>alongside 23:4</p> <p>already 15:20 20:10 25:14</p> <p>am 7:23 11:22 12:8 20:1 20:8 27:17 42:18 44:25</p> <p>American 11:11 19:19 20:11 39:3</p>	<p>among 43:6</p> <p>amongst 19:21</p> <p>analyst 4:11</p> <p>answer 25:6 29:10</p> <p>anybody 8:17 9:9 24:18 25:13 28:11</p> <p>anymore 36:16 42:24</p> <p>anyone 30:15 32:7 33:24</p> <p>anything 10:16 11:22 27:10 32:4 39:15</p> <p>anyway 38:10</p> <p>anywhere 21:6</p> <p>apparently 41:1</p> <p>appear 10:1</p> <p>application 37:21</p> <p>apply 39:8</p> <p>appointment 24:20 26:3 26:5 34:5</p> <p>appropriatel y 14:5</p> <p>architect 9:7 9:8</p> <p>aren't 19:16</p>
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<p>arguing 44:5</p> <p>ASL 39:2 39:6</p> <p>associated 19:18</p> <p>Association 21:3</p> <p>Assurance 14:10</p> <p>attend 46:4 46:5</p> <p>attention 23:21</p> <p>audience 17:20 33:25</p> <p>available 4:22 40:23 42:23</p> <p>aware 37:11</p> <p>away 16:2 16:6</p> <hr/> <p style="text-align: center;">B</p> <hr/> <p>bad 7:7 15:10 23:23</p> <p>Bahamas 22:12</p> <p>ball 40:7</p> <p>barber 13:21</p> <p>basis 18:16</p> <p>become 16:11 19:3 21:22</p> <p>beginning 46:7</p>	<p>behaving 14:23 15:2</p> <p>believe 40:8</p> <p>beneficial 31:11</p> <p>best 26:20</p> <p>better 18:9 34:19 37:23 40:7 45:11</p> <p>Betti 12:14 12:17 13:3 19:2 29:14 29:21 36:23 41:11 42:15 43:5 44:15</p> <p>bit 7:14 12:6 12:10 12:20 13:5 13:12 18:5 40:16</p> <p>blame 30:7</p> <p>Blue 4:12</p> <p>board 4:8 5:2 5:19 5:20 6:24 7:9 7:12 7:13 9:11 13:18 46:1 46:1 46:8 46:18</p> <p>board's 4:17</p> <p>body 32:6</p> <p>Bower 44:11 44:12 44:15 44:24 44:24</p> <p>Bowers 6:14</p>	<p>6:14 6:16 9:1 10:4 10:6 10:8 10:11 10:12 10:14 10:24 11:4 11:8 11:25 22:23 22:25 23:2 23:3 25:3 29:19 30:15 32:23 33:3 33:24 34:1 35:24 36:3 36:21 39:19 39:22 40:12 40:18 41:5 41:8 41:10 41:15 41:23 41:25 43:3 43:4 43:16 44:14 44:22 44:25 45:1 46:23 46:24</p> <p>brief 22:1</p> <p>briefly 13:1 22:25 36:23</p> <p>bring 24:15 26:24</p> <p>brochure 42:17 43:11 43:17 45:15</p> <p>brochures 44:19</p> <p>brought 33:13 34:14 35:3 36:10</p> <p>brushes 14:4</p>	<p>business 13:23 14:2 15:4 28:16 37:3 37:4 37:5 37:18 37:21 37:24 38:2 38:7 42:7 42:9 42:17 44:4</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>California 38:5</p> <p>capture 44:10</p> <p>car 42:14</p> <p>card 42:7 42:10 42:17</p> <p>care 33:21</p> <p>carried 20:7</p> <p>CART 42:19</p> <p>catch 21:9 21:11</p> <p>Center 41:16</p> <p>Centers 4:13</p> <p>cents 37:22</p> <p>certain 7:25 8:15 26:8 44:21</p> <p>certainly 5:18 18:20 19:16 19:23 31:7</p> <p>certificatio n 7:16 7:24</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



