



Deaf and Hard of Hearing: Experiences with Emergency and Disasters



Looking Back...

*Rhode Island
Historic 2010
Flooding*

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Mission Statement: *To provide innovative leadership in public policy, advocacy, service delivery and accessibility throughout the Ocean State, RI CDHH ensures opportunities for each deaf and hard of hearing person to become an empowered, contributing citizen.*



By Todd Murano

With the exception of my college years, I have been a life long resident of Rhode Island and have experienced many natural disasters here, ranging from blizzards to hurricanes. Not once have I experienced something as bad as the 2010 Flood Disaster in Rhode Island.

“MY EXPERIENCE PROVED THAT WE HAVE A LOT OF WORK TO DO IN RHODE ISLAND, AND WE MUST BE ASSERTIVE, PROACTIVE AND DILIGENT IN MAKING SURE SOMETHING LIKE THIS DOES NOT HAPPEN AGAIN.”

I am a homeowner and I rent out my home to tenants. During this disaster, I took strong interest as the rain kept going on and on. It hit me that there was a possibility of flood-issues so I contacted my tenants, and sure enough the basement had several inches of water. My first reaction was that I needed to learn more about this unusual rain storm that seemed to refuse to stop. Because I am Deaf, I rely on sources such as the internet, TV media and newspapers to provide me with up to date information. I flipped on the TV and turned on my favorite news channel which was



Channel 10, looking forward to the big press conference that was supposed to be on during the evening hours as was announced on the projo.com.

As a homeowner I saw this press conference as a way to learn some important facts that would help me deal with my situation at my rental property, since transportation, safety and future implications were important to me. As I turned on the Channel 10 station and the press conference was just about to begin I found to my dismay it was not closed captioned. This meant everyone else who could hear knew more information at the moment and directly via TV media. This also meant I lacked information necessary to make quick decisions on how to handle my flooded property .

My advice is for the Rhode Island Deaf community to become more involved in making sure our government enforces equal access in emergency disaster situations. My experience proved that we have a lot of work to do in Rhode Island, and we must be assertive, proactive and diligent in making sure something like this does not happen again.



The live press conference taped on April 2, 2010 was not captioned. In picture: U.S. Secretary of Homeland Security Janet Napolitano, Gov. Donald Carcieri, Lt. Gov. Elizabeth Roberts, U.S. Sen. Sheldon Whitehouse, U.S. Congressmen Patrick Kennedy, Attorney General Patrick C. Lynch, RIEMA Ex. Dir. J. David Smith, RIEMA Dir. Maj. Gen. Robert Bray, RIDOT Dir. Michael Lewis, Cranston Mayor Allan W. Fung, Providence Mayor David Cicilline, Warwick Mayor Scott Avedisian and local emergency officials.



By Beth Wilson and Tina Thompson

**Get Out! The House is on Fire!
The Important Facts First: Everyone Got
Out (Including the Cat)**

On a bright sunny afternoon in June, Tina and I were preparing to go play golf when the lights starting flickering. I went downstairs to look at the circuit breaker panel when the lights went out completely. Tina followed with a flashlight and discovered the TV downstairs billowing black smoke. We thought we had found the problem. Tina unplugged it and I scrambled to get the smoking TV out of the carpeted room before it burst into flames. The smoke alarm started, so I went upstairs to open the door to the breezeway and clear the smoke out from the TV that I thought had triggered the alarm.

At the top of the stairs, Molly (the cat) was staring at me all bug-eyed and then turned to run toward the back of the house. Still thinking this was the TV, I followed her hoping to contain her in whatever room she went into until I could deal with the smoke. As I took the corner I knew something was seriously wrong. By the time I had taken the 10 steps behind her into the back bedroom, the smoke was filling every room and was now below my waist. The cat ran under the bed and I slammed the door hoping to buy her more time from flames I couldn't see, knowing I could not get her and also get myself out of the house. I started screaming for Tina to get out thinking she was below me still in the basement. I struggled to open the window and by the time I got it open the thick black smoke that smelled of plastic was at my ankles. I kicked out the screen, still screaming despite all the smoke I was taking in and made a very ungraceful leap from the window. Fortunately we have a ranch, so I have more scratches than bruises from my landing in the flowerbed. The next door neighbor heard my departure and called 911.

