

Cultural Accessibility: Considerations for serving Victims who are Deaf or Hard of Hearing

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December 13, 2011

Orlando, Florida

What are the challenges you faced when working with Deaf women?

(S.N.O.W activity)

DEAFINITIONS

Deaf

hard of hearing

hearing impaired

Late-deafened

Age related hearing loss

Assistive Listening Device (ALD)

Hearing Aids

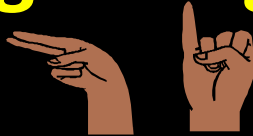
TTY

House equipment

CART

COMMUNICATION WITH DEAF/ HARD OF HEARING/LATE DEAFENED/DEAF-BLIND PEOPLE

- **American Sign Language (ASL)**



- **Oral/lip reading (Exercise)**



- **Writing (Samples)**





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**YOU ME CROSS
MISS ME KNOW
SORRY**



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**WE MUST HAVE
JUST MISSED
EACH OTHER. I
AM SORRY.**

UNDERSTANDING THE ROLE OF CERTIFIED INTERPRETERS

Communication is a two-way street

Interpreting is a profession with national standards, a code of ethics and role guidelines

The interpreter Code of Ethics prohibits sharing of work-related information

The interpreter will interpret everything that is said

The interpreter attempts to take on the persona of the person speaking

The interpreter's responsibility is to transit information accurately and clearly

BETWEEN A CERTIFIED INTERPRETER AND SIGNER/FAMILY MEMBER

- Certified professional
- Code of Ethics
- Professionally trained and credentialed
- Understands the interpreter's role
- Fluent in American Sign Language
- Knowledge and understanding of the Deaf Community

***DO NOT USE A DEAF PERSON'S
CHILDREN/FAMILY MEMBERS TO INTERPRET!***

ING WITH A CERTIFIED SIGN LANGUAGE INTERPRETER

- Position
- Lighting
- Address the Deaf person directly
- Speak at a normal pace and volume
- Allow time for questions
- Check to be sure



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EXERCISE TIME

BARRIERS- Domestic Violence and Deafness

COMMUNICATION/PHYSICAL

ATTITUDINAL

EDUCATIONAL/INFORMATION

PERSONAL BARRIERS

In crisis situations, the woman's ability to sign, speak or write may be made more difficult by fear and panic

If physically injured, a woman may not be able to type on the TTY, use her communication board or use sign language

The abuser may have broken or hidden her assistive devices

Issues in working with Deaf victims

Access to communication and information

The Deaf Grapevine

Hierarchical order within the deaf community

Isolation in shelters

Inefficiency of relocation programs

False arrests

Lack of access in judicial system



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Power and Control Triangle (handout)

TIPS OF COMMUNICATING WITH DEAF AND HARD OF HEARING PEOPLE

- To get the Deaf person's attention
- Maintain eye contact with the Deaf person
- Speak clearly and at a moderate pace
- Make sure environment around is quiet as possible

DO'S AND DON'TS

- If the phone rings or door knock
- If paper and pen are needed
- If there is difficulty getting the idea across
- Use body language and facial expressions
- Check to see if understood

RELAY SERVICE

- Captel
- TTY Relay
- Video Relay
- Internet Relay
- Online Relay
- Voice Carryover (VCO)