8:2 14:8 14:16 14:18 15:8 15:13 15:17 15:20 18:25 19:1 20:19 22:14 38:9 certified 7:2 7:11 7:25 8:4 8:5 8:8 8:13 8:13 8:16 8:19 11:19 13:12 16:9 16:13 17:25 19:3 19:12 20:15 21:16 21:20 23:6 24:16 28:6 30:21 certified's 19:8 cetera 13:21 15:9 37:15 37:15 challenge 25:25 26:11 challenges 26:2 change 24:23 25:5 26:16 changed 30:6 40:19 41:11 41:18 changing 17:3 37:2 channels 8:8	charge 11:17 cheaper 11:20 check 42:24 choice 8:6 8:7 choose 17:14 circle 12:13 circles 12:16 claiming 39:6 clarify 13:1 16:16 33:16 class 18:17 classes 19:16 clean 14:4 cleaned 14:5 close 12:8 43:9 closed 14:3 Closer 17:19 code 4:16 19:17 23:14 college 39:5 combs 14:4 comes 5:14 coming 35:1 comment 4:17 4:22 5:1 5:8 5:9 5:17 5:20	5:25 6:24 7:8 9:16 10:7 10:13 10:22 12:3 12:20 13:9 17:3 17:7 17:9 17:10 17:11 17:14 22:24 25:4 25:11 29:18 30:16 35:24 38:23 39:17 46:6 46:8 46:10 commented 25:14 commenting 6:11 comments 5:5 5:6 6:8 10:19 11:23 20:21 22:18 23:20 25:3 30:19 30:19 31:12 33:24 38:12 39:15 41:23 44:11 44:12 45:14 45:25 46:17 46:20 communicatin g 36:9 community 7:3 13:8 15:15 38:16 complained 28:18 complains	32:7 complaints 15:9 31:5 concept 13:14 18:7 concern 11:20 concerned 23:12 24:12 concluded 47:1 conducting 5:3 15:4 Conference 4:2 47:1 confidential 24:3 confidential ity 14:24 connection 35:19 cons 15:13 consider 46:16 consideratio n 5:2 46:10 considered 14:19 39:18 46:1 considering 13:11 consuming 19:4 contact 9:11
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

39:23	DARS 41:6	decision 7:9	Dietrich
contacts	day 24:21	deeper 18:5	17:5 17:6
28:12	24:23 26:12	define 20:14	difference
contract	34:7 35:9	30:20 31:18	7:14 7:16
38:8	46:22	31:20	33:9
contraption	days 26:9	defining	different
5:13	deaf 13:3	32:12	7:11 14:6
control	14:17 15:2	definitely	28:2 28:12
18:14 31:22	15:15 16:8	40:9	34:24 43:6
convince	16:10 18:10	definition	43:8 43:21
36:12	18:21 19:6	20:15 32:10	44:16 44:17
copy 45:18	19:21 19:23	department	44:18 44:21
correct	19:25 20:7	4:24 8:10	difficult
30:16 39:20	21:3 23:20	31:4 41:6	19:2
39:21	23:24 24:2	42:22 43:23	difficulty
Cortes 12:8	28:19 28:23	depending	16:7 39:25
12:9 25:8	30:24 31:7	5:7	director 4:8
25:9	32:5 33:14	depends	directory
cost 20:6	34:2 34:20	15:25	30:11
costs 20:5	34:22 34:25	described	dirty 37:7
couple 36:4	35:12 37:11	19:2	Disabilities
course 5:2	38:15 40:8	designer	19:19 20:11
court 21:6	42:13 42:18	8:16 8:18	Disability
21:13 22:3	42:22 43:6	designers	41:15 41:16
22:5 23:25	43:7 44:17	8:11	41:18
29:11 44:8	45:3 45:7	desk 34:15	discharged
crap 36:25	45:9 45:15	details	35:8
credentials	Deaf/blind	19:11	disconnected
14:13 15:14	43:8	determined	26:22 27:7
28:7	deafness	36:14	disqualified
culture 32:5	32:5	developed	26:22
<hr/>	deal 15:3	9:19 42:13	doctor 27:9
D	19:4 37:1	diet 26:8	36:7 36:12
<hr/>	Death 43:23	26:15	40:21 42:4
danger 14:2	decide 11:15		42:10
	decided 36:8		

doctors 21:6	37:7	everybody	11:21 16:7
doctor's	else 25:15	5:25 8:22	expensive
22:5 24:14	29:20 30:15	9:14 9:20	11:16 19:3
24:20 26:4	31:10 39:15	11:3 13:2	33:7
30:5 36:5	40:5 44:13	33:2 39:16	experience
39:25 40:2	embarrassed	41:24	8:14 25:23
40:24	24:11	everyone 4:7	27:20 33:4
done 8:19	embarrassing	11:9 12:24	experienced
13:16 14:23	36:18	21:18 21:22	18:11 29:21
44:6	emergency	Everyone's	experiences
Dpor.virgini	11:13 19:9	43:8	7:7
a.gov 9:22	19:10 22:8	everything	explain 7:14
driver 45:15	35:2 35:16	40:21	16:19 21:15
during 7:4	Emily 6:14	everything's	25:24 34:8
27:5 37:24	10:6 22:23	26:6	34:21 38:1
DVR 39:22	23:3 42:3	exam 8:15	42:1 42:8
40:8 40:9	44:14	example 7:21	43:12
40:10 40:14	encourage	8:9 13:15	explained
40:19 41:10	9:20	13:16 26:2	34:15
<hr/>	endorsement	26:8 26:24	extra 8:8
E	39:2	except 18:19	8:19 11:17
earlier 30:6	English	exceptionall	15:19 16:2
early 29:24	17:24	y 15:10	16:3
30:2	envelope	excited 18:7	<hr/>
easier 21:24	45:16	excuse 21:1	F
42:11	Especially	27:3 36:15	fabulous
eat 26:9	11:16	41:4	5:12
educate	Esther 17:5	executive	faced 26:2
34:23 42:8	et 13:21	4:8	fact 18:19
education	15:9 37:15	existence	familiar
8:14 35:16	37:15	31:8	13:13
44:16	ethics 19:18	expand 40:16	family 23:18
effort 15:19	23:14 32:5	expecting	father 23:16
either 16:8	event 24:2	11:18	father's
20:18 30:21	events 22:6	expense	24:7 24:13