I ran back through the open bulkhead hoping to find Tina downstairs, but she was already upstairs looking for me. She found too much smoke, so ran out into the

front yard as I was retreating out of the basement. The smoke poured out the open window I had used, so I knew the cat was in the now clear air at the floor. The first firefighter on the scene went in to find her, but at the sight of the bright yellow coat and mask, the cat fled through the house (shortening her whiskers as she ran through the heat), and out the back door. It took us 3 hours to get her out from under the neighbor's shed and she still has a lot to say about it.

It appears that while we were dealing with the TV in the basement, a faulty surge protector in the study lit up and that room quickly was engulfed in flames. The study door that is always open was shut when the firefighters entered the house. The study was incinerated, but the flames were restricted to that room. The hallway is charred and cracked from the heat. I watched as the firefighters tossed burning objects out of the window into the back yard. The desktop computer with the scanner on top was now an all-in-one unit and quite compact. My cell phone became miniaturized and was clearly no longer hearing aid compatible.

The disposition of our belongings and disposal has been overwhelming. Anything with a plug and/or a motor had to go because there was soot inside. The adjuster is learning a lot about assistive devices and products that are NOT in his database. He was visibly stunned to learn how much our hearing aids cost and he had to sit down when learned of the backup aids and personal amplifiers and FM systems and special clocks. The smoke and soot also means that anything with upholstery, plastic, or unfinished wood had to go. Most of our clothes were taken by the cleaning company. They put them in some kind of chamber for a couple of days to take out the smoke and then dry clean everything (including the underwear). The pictures went to another specialty outfit that has reframed all the pictures (except the ones from the study) with new mats. Books and papers all have to go. The meltdown moment, however, came when

“HE WAS VISIBLY STUNNED TO LEARN HOW MUCH OUR HEARING AIDS COST AND HE HAD TO SIT DOWN WHEN LEARNED OF THE BACKUP AIDS AND PERSONAL AMPLIFIERS AND FM SYSTEMS AND SPECIAL CLOCKS.”





By Roberta Greene

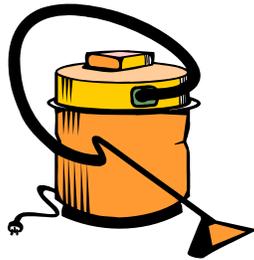
After the heavy rains, I checked the basement and was shocked to see how deep the water was. Immediately I sent a text to my daughter, Beverly telling her of that problem so she came here on her way to work. She didn't end up going to work after all because she had to make several calls asking for some help. I was fortunate to have her help me.

“FORTUNATELY SHE RECEIVED A CHECK A WEEK LATER WHICH PAID FOR THE NEW HOT WATER TANK AND BOILER.”

Four firemen came over and tried to pump the water out, but they had to stop because sewage was involved. That caused over 3 feet of water mixed with sewage that created a mess and smelly odor in the basement.

While I was in Florida for a couple months last winter, Beverly had the basement remodeled, but unfortunately it was ruined.

Beverly called the insurance company and we received a check with a small amount which paid for half of the clean up. The insurance company sent two men from Puroclean of Albany, New York over for three days to clean up the mess. We lost three-quarters of our things,



Interview with David Hatch

Lincoln native David Hatch is culturally Deaf and has had hearing loss since he was 6 years old due to illness. He has a mild hearing loss in his right ear and profoundly deaf in his left ear. He attended the old RI School for the Deaf on Hope Street in 1969 and graduated in 1979.

RICDHH: What kind of job do you have and which town or city do you work for?

David: I have a job as a firefighter with the Town of Lincoln Fire Department. I also used to work for the State before I retired.

RICDHH: How long have you been working for the State and the Lincoln Fire Department?

David: I worked for the State for 28 years before my retirement, at RI School for the Deaf

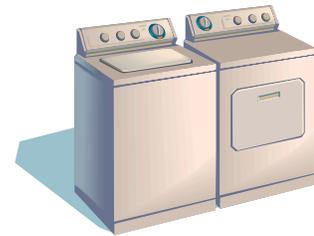
including the furnace, hot water tank, washer and dryer which had to be thrown away in the dumpster in the driveway.

Beverly contacted FEMA via website. On my way home from a conference in Newport, RI, Beverly had an



appointment with the lady from FEMA. Fortunately she received a check a week later which paid for the new hot water tank and boiler.

