

*I Mina' Trentai Unu Na Liheslaturan Guåhan*  
Resolutions Log Sheet


Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Vote Sheet Issued	Date Referred	Committee / Ofc Referred	Date Adopted
478-31 (COR)	A.B. Palacios, A.A. Yamashita, D.G. Rodriguez, Jr.	Relative to urging members of the Chinese Chamber of Commerce of Guam to adopt, within their business establishments, "better customer service policies" as provided in P.L. 30-171 for government agencies, and other measures of I Liheslaturan Guåhan, for the Man'âmko' and individuals with disabilities and special needs, including mental illness.	8/3/12 2:19pm					


I MINA' TRENTAI UNU NA LIHESLATURAN GUÅHAN  
2012 (SECOND) REGULAR SESSION

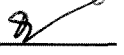
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Resolution No. 478-31 (cor)

Introduced By:

Adolpho B. Palacios, Sr. 

Aline A. Yamashita, Ph. D. 

D.G. Rodriguez, Jr. 

Relative to urging members of the Chinese Chamber of Commerce of Guam to adopt, within their business establishments, *"better customer service policies"* as provided in P.L. 30-171 for government agencies, and other measures of *I Liheslaturan Guåhan*, for the *Man'åmko'* and individuals with disabilities and special needs, including mental illness.

1 BE IT RESOLVED BY THE COMMITTEE ON RULES OF I  
2 MINA' TRENTAI UNU NA LIHESLATURAN GUÅHAN:

3 WHEREAS, *I Liheslaturan Guåhan* finds that as of 2010, the U.S.  
4 Census Bureau recorded Guam's population at approximately one  
5 hundred fifty-nine thousand, three hundred fifty-eight (159,358).  
6 Moreover, according to the Department of Integrated Services for  
7 Individuals with Disabilities, there are approximately fifteen thousand  
8 (15,000) individuals currently on Guam with a disability or special need,

9 including mental illness. The Department of Public Health and Social  
10 Services' Division of Senior Citizens estimates that there are nearly twenty  
11 thousand (20,000) individuals currently on Guam who are age sixty (60)  
12 and over. Senior Citizens are warmly referred to in Guam's native  
13 language as *Man'åmko'*; and

14 **WHEREAS**, Guam's *Man'åmko'* and individuals with disabilities and  
15 special needs, including mental illness, confront health, emotional,  
16 financial and other life challenges at a level much different than younger  
17 individuals as well those without disabilities or special needs; and

18 **WHEREAS**, many of Guam's *Man'åmko'* and individuals with  
19 disabilities and special needs, including mental illness, rely on some form  
20 of public assistance from the federal government and government of  
21 Guam, including full or supplemental support comprising of at least one  
22 (1) or a combination of the following: food, housing, healthcare and  
23 transportation; and

24 **WHEREAS**, Guam's *Man'åmko'* and individuals with disabilities and  
25 special needs, including mental illness, receive additional support by way

of in-kind and service donations, education and awareness activities and volunteer work their families, business establishments and private citizens extend; and

**WHEREAS**, in an effort to improve government services for the *Man'åmko'* and individuals with disabilities and special needs, including mental illness, *I Liheslaturan Guåhan* passed Bill No. 379-30 (LS) in July 2010 which became P.L. 30-171; and

**WHEREAS**, P.L. 30-171 requires all agencies, public corporations and instrumentalities of the government of Guam to ensure that the *Man'åmko'* and individuals with mobility disabilities are allowed to move to the front of the line for customer service requests and remittance of payments; and

**WHEREAS**, prior to the enactment of P.L. 30-171, *I Liheslaturan Guåhan* passed Bill No. 293-31 (COR) in March 2010, which became P.L. 30-99. This law also sought to improve services for individuals with disabilities, by requiring the Department of Revenue and Taxation to issue license plates or decalcomania (one [1] or the other) and/or placards to individuals with speech and/or hearing disabilities. Among the benefits of

43 this legislation, emergency services personnel are now able to easily  
44 recognize and appropriately respond to traffic emergencies involving  
45 individuals with disabilities; and

46       **WHEREAS**, in February 2012, *I Liheslaturan Guåhan* passed Bill No.  
47 296-31 (LS), which became P.L. 31-172. This legislation requires  
48 individuals applying to serve as a corrections officer to establish  
49 satisfactory evidence of the ability to understand and work with persons  
50 with disabilities, including special needs and mental illness; and

51       **WHEREAS**, a separate measure, Bill No. 417-31 (COR), was also  
52 introduced in early 2012. If enacted, this proposal would require police  
53 officers, firefighters and other public safety and law enforcement officers  
54 within the government of Guam to receive training, as coordinated by the  
55 Department of Integrated Services for Individuals with Disabilities,  
56 relative to recognizing and handling situations involving persons with  
57 disabilities, including mental illness; and

58       **WHEREAS**, it is the intent of *I Liheslaturan Guåhan*, through these  
59 separate measures, to improve upon the delivery of public services to the

60    *Man'åmko* and individuals with disabilities and special needs, including  
61    mental illness; and

62            **WHEREAS,** *I Liheslaturan Guåhan* further intends, through this  
63    legislative resolution, to urge members of the Chinese Chamber of  
64    Commerce of Guam to implement "*better customer service*" practices  
65    allowing the *Man'åmko* and individuals with disabilities and special needs,  
66    including mental illness, to make payments, seek assistance, or otherwise  
67    communicate with little to no difficulty with employees engaged in  
68    providing customer service; and, therefore be it

69            **RESOLVED,** that *I Mina' Trentai Unu na Liheslaturan Guåhan* does  
70    hereby, on behalf of the people of Guam, urges members of the Chinese  
71    Chamber of Commerce of Guam to adopt, within their business  
72    establishments, "*better customer service policies*" as provided in P.L. 30-171  
73    for government agencies, and other measures of *I Liheslaturan Guåhan*, for  
74    the *Man'åmko* and individuals with disabilities and special needs, including  
75    mental            illness;            now,            therefore            be            it

76           **RESOLVED**, that the Speaker and the Chairperson of the Committee  
77 of Rules certify, and the Legislative Secretary attest to, the adoption hereof,  
78 and that copies of the same be thereafter transmitted to Mr. George Lai,  
79 President, Chinese Chamber of Commerce of Guam; to Mr. Albert Wu,  
80 Executive Vice-President, Chinese Chamber of Commerce of Guam; to all  
81 members of the Chinese Chamber of Commerce of Guam; and to the  
82 Honorable       Edward       B.       Calvo,       *I       Maga'lahenGuåhan.*

83   **DULY AND REGULARLY ADOPTED BY *I MINA'TRENTAI UNU NA***  
84   ***LIHESLATURAN GUÅHAN* ON THIS \_\_\_\_ DAY OF AUGUST 2012.**

85 \_\_\_\_\_  
86 JUDITH T. WON PAT, Ed.D.  
87 Speaker

\_\_\_\_\_  
TINA ROSE MUNA BARNES  
Legislative Secretary