fault 30:5	fluently 33:15	23:15 23:15 31:7 34:23	24:10
favor 15:11	fold 42:21	front 10:25 11:2 12:4 12:23 34:15	gotten 16:5 25:1 35:10
federal 20:12	folks 6:13 7:3 13:7 13:18	frustration 25:25	great 19:4 23:11 25:18 26:6
feedback 7:4 46:20	forced 27:22	fuck 36:15	greatly 31:3
feel 9:16 15:3 17:6 26:19 27:10 27:13 27:13 28:13 34:19 36:25 36:25 37:22	forgive 36:19	full 46:8 46:18	green 5:14 32:20
feeling 36:7	forgot 34:3 45:2	funeral 24:7 24:13	grievance 30:23 30:24 31:11 32:17
feels 37:1	forgotten 30:13	future 46:25	group 25:20
female 45:3	form 38:13	<hr/> G <hr/>	grown 13:4
figure 33:19	formal 27:1 28:19 31:6 44:4	Gary 6:14 10:12 44:25	gut 26:19
filled 40:1	forth 24:15 24:20	general 13:9 37:12 43:20	guys 15:12
finally 23:10 34:12 34:14 36:8 36:14	fortunately 35:5	generally 20:4	<hr/> H <hr/>
fine 10:11 23:8	forty 21:4	gets 16:14 20:7	haircut 13:15
finish 5:18	forum 9:12	getting 19:8 32:11 37:24	hairdressers 13:21
finished 27:15	forward 5:19 6:15 25:19	giving 19:23	half 15:22
first 6:1 6:15 6:21 9:23 13:9 34:7 36:17	fraud 39:12	goal 13:7	hand 10:20 29:17 43:25
five 5:7 5:14	frauds 39:12	God 27:12 28:25	hands 15:8
floor 22:21	Fredericksbu rg 41:20	gone 22:7 27:11	happened 34:13
	frequently 19:8	goodness 32:2	happens 19:14 45:22
	friend 33:14	gosh 21:4	happy 29:10
	friends		hard 15:17 18:23 26:15 27:4 28:20

28:23 37:12	high 39:4		26:19 29:5
42:1 42:14	higher 45:10	I	29:13 30:4
42:23 43:6	hire 24:17	I'd 17:7	31:12 34:2
43:7 43:10	31:19	20:13 25:10	35:14 37:4
43:23	hired 24:11	28:1 29:10	37:17 43:14
haven't 16:5	31:24	29:24	44:6 44:6
45:16	hiring 31:16	ID 21:21	45:8
having 36:9	31:23 32:18	idea 7:5 7:6	importance
38:4 39:24	33:10	7:17 15:11	9:15
40:4	hit 9:23	16:17 18:8	important
head 35:9	hold 11:14	18:8 32:3	16:8
hear 45:5	hope 46:21	37:5 37:20	impossible
45:10	46:24	43:2 43:16	31:4 31:22
heard 18:6	Hopefully	44:7	improve
hearing 4:12	35:18	identify	46:24
4:14 5:4	horrible	21:24	incorrect
6:19 6:20	22:9 27:19	idiot 23:25	14:24 23:6
28:20 28:23	31:23	I'll 6:12	increase
37:12 38:18	hospital	8:8 23:22	20:8
39:5 42:14	26:13 27:24	Illinois	indeed 9:25
42:23 43:6	32:13	38:5	Independent
43:7 43:23	hospitals	I'm 4:7 5:24	4:12
45:23	27:21 34:25	6:4 6:9	individuals
hearings	hot 18:3	6:10 6:11	5:8 5:24
6:22 7:4	hour 34:11	6:22 7:2	6:21 7:6
45:15	hours 26:9	10:17 10:22	information
held 4:12	29:23 30:2	11:9 13:3	9:12 40:4
4:15	32:20	13:7 13:8	40:22 43:20
help 7:9	hurdles 7:25	14:21 15:11	initials
8:25 12:20	8:15	17:2 17:13	40:9
13:6 16:19	hurting	17:23 17:24	injection
21:22 37:23	18:20	21:2 21:3	27:9
44:4	husband 23:4	21:10 21:11	in-person
helpful		21:12 21:25	37:8
11:24		22:18 23:2	insert 44:19
Hi 4:7 11:8		23:11 23:12	
		25:5 25:21	
		26:1 26:13	