I now had a new washer and dryer that was installed on the first floor.



“I WEAR MY HEARING AID AND PAGER ON 24/7 BASIS, EVEN WHILE I AM SLEEPING!”

and RI College. Starting at age 20, I spent 18 years as a RI School for the Deaf bus driver, and I was also an assistant coach for the RI School for the Deaf boys' basketball for 11 years. I was transferred to the Rhode Island College Facilities and Operations and worked there for 10 years before I retired. I have been working for the Lincoln Fire Department for 39 years, including 20 years as a Lieutenant. I joined the fire department when I was only 16 years old and still in school.

RICDHH: What exact role do you have as a firefighter?

David: My role is everything from providing assistance at car accidents, to fighting fires, to saving a cat.

(Continued to page 7)

By Beth Wilson and Tina Thompson - continued

the cleaners informed Tina that her 27 pairs of shoes could not be cleaned. Come to the next chapter meeting and ask Tina about her shoe shrine...

We have been on the receiving end of incredible kindness from our friends, neighbors, and new friends who have fed us and cheered us up. Our insurance adjuster arrived the day we were picking through the rubble of the study hoping that somehow our Red Sox tickets had been spared (they were lost). He showed up the next day with a pair for a Saturday Texas game we went to last month. We lost most of our belongings, but not our memories or spirit.

Sharing Lessons Learned – The Fire Experience

Agree on a Place to Meet

If you think someone is still in the fire, the best thing you can do for them is get out yourself and get help. The firefighters have equipment that allows them to stay in the smoke. While I was jumping out the window, Tina was looking for me. After I climbed out of the flower bed, I went back in the basement door looking for Tina. We finally found each other in the front yard, but both suffered from smoke we wouldn't have breathed if we had just run to the front yard to take attendance.

Know How to Get Out (and Practice)

I struggled getting out the window because I forgot there were 2 locks. With AC I rarely open them enough to unlock them. In a panic, I couldn't open the window and turned toward the door. I heard a voice in my head from so

“Now that I have fully recovered from trauma of the house fire, I can now go back to my natural state of being”.

Ms. Molly Wilson-Thompson



many flight attendants warning me that the closest exit may be behind me and I tried again. Tina found the smoke too much when she entered the living room and did not use the front door 2 steps to her left because we never use the front door. Instead she retreated to the side of the house. It sounds silly, but you need to practice opening your windows and exiting out doors you don't use.

Power Strip or Surge Protector?

Some power strips have a surge protector. Some are just expensive extension cords. The packaging will tell you if it is designed to take a surge.

Surge Protectors Don't Last

According to the Forensic Fire Investors, we have learned that surge protectors have a limited life span:

- ⇒ 7 to 10 years if no surges
- ⇒ Only rated for 1 surge

Our surge protector was only 2 years old and was determined to be defective. The lawyers are currently arguing about who has to pay MetLife (who pays us). As consumers, we need to make sure that we replace old surge protectors and do not buy used ones. Also, if you have a storm and suspect that your surge protector did its job for computer or TV, retire it.

Unplug When Not In Use

We are still traumatized, so we unplug everything except the refrigerator when we leave the house now, even for a gallon of milk. This is excessive and we know it, but we still recommend unplugging appliances (including surge protector/power strips) when not in use. We used to leave the computer and all its accessories plugged in all the time because it took so long to power up. After 2-3 months in temporary housing, we look at that 2-3 minute start-up differently now.



Interview with Gail Robinson

RICDHH: What language do you primarily use to communicate?

Gail: I use American Sign Language mainly for communicating but I also use English for writing. Sometimes I use visual gestures or examples if needed when no interpreter is available.

RICDHH: In what kind of residence (house, condo or apt.) did you live?

Gail: I lived in an apartment on 1st floor in the City of Warwick, and it is also close to a river.

RICDHH: What happened to your apartment when the recent historic flood happened?

Gail: The water was flowing from outside through the AC in the window, and my bed was completely under water. The water was approximately 3 feet high, as it reached close to the top of the dining chairs.

RICDHH: Did you evacuate from your apartment?

