

I Mina' Trentai Unu Na Liheslaturan Guåhan
Resolutions Log Sheet

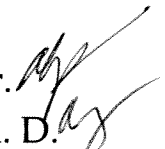
Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Vote Sheet Issued	Date Referred	Committee / Ofc Referred	Date Adopted
480-31 (COR)	A.B. Palacios, A.A. Yamashita, D.G. Rodriguez, Jr.	Relative to urging members of the Guam Hotel and Restaurant Association to adopt, within their business 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


2012 AUG -3 PM 2:19
kum

Resolution No. 480-31 (cor)

Introduced By:

Adolpho B. Palacios, Sr. 

Aline A. Yamashita, Ph. D. 

D.G. Rodriguez, Jr. 

Relative to urging members of the Guam Hotel and Restaurant Association 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

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

29 **WHEREAS**, in an effort to improve government services for the
30 *Man'åmko'* and individuals with disabilities and special needs, including
31 mental illness, *I Liheslaturan Guåhan* passed Bill No. 379-30 (LS) in July
32 2010 which became P.L. 30-171; and

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

37 **WHEREAS**, prior to the enactment of P.L. 30-171, *I Liheslaturan*
38 *Guåhan* passed Bill No. 293-31 (COR) in March 2010, which became P.L.
39 30-99. This law also sought to improve services for individuals with
40 disabilities, by requiring the Department of Revenue and Taxation to issue
41 license plates or decalcomania (one [1] or the other) and/or placards to
42 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 Guam Hotel and Restaurant
64 Association to implement "*better customer service*" practices allowing the
65 *Man'åmko* and individuals with disabilities and special needs, including
66 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 Guam
71 Hotel and Restaurant Association 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

RESOLVED, that the Speaker and the Chairperson of the Committee of Rules certify, and the Legislative Secretary attest to, the adoption hereof, and that copies of the same be thereafter transmitted to Mr. Dartly Jackson, Chairman, Board of Directors, Guam Hotel and Restaurant Association; to Ms. Mary Torres, President, Guam Hotel and Restaurant Association; to all members of the Guam Hotel and Restaurant Association; and to the Honorable Edward B. Calvo, *I Maga'lahaenGuåhan*.

DULY AND REGULARLY ADOPTED BY I MINA'TRENTAI UNU NA LIHESLATURAN GUÅHAN ON THIS ____ DAY OF AUGUST 2012.

JUDITH T. WON PAT, Ed.D.
Speaker

TINA ROSE MUNA BARNES
Legislative Secretary