instead 38:4	30:1 30:2	43:13 43:22	
intent 18:22	30:4 30:7	interpreter'	<hr/> J <hr/>
interested	30:9 31:20	s 8:7 21:21	Jamaican
4:20 46:15	32:3 32:8	Interpreters	22:12
interior	33:6 33:11	30:24	Jay 6:2
8:11 8:16	33:16 34:6	interpreting	20:22 21:1
8:18	34:8 34:13	15:1 18:13	44:20 45:4
intern 24:11	34:18 34:22	18:15 26:18	45:19
internet	35:3 35:10	28:8 39:8	<hr/> K <hr/>
35:19	35:18 36:11	42:20	Karrington
internship	38:1 38:7	intervene	17:1 17:1
24:6	41:2 42:2	40:5	Kate 4:7
interpret	42:4 42:12	intimidating	Kolb 17:10
18:16 18:18	42:20 43:18	16:4	<hr/> L <hr/>
24:6	43:25 44:1	introduce	language
interpreter	interpreters	25:19	4:18 6:25
7:23 8:3	4:18 7:1	intrusive	7:10 7:22
8:23 8:25	7:10 7:22	7:19	7:23 8:3
11:14 11:19	9:25 13:10	invite 25:16	8:6 8:22
14:21 16:14	14:7 14:17	invited 4:22	8:24 9:25
17:25 19:13	15:15 15:23	involved	18:17 32:1
20:1 20:17	16:5 16:9	16:1 16:3	36:15 36:19
21:18 21:19	16:9 16:11	21:2 21:5	38:18 38:19
21:20 21:23	16:12 18:6	37:21 38:15	39:3 42:20
22:10 22:12	18:10 18:12	isn't 8:5	45:11
23:11 23:17	19:20 20:5	9:12	largest 21:7
23:17 23:19	20:6 20:8	issue 9:6	last 9:9 9:9
23:23 24:7	20:12 21:5	I've 13:3	22:18 24:24
24:10 24:16	21:7 22:1	18:11 21:1	29:23 45:15
24:25 26:4	22:3 22:4	21:4 22:2	45:23 45:24
26:5 26:12	22:7 22:13	22:3 22:6	last-minute
26:21 27:5	23:13 28:12	24:23 26:15	11:13
27:11 27:17	28:24 29:4	28:17 28:17	law 19:22
27:23 27:25	30:10 30:11	30:13 33:10	20:12 33:20
28:2 28:10	31:13 31:14	37:18 39:5	39:1 41:16
28:21 29:1	31:25 32:19		
29:15 29:25	35:20 37:15		
	38:14 38:18		
	38:19 38:23		
	39:23 40:22		

41:18	21:20 37:4	12:5 12:10	20:16
lawyer 33:17	licenses 9:8	12:20 13:5	mandating
33:19 33:19	13:10 37:9	13:12 16:4	19:20
lawyer's	licensure	18:4 37:6	manpower
33:4 33:6	7:12 7:15	43:11	31:3
33:11	8:21 9:17	live 27:22	mask 27:13
laying 26:25	14:8 15:11	30:3	Matt 4:10
least 7:18	15:14 18:3	livid 35:9	matter 27:17
leave 35:8	18:5 20:1	Living 4:13	27:23
left-hand	20:3 22:14	long 10:19	maximum 5:6
9:22	25:10	11:6 33:1	may 5:22
legal 19:24	licensures	lookup 9:5	37:3 40:19
32:16	16:13	9:7 9:23	43:9 43:9
less 31:9	light 5:14	lot 13:13	43:10 44:21
letting 13:4	29:9	19:22 23:13	maybe 6:7
level 7:19	lightbox	24:13 31:12	7:13 12:2
14:13 14:14	5:13	31:14 32:2	12:5 12:20
14:21 14:22	limited 5:6	34:9 39:5	13:1 13:7
21:25	28:14	louder 45:10	14:4 14:9
levels 7:12	link 37:25	love 15:15	14:22 17:1
44:16	lip 21:11	15:15	17:2 17:5
license 8:9	lips 21:10	lower 19:14	17:12 19:15
8:24 9:2	27:14	lowest 7:19	21:4 25:22
9:5 9:6 9:6	list 4:20	_____	28:18 37:7
9:10 9:23	6:1 10:1	M	39:7 41:11
13:19 13:22	10:6 12:2	_____	41:11 41:20
14:2 14:12	12:8 12:12	ma'am 29:18	42:5 44:17
14:19 15:18	12:14 16:25	30:16	44:19 44:20
15:21 15:24	17:5 20:22	mad 35:12	MAYHILL
16:5 16:14	21:14 25:13	male 41:6	40:10 40:16
37:18 37:21	30:10 38:4	41:9 41:13	43:1 43:14
37:25	43:22	45:3	44:3 45:19
licensed 7:1	listening	man 19:9	McCabe 4:10
7:10 9:20	30:18 31:7	31:5	mean 36:18
10:1 16:9	31:12	manager 23:7	37:16 40:3
	little 7:14	mandates	means 8:21