Gail: No, I didn't evacuate in the first place due to lack of communication access at the apartment management's emergency meeting. I noticed the water was only a couple of inches, so I thought it wasn't serious and I stayed to watch the water from the river getting closer to my apartment.

RICDHH: How were you notified?

Gail: After the emergency meeting had taken place and all tenants returned to their apartments to quickly pack their belongings, the apartment management knocked on my door to let me know that I had to evacuate.

RICDHH: Communication effective when notified?

Gail: No, absolutely not.

RICDHH: When did you evacuate?

Gail: I evacuated from my apartment on March 29, 2010 and I only brought my dog with me, but no clothes or food - nothing. One of the tenants tried to explain to me about

joining them in a bus to go to a shelter, which I didn't understand clearly. For personal safety reasons, I decided to take my car instead and I was so emotionally exhausted. I broke down into tears in my car.

RICDHH: Where did you stay at a temporary place and for how long?

Gail: After I slept in my car for three days, I stayed for over a month in a hotel with financial assistance from FEMA. I was transferred to a temporary apartment under the same management as my other apartment and stayed there until I finally went back home on June 1, 2010.

RICDHH: What challenges did you, as a Deaf person, encounter while living at a temporary place?

Gail: Both temporary places where I stayed didn't have videophone so I was not able to make any phone calls.

RICDHH: Did you receive any assistance from FEMA?

Gail: Yes, I have been getting help from FEMA for 7 days.



RICDHH: How did you contact FEMA?

Gail: In the beginning, my daughter helped with some of communication between myself and FEMA. However, most of my week-long communication with FEMA was through public videophone available at the Rhode Island Commission on the Deaf and Hard of Hearing office.

“HOWEVER, MOST OF MY WEEK-LONG COMMUNICATION WITH FEMA WAS THROUGH PUBLIC VIDEOPHONE AVAILABLE AT THE RHODE ISLAND COMMISSION ON THE DEAF AND HARD OF HEARING OFFICE”



Interview with Gail Robinson - continued

RICDHH: How did you do it to receive assistance?

Gail: Three days after I evacuated my apartment, I saw a trailer with “FEMA” on it sitting in a shopping plaza near Lowe’s in Warwick but I didn’t know what “FEMA” means. I was very fortunate for getting food stamp, checks for furniture, clothes and food that I lost due to flooding.

RICDHH: Did you have any communication barriers during this event? What happened?

Gail: After waiting for a while in the line at the FEMA mobile office in a trailer, I informed them that I am Deaf and someone asked me to wait for a few minutes. Later, someone returned with a TTY and handed it over to me. I explained through writing that TTY is old and it is no longer being used, as it is replaced with videophone, a newer telecommunication technology. I was asked to come back with a hearing person, such as family or friend, to help with communication between myself and FEMA.

RICDHH: From your experience, what are three things you would like to see improved?

Gail: I would like to see far better access to a videophone in any temporary residence/shelter,

and better access to same information as hearing tenants received during the apartment management’s emergency meeting. I would also like the tenants, who are deaf or hard of hearing, to be more informed and prepared in advance by their landlords.

RICDHH: Do you have any suggestions for deaf and hard of hearing people if the flood happens again?

I suggest that deaf and hard of hearing people pay attention to the weather report a lot more carefully and don’t ignore any important information. I also suggest they take advantage of any workshops or informative sessions offered in your community.

Even if water is only a couple of inches high, just go!

RICDHH: What should they do to be more prepared in the future?

Gail: Bring stuff you need as soon as you see water coming in fast. Leave as soon as possible before roads are closed or blocked.



Interview with David Hatch - continued

RICDHH: How do you communicate with other firefighters and can you use your two-way radio communication pager?

David: Yes, with the help of a hearing aid for my limited hearing, I am able to communicate with other firefighters and use my pager with my right ear only. I wear my hearing aid and pager on 24/7 basis, even while I am sleeping!

RICDHH: What kind of firefighter training did you have?

David: I have had various trainings; classes at night, hands on activity training, online courses, and required courses offered at the Fire Department and Community College of RI. In

order to maintain certification as a firefighter, I have to take a test every year. I continue to learn more everyday from ongoing training, workshops and so forth.

RICDHH: During your entire career, what was the most rewarding experience you have had?