CapTel

CapTel User



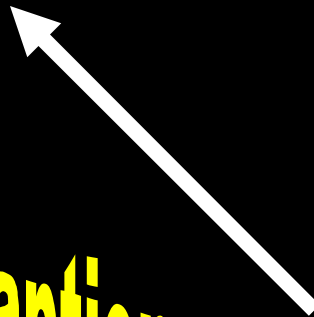
Voice



Hearing Person



Caption



Voice



TTY Relay



Video Relay Service

Video relay user signs to the interpreter

Interpreter speaks to the phone user

1

2

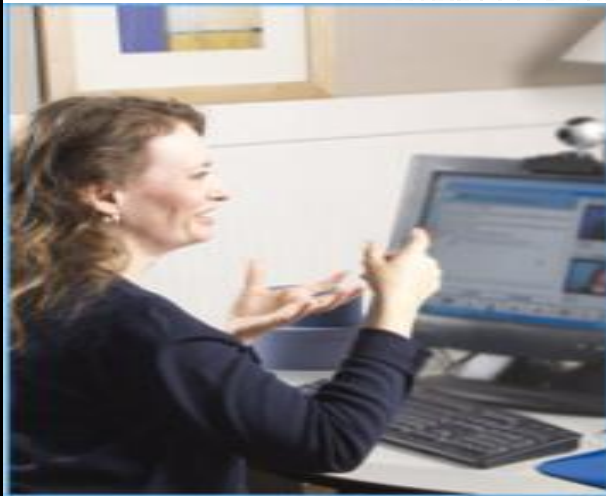


4

3

Interpreter signs the response

Phone user responds



Video Relay User



Video Interpreter



Telephone User

IP Relay



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cfnnedv

I am Available

 **Buddies (0/1)**

 **Consultants (1/3)**

 **Colleagues (2/9)**

My IP Relay

 deafadvocate24



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Sprint



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http://www.sprintip.com

Sprint IP Relay

* Required information

Number to dial *

Dialing instructions

Preferred Language

English

Spanish

French

Call Now

Customer Service

Sprint IP Relay is a service offered to deaf and hard of hearing individuals that allows them to place relay calls over the Internet between locations in the United States (including its territories). International calls will either be blocked or terminated.

Product Information

- ▶ [What is Sprint Relay?](#)
- ▶ [Product Compatibility](#)
- ▶ [Read the FAQ's](#)
- ▶ [Need help?](#)

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Voice Carryover (VCO)



VCO User ◀ **VCO Phones** ▶ **VCO User**

You can speak and read each others conversation on TTY displays



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TTY Information

(handouts)

/AGENCY GUIDELINES

Have a resource list of Deaf service agencies

“Develop a list of certified interpreters you can call in an emergency or develop a relationship with an interpreter referral agency and follow their guidelines

“Install a TTY, provide training on its use and ensure that everyone in the agency knows where it is.

“Provide training to staff in the use of technical devices

“Provide training to staff in how to use TTY, or Relay service

“Assign key personnel in your agency for train the trainer

AGENCY GUIDELINES

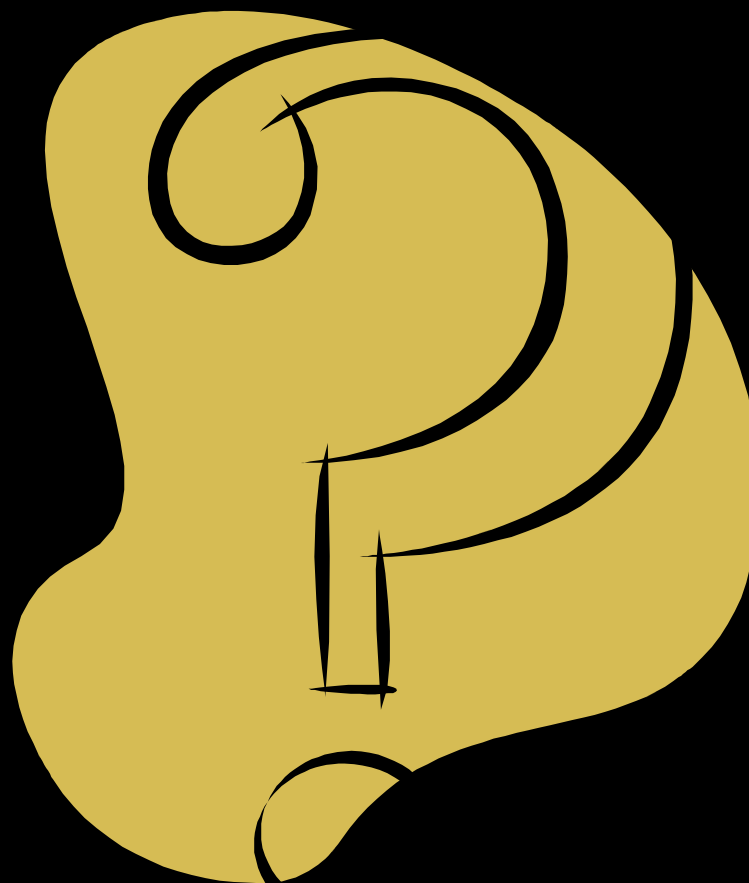
- Make other assistive devices /accommodations available such as:
 - FM Unit or other amplification devices
 - Visual/flashing or vibrating baby cry alarms, doorbell, phone, fire strobe alarms
 - Closed captioned TV's
 - Telephone amplification device attachment or phone volume control



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ANY QUESTIONS?





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Contact Information

KERI DARLING

Kdarling@dvas.org or
keri@sprint.blackberry.net

If you would like to see how Video
relay works you can call