19:5 19:15	months 36:5	4:7 6:4 6:6	Occupational
20:4 31:1	morning 4:6	6:12 6:18	4:1 4:9
32:1 32:2	23:2	7:18 9:4	4:24 8:11
meant 19:22	multiple 8:9	10:5 10:9	o'clock 46:2
meet 8:15	myself 13:3	10:12 10:18	46:16
meeting 22:2	25:22	11:1 11:6	October 46:2
46:2 46:7	<hr/>	11:23 12:1	46:18
46:14	N	12:7 12:11	offend 28:15
meetings	nails 13:16	12:17 12:22	office 5:20
46:3 46:5	Natalie 12:8	16:21 16:25	11:9 22:5
meets 32:15	25:8	17:4 17:8	23:4 30:6
member 5:5	national	17:15 17:18	33:4 33:6
7:13 23:18	14:16 19:1	17:21 20:20	33:12 36:5
mention 28:1	20:18 30:23	20:24 22:17	39:25 40:2
messed 34:11	nationally	22:22 23:1	40:24 41:20
Meyers 17:9	17:25 19:3	25:2 25:7	46:4 46:16
middle 5:17	19:7 19:12	25:12 25:18	officer
27:8	20:15	29:6 29:12	42:15
minute 24:24	nationwide	29:16 30:14	offices
29:23 30:12	14:17	32:21 33:1	24:15 34:24
minutes 5:7	navigating	33:23 35:23	Officially
5:14	11:21	36:20 38:11	25:21
missed 24:10	NE 4:13	38:17 38:22	oh 8:4 13:1
24:12	nebulous	39:14 39:21	14:21 21:1
mistakes	31:21	41:4 41:22	22:3 23:8
21:9	nephews 24:9	44:8 44:23	23:24 24:5
misunderstood	Nicole 17:24	45:13 45:21	24:9 24:21
21:12	30:17 42:12	notified	26:17 27:12
23:7	43:11	4:21	27:18 28:9
moment 36:2	nieces 24:9	notify 31:18	28:10 28:25
Monday 4:19	nobody 11:22	nurse 27:1	29:8 29:23
5:23	28:6 36:25	35:9	29:25 30:12
money 14:1	None 39:20	nurses 27:12	32:15 34:3
16:3	Nosbisch 4:6	27:18	34:4 41:13
		<hr/>	okay 6:12
		O	10:3 10:4
		<hr/>	10:24 11:4
		obviously	
		19:21	

11:4 11:25	orange 42:13	14:1 14:6	34:5
12:7 12:11	orderly 44:9	14:14 14:18	picking
14:14 17:4	organization	15:2 15:16	22:23
17:17 20:21	40:11	15:19 16:2	piece 40:1
25:3 26:1	organization	16:8 16:10	42:6
26:11 26:19	s 4:21	19:14 19:21	places 32:2
29:4 29:8	others 19:21	19:25 20:7	33:10 35:21
29:9 29:15	ourselves	23:20 23:24	plan 27:24
32:24 33:10	18:24	23:24 24:2	playing
33:17 34:4	owners 28:16	28:20 28:24	13:25
36:3 38:21	<hr/>	31:24 34:3	please 5:10
40:18 41:9	P	34:20 35:1	5:19 6:15
44:14	<hr/>	35:13 35:15	11:2 12:4
old 45:3	p.m 47:2	39:5 39:10	12:23 17:18
one-minute	paid 33:15	39:11 42:8	25:19 28:10
5:16	33:17 33:17	42:14 43:7	pleased 7:2
ones 16:11	33:17	43:7 43:9	pocket 33:16
31:16	painful	44:17 44:18	33:18
one's 32:11	27:11	45:3 45:3	point 10:16
online 37:8	paper 40:1	45:7 45:8	10:21 43:12
on-site	42:6	45:12	police 42:15
34:18	paperclips	percent	population
oops 29:4	22:20 22:23	15:23 21:7	18:10 18:21
open 28:23	parents	percentage	19:6 19:23
38:2 41:21	33:14	15:22	post 11:9
46:3	parties 4:21	perfect	23:3
opinion 13:6	46:15	30:25	Postal 11:11
opportunity	passed 19:20	person 6:1	posted 13:17
5:11 5:25	39:1	6:13 15:4	13:20
6:24 7:8	patient 35:6	21:14 23:4	postpone
39:17 41:24	pay 23:21	23:18 27:17	26:17
opposed	people 7:17	33:15 33:18	power 28:14
15:11	7:20 11:17	38:9	PowerPoint
optional	11:19 11:21	personal	37:16
7:20	12:21 13:13	14:25	
		person's	
		23:25	
		physical	