David: Approximately 4 years ago, I saved an elderly woman who used a wheelchair from a burning house. The woman lived alone on the first floor, in a two family house and she wasn’t able to get out of the house to escape from the fire on second floor. Thanks to my previous training, a firefighter and I were able to use a chair to carry her out of the house safely.





By Neil McDevitt

Anthropologists have often noted that tightly-knit groups of people will listen to each other before they listen to "experts". You can see this in politics when Democrats or Republicans bemoan the impartial Congressional Budget Office reports. You'll see it as a fire prevention officer visits a school and kids will say, "that's not what my dad told me!" You'll see it at the firehouse kitchen table when firefighters get the latest newsletters from NFPA and other regulatory bodies. Which is exactly the same thing you'll see from people with disabilities.

For all the differences between them, the two cultures of disability and firefighting actually have a great deal in common. There's an inherent mistrust of outsiders in both groups, they share a language that is difficult for outsiders to decipher, and they don't necessarily like anyone else telling them what to do or what's best for them. All of these factors make people with disabilities a particularly challenging group for fire and life safety educators to address. Obviously, for many people with disabilities, they may have cognitive

disabilities that render most of the prepared "scripts" fire and life safety educators use ineffective.

For almost 7 years, I was one of the few people in the United States who had a unique view on this issue. I was born deaf and have a profound hearing loss in both ears. I was also a volunteer firefighter with the Fire Department of Montgomery Township, a combination department just north of Philadelphia, PA. While I'm aware that many fire departments have members with disabilities who perform administrative duties, I actually received my FF1 and performed active fire suppression work as a volunteer.

The most rewarding experiences for me was when deaf students from the Pennsylvania School for the Deaf came to our firehouses for fire prevention activities. The teachers often scheduled them at the end of the school year as "rewards" for good behavior from their students. What was especially challenging for me was

"I KNOW IT'S NOT ALWAYS FEASIBLE FOR A PERSON WITH A DISABILITY TO TAKE ON A FRONT-LINE POSITION BUT IT DOESN'T MEAN THAT THEY CAN'T RECEIVE THE SAME TRAINING AND UNDERSTAND THE CRITICAL ISSUES TO FIRE PREVENTION AND FIRE SAFETY."



Picture: Neil McDevitt helps a Pennsylvania School for the Deaf student use a hose line.

2007/11/09 11:35

By Neil McDevitt - continued

realizing that every group of students had different levels of functional needs. Some students were just deaf. Others were deaf with significant cognitive disabilities. One student was deaf, blind, and had cognitive and mobility disabilities.

Most fire and life safety educators I know would not know how to effectively communicate or tailor their program to meet these needs and as a result, there is a significant gap in fire and life safety among people with disabilities.

Again, to go back to the earlier statement about the similarities between firefighters and people with disabilities. As many studies have shown, firefighters learning styles are geared toward hands-on training and this is also true of people with disabilities. In fact, you might say it's more important. The standard script does not apply when a person cannot use their legs to use an escape ladder or when a person cannot hear verbal commands from firefighters. Hands-on training and drills help identify critical areas of need and approaches to resolving them.

But perhaps the best practice is having people with disabilities taking on active roles within your departments and become active ambassadors in fire prevention to the disability community. I know it's not always feasible for a person with a disability to take on a front-line position but it doesn't mean that they can't receive the same training and understand the critical issues to fire prevention and fire safety.

As communities that rely on volunteer firefighters see those numbers start to dwindle, it may be advantageous to explore how people with disabilities that have traditionally been kept from the fire service can help. For example, a person with mild cognitive disabilities who can excel at a repetitive task can assist with refilling SCBA cylinders. A person with visual impairments can become a scribe and help the incident commander keep track of radio communications, etc.. The scope of involvement is only limited by the creativity and resource requirements that the departments

have. The critical requirement for this to work are open lines of communication and a clearly defined understanding as to roles and safety requirements.

What's the payoff? Instead of viewing people with disabilities as a separate group or a unique group, they have now become your allies in fire prevention and life safety education efforts. Instead of being short-handed at fire scenes, you now have people who are ready, willing, and able to help. Perhaps more importantly, they've become your #1 ambassadors to go back to a severely under-served community and spread the message of fire prevention with actual "war stories", talking about the sights, the sounds, the horrors, and the victories instead of boring newspaper clippings.

Reprint from the e-ACCESS issue

Did you know that...?

...RICDHH is now on Facebook!

The Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH) is pleased to announce the agency's new Facebook fan page. The Facebook fan page will help you to keep up with any announcements, resources, activities, and more, about RICDHH and/or the general community in Rhode Island. You can find the Facebook button on the top of RICDHH's website, www.cdhh.ri.gov, and once you click the "Like" button to join the RICDHH fan page, you will receive notices each time when RICDHH Facebook page is updated.



By Beth Wilson and Tina Thompson - continued

Accessible Alarms with Batteries

If our fire had happened at night, we would not have been alerted. Our alarms had battery backup, but were high pitch. We thought we were all set with our alerting devices that would react to that sound. Because the electric went out, the alerting devices did not work. We are now replacing the units with low-pitch and strobe detectors with battery back-up. The strobes don't work without electricity, so we will supplement the alerting devices with a small system that provides battery backup for the devices that are designed to wake us.

Reprinted from the HLA-RI 2004 Newsletter

For More Information

SHHH published an excellent article on smoke alarms in the Sept/Oct 2003 issue of Hearing Loss. It is also available on the web at: www.hearingloss.org/hat/rossmulvanys03final.HTM

There are a number of places to find smoke detectors that with lights or connections to alerting devices. Harris has a comparison chart at: www.harriscomm.com/catalog/newsletter/smokedetect.htm

Interview with David Hatch - continued

RICDHH: Have you assisted residents who were affected by the recent historic flood?

David: Yes, I have been assisting residents, mostly in Lincoln, everyday for almost two weeks. It was extremely busy and stressful. I have had no sleep for 3 days. There was very limited use of the Fire Department's water pumps used for removing water from residents' basements. I have also witnessed much devastation among residents and families.

RICDHH: What was the most common problem you noticed from people's different experiences?

David: I have noticed the most common problem is the lack of a fire alarm, or faulty fire alarms in residents' homes. Fire alarms are not cheap, but they are a very worthwhile investment to save precious lives.

RICDHH: As a firefighter, what do you think is the most important thing for Deaf and Hard of Hearing people to know if flood or any other disasters happen again in the future?

David: I would suggest contacting your local fire department to request educational training on how to keep your home safe, and the current

laws that apply to home fire preventive measures. You can also contact the local town hall if you want to file a complaint because your home has been affected by flooding (poor foundation or defective pumping system).



To find your local fire department:
www.fire-marshal.ri.gov

To find your local town hall:
www.ri.gov/towns

EZINE SUBSCRIPTION

Would you like to receive an electronic copy of RICDHH's next newsletter? Add your name or organization to our Ezine distribution list by email to cdhh@cdhh.ri.gov.



Helpful Emergency Preparedness Resources

- [Rhode Island Special Needs Registry](http://www.health.ri.gov/emergency/about/specialneedsregistry)
www.health.ri.gov/emergency/about/specialneedsregistry
- [Rhode Island Emergency Management Agency](http://www.riema.ri.gov)
www.riema.ri.gov
- [E911 Uniform Emergency Telephone System](http://www.ri911.ri.gov)
www.ri911.ri.gov
- [American Red Cross Rhode Island Chapter](http://www.riredcross.org)
www.riredcross.org
- [Community Emergency Preparedness Information Network \(CEPIN\)](http://www.cepintdi.org)
www.cepintdi.org
- [U.S. Department of Homeland Security](http://www.dhs.gov)
www.dhs.gov

What is RICDHH?

The Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH) is an advocating, coordinating, and service providing entity committed to promoting an environment in which the deaf and hard of hearing in Rhode Island are afforded equal opportunity in all aspects of their lives. The RICDHH develops policy; initiates and lobbies for favorable legislation; fosters cooperations and awareness among state agencies and community organizations; and educates and advises consumers, state agencies, and employers about Americans with Disabilities Act (ADA) rights to equal access. The RICDHH also provides direct services in its operation of a Sign Language Interpreter Referral Service, a lending library of books and videotapes, and as a clearinghouse of information and referral on all topics related to hearing loss.

Current Commissioners:

Travis R. Zellner, Chair
Ed Rawlings, Vice Chair
Jordan Sack, Treasurer
Mary Wambach, Secretary
Jesus M. Colon
James B. Compton
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