



THE STATE  
of **ALASKA**  
GOVERNOR MICHAEL J. DUNLEAVY

Office of the Governor

COMMISSION FOR HUMAN RIGHTS

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**RESOLUTION 2024-03**

**Encouraging Health Care Facilities to Adopt the NAD Model Policy for Effective Communication in Hospitals for Deaf and Hearing-Impaired Patients**

**WHEREAS**, the Alaska State Commission for Human Rights is the State of Alaska’s civil rights enforcement agency; and,

**WHEREAS**, the Alaska State Commission for Human Rights enforces the Alaska Human Rights Act, AS 18.80 *et seq.*; and,

**WHEREAS**, AS 18.80.230(a)(1) makes it unlawful for a place of public accommodation, “to refuse, withhold from, or deny to a person any of its services, goods, facilities, advantages, or privileges because of... physical or mental disability...;” and,

**WHEREAS**, the Americans with Disabilities Act specifies at 42 U.S.C. § 12182(b)(2)(A)(iv) that prohibited discrimination against individuals with disabilities includes, “failure to remove... communication barriers that are structural in nature...” in places of public accommodation; and,

**WHEREAS**, 45 C.F.R. § 92.102 requires health programs that receive federal funding to provide “interpreters and information in alternate formats, to individuals with impaired sensory, manual, or speaking skills, where necessary to afford such persons an equal opportunity to benefit from the service in question;” and,

**WHEREAS**, the Denali Deaf Community Center estimates that 25,000 Alaskans are deaf or hard of hearing; and,

**WHEREAS**, the type, quality, and amount of interpretation hearing-impaired patients and companions receive in health care settings can vary wildly depending on hospital policy; and,

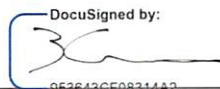
**WHEREAS**, the National Association of the Deaf (NAD), having concerns about the interpretive services available to hearing-impaired individuals in health care settings, drafted a comprehensive model policy that addresses what interpretive services a hospital should strive to provide, when

these services would be made available to patients or companions, and how best to manage these interpretive services.

**THEREFORE, BE IT RESOLVED** that the Alaska State Commission for Human Rights calls on hospitals and health care facilities in Alaska to adopt the NAD Model Policy for Effective Communication in Hospitals to ensure equal access to health care services for the hearing-impaired population of Alaska. This model policy can be found at [www.nad.org/wp-content/uploads/2020/04/Model-Hospital-Policy.pdf](http://www.nad.org/wp-content/uploads/2020/04/Model-Hospital-Policy.pdf).


Copies of this resolution shall be forwarded to the Alaska Hospital and Healthcare Association and individual hospitals and nursing homes around Alaska.

**ADOPTED** in Juneau, Alaska, this 7th day of June, 2024.

DocuSigned by:  


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Zackary Gottshall  
Chairperson  
Alaska State Commission for Human Rights

I hereby certify that the foregoing Resolution  
2024-03 is a true and accurate copy of the  
language adopted by the Commission on  
June 7th, 2024.

  
Gina Kumuvae  
Secretary  
Alaska State Commission for Human Rights