practice 8:24	31:11 32:4 32:17 37:22 37:24	33:5 39:17 46:9	30:21 30:22 31:18 31:19 31:20 31:25 32:9 32:10 32:12 37:14 39:6
prefer 17:3 17:7	profession 7:21 9:10 9:24 10:3 18:22 18:23 19:19	provided 19:25 29:3 46:11	quality 14:10 29:4
prepare 4:25	professional 4:1 4:9 4:24 8:10 13:24 16:15 28:5	providing 37:14 41:2	question 9:1 15:16 27:10
present 5:4	professional ism 21:17	public 4:11 4:14 4:17 4:25 5:4 5:6 5:8 31:19 38:18 45:14 45:23 46:3 46:6 46:6 46:16	questions 5:19 9:13 11:21 29:10
presentation 46:17	professional ly 14:23 15:2 15:5	published 4:19	quick 37:6
presented 5:1	professional s 19:22	purpose 4:16 6:18 9:15 13:9	<hr/> R <hr/> range 28:14
pretty 18:7 21:11 22:6 35:7 45:6	professions 8:9 8:12	rather 25:10 44:5	rats 34:3
previous 6:22	program 4:11	reach 43:21	reader 21:11
previously 6:23 11:10	programs 40:13	ready 17:16 35:8	Reagan 12:2 12:3 25:3
price 19:15	projects 4:11	real 13:5 36:11	really 9:12 10:15 11:18 15:5 15:8 15:10 15:17 18:23 23:5
prices 20:8	proof 21:17	realized 34:17	
private 23:15	pros 15:13	really 9:12	
probably 5:12 41:2	prove 9:3 21:19	read 43:21	
problem 15:7 35:22 39:10	provide 5:8 5:9 5:21 6:24 7:8 26:18 27:22	reader 21:11	
procedure 26:7 26:11 26:14 27:6 27:8 27:9		ready 17:16 35:8	
proceed 46:21		Reagan 12:2 12:3 25:3	
process 4:22 9:18 18:20 30:23 30:24		real 13:5 36:11	
		realized 34:17	
		really 9:12 10:15 11:18 15:5 15:8 15:10 15:17 18:23 23:5	

24:12 26:15 34:12 34:23 34:25 36:6 37:1 40:6 43:2 reason 33:11 received 5:1 5:5 receiving 4:16 recognizes 19:6 recommend 20:9 20:14 recourse 15:6 33:22 red 5:16 20:4 29:9 reduced 31:3 refused 33:12 regard 38:14 regarding 37:11 39:1 register 4:19 7:21 7:23 registered 7:11 registration 7:20 registry 14:16 30:23 regular	18:15 regulate 4:18 31:17 32:18 regulated 14:3 regulation 4:2 4:9 4:25 8:11 18:8 19:24 20:9 regulations 9:19 18:24 Rehabilitati ve 41:7 related 10:20 39:23 41:19 reliable 26:23 remember 23:15 29:20 30:9 30:10 40:8 remote 26:18 34:6 renew 37:9 report 4:25 28:14 28:20 29:1 reported 28:17 reporter 29:11 44:9 request 4:23	30:20 42:11 requested 33:5 requesting 19:7 requests 35:11 required 8:2 13:18 14:8 15:18 16:3 requirement 32:16 requirements 15:25 requires 19:4 requiring 13:10 19:7 reschedule 26:13 resource 15:6 38:3 response 17:2 responsibili ty 29:3 responsible 29:2 result 18:4 retaliation 32:12 retired 11:10 23:12 Richmond	46:4 RID 11:18 14:15 14:18 30:23 Ridge 4:12 rightfully 19:11 26:21 Road 4:13 Roanoke 4:3 4:14 13:4 rolling 40:7 room 11:2 35:2 35:16 round 33:9 33:9 rules 5:4 18:14 18:18 running 40:15 <hr/> S <hr/> sake 32:2 saw 24:2 29:9 scam 38:10 scare 16:2 scared 16:6 41:1 schedule 24:19 24:24 26:16 29:22 30:7 scheduled 26:7 46:14
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



school 39:4	services 24:3 32:11 41:7	signing 21:10 23:22	42:13
schools 38:20 38:24	servicing 18:10	signs 22:10 23:6 27:5	someone 8:4 8:5 11:15 15:7 35:5
Scott 17:1 17:2	setting 18:23	similarly 14:6	something's 14:20
screen 26:25 36:10 38:6	seventy-five 15:22	simple 42:10	somewhat 35:4
screened 20:16	several 11:10 23:16	sincerely 33:25 45:25	sorry 6:4 22:18 29:5 29:13 30:4 34:2
screening 14:10 14:11	share 6:22 25:15 41:24	sir 10:18 11:7 11:24 22:18	sort 6:16 15:13 35:13 35:15 37:20
scrutiny 16:15	shared 7:7 19:9 45:16	sit 32:25	sounds 31:13
search 9:24 10:2	she'd 27:2	site 34:8	Sparker 6:2 39:15
second 34:10	shops 13:21	sitting 23:19	Sparks 12:2 12:5 25:4 25:5
Section 4:15	shows 26:6 30:4	situation 9:13 15:1 19:10 19:11 25:25 27:22 28:15 30:8 32:14 32:15 35:17	speak 5:15 6:21 13:4 16:8 17:23 34:21 35:14 44:20 45:5 45:9
seeing 30:19	sick 37:2 44:6	situations 11:12	SPEAKER 41:6 41:9 41:13
seen 18:11 20:2 20:4 22:2 22:4 39:5 45:17	sign 4:18 5:11 6:1 6:25 7:9 7:22 7:23 8:3 8:6 8:22 8:24 9:25 18:17 23:18 24:8 32:1 38:8 38:18 38:19 39:3 39:10 42:20 43:8 45:11	small 17:19 37:20	speaking 13:8 17:22 25:22 26:1 45:1
send 28:10	signed 5:9 33:14	solution 26:20	special 4:10 26:14
sent 40:2 40:22		somebody 9:2 13:24 19:15 29:17 31:22 32:6 32:8 32:15 40:5	specifically
separate 31:13 35:11 44:18		somebody's	
September 4:4 4:20 5:23 46:12 46:15			
service 18:21			

<p>26:1 speech 45:4 45:4 45:6 spoke 28:1 spoken 24:9 Spraker 6:3 6:3 6:5 6:5 6:6 6:7 6:9 20:23 20:25 21:2 22:20 38:13 38:21 38:25 staff 4:23 stand 10:24 11:5 17:17 27:1 27:2 start 5:24 23:22 started 27:8 state 13:19 14:20 15:22 15:23 18:1 20:2 20:13 20:17 21:23 28:3 30:20 37:5 37:10 39:4 39:11 statement 5:21 states 18:5 19:25 20:3 stating 20:12 steps 8:20 sticky 28:15</p>	<p>stomach 27:3 27:3 36:6 stool 8:14 stop 5:16 39:13 stories 31:23 stranger 38:5 stringent 16:1 struggled 23:5 23:8 stuck 35:17 student 19:15 24:5 students 18:15 18:16 stuff 22:12 subject 13:6 sue 40:25 suggesting 43:11 suggestion 27:23 summary 16:18 Sunday 11:17 19:10 Sundays 11:18 supposed 31:15 40:6 40:23 40:25</p>	<p>sure 9:14 10:17 27:7 29:3 30:1 37:17 39:16 surgery 26:7 26:10 26:14 26:17 27:15 surprised 21:15 system 28:19 30:25 31:1 31:2 31:6 <hr/> T <hr/> tab 9:23 tablet 27:2 tactile 42:19 43:9 tag 19:15 21:18 21:19 21:21 21:23 taking 37:13 46:19 talk 7:16 8:13 14:24 15:6 32:20 32:25 33:3 45:8 talked 34:15 40:20 talking 6:17 14:7 16:19 18:2 34:9 35:1 42:16 tape 20:4</p>	<p>target 10:17 Tatt 17:11 teach 18:15 39:6 teachers 38:15 39:2 39:2 39:9 teaching 39:3 39:10 39:12 teamed 18:11 ten 18:2 18:4 terms 19:1 terrible 22:7 32:11 32:14 36:7 test 14:9 14:11 14:15 testimony 5:10 5:22 46:11 thank 11:7 11:24 12:22 13:2 16:20 16:21 16:23 17:4 17:8 17:15 20:19 20:20 20:24 22:15 22:17 22:22 23:1 25:1 25:2 25:7 28:3 29:4 29:9 29:14 29:15 29:16 30:14</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

32:20 32:21	35:21 37:8	top 20:21	understand
33:22 33:23	37:13 38:6	topic 10:20	13:7 19:17
33:25 35:23	39:6 39:7	18:2 18:3	22:9 23:9
36:20 38:10	they've 7:7	topics 37:2	25:9 27:5
38:11 39:14	14:23 21:12	training	36:24 37:14
41:22 44:10	30:2 39:12	16:2 19:5	37:23 44:5
44:11 44:23	thirty 20:25	37:7 37:8	understands
45:13 45:24	21:4	37:13 37:16	9:15 37:1
46:18 46:22	Thompson	37:17 37:20	unfortunatel
46:23	12:14 12:15	treasurer	y 19:13
Thanks 13:4	12:17 12:19	21:3	20:6
themselves	12:25 13:3	tried 30:3	Union 11:11
32:19	16:22 16:23	trouble 36:9	unique 9:13
therapy 34:5	25:17 25:21	try 16:18	unless 8:19
there's 6:19	29:8 29:12	trying 13:25	15:9
10:18 15:5	29:13 29:14	16:16 21:25	unprofession
18:18 21:16	35:25 36:1	36:12	al 28:21
26:7 26:12	36:22 36:23	turned 36:16	28:22
28:6 31:6	38:12	turns 5:15	upon 4:23
31:17 32:10	Thorn 17:12	TV 22:8	upset 21:12
32:12 39:8	17:13 17:13	twenty 41:3	usually 22:5
39:9 43:17	17:16 17:17	41:17	utilize
they'd 14:9	17:19 17:23	twenty-four	20:10
26:3 29:22	17:24 30:16	26:9	utilizing
32:8	30:17 30:17	type 7:21	31:9
they'll	32:22 44:10	<hr/>	<hr/>
24:21 45:8	three-legged	U	V
45:9	8:14	<hr/>	vague 13:13
they're	throwing	<hr/>	valuable
10:20 14:4	37:4	ugh 27:14	46:20
14:22 15:1	tied 15:8	Uh 23:21	various
16:6 16:6	till 24:22	um 26:19	40:22
21:8 21:15	today 4:10	unable 6:20	VDDHH 6:19
21:16 22:10	5:10 5:22	uncertain	30:10 31:1
22:11 23:8	13:7 14:6	15:3	39:20 39:24
24:16 28:6	46:11 46:19		
28:7 28:25			
31:15 32:6			

40:13 40:20 41:19 46:14 VDDHH's 15:7 versus 7:15 8:5 video 26:18 34:5 35:18 35:20 36:10 Virginia 4:3 4:14 4:16 4:19 8:17 8:23 13:17 13:19 14:10 18:1 20:2 20:13 20:17 21:2 21:24 22:15 30:20 35:20 37:3 37:6 37:10 38:25 39:4 39:11 41:16 41:19 42:5 42:22 43:22 virus 36:6 vision 43:9 visor 42:13 vocabulary 44:16 voice 45:1 45:10 45:10 voluntary 7:24 8:20 8:21 VOPA 41:12 41:17 V-O-P-A	41:12 VQA 30:21 VQAS 14:9 20:15 20:18 VQS 28:7 VRI 26:18 26:24 27:7 30:3 32:14 34:10 36:14 36:16 <hr/> W <hr/> wait 6:10 12:9 12:12 29:24 30:12 wall 13:17 13:20 wallet 42:22 warm 12:20 32:6 warning 5:16 wasn't 34:6 36:11 weather 22:8 website 9:5 9:21 30:12 WEDNESDAY 4:4 week 45:15 weeks 45:24 welcome 11:8 46:5 we'll 12:15 26:17	we're 12:12 14:6 16:16 16:19 20:21 25:3 29:3 36:15 we've 28:9 whatever 37:9 whatsoever 18:14 WHEREUPON 47:1 whether 4:18 14:7 15:10 15:16 38:7 38:8 39:4 whichever 9:16 whole 18:20 24:12 25:13 who's 13:24 21:18 whose 33:14 wife 45:5 Williamson 4:13 willing 35:4 35:14 wish 5:8 5:10 17:9 17:10 17:11 25:4 27:21 34:2 46:7 46:9 wished 8:7	44:13 wishes 5:21 30:15 witnessed 20:4 won 23:10 wondered 40:14 wonderful 46:22 wondering 5:12 work 13:23 14:1 17:25 28:9 34:12 39:20 worked 11:9 11:11 15:17 18:23 Workers 11:12 working 16:17 22:5 23:3 34:6 36:11 works 37:17 worry 29:6 29:7 worst 27:20 worthwhile 34:17 wrap 38:12 39:16 45:21 wrapping
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

41:23

write 35:4

36:13 43:17

writing 5:20

36:8

written 4:23

5:21 46:10

wrong 10:19

14:20 26:23

wrote 35:7

36:16

X

x-ray 27:6

Y

yellow 5:15

yesterday

46:13

yet 7:15

you'll 35:18

young 45:4

yours 44:20

yourself

25:20 33:17

yourselves

25:24

you've 9:21

25:14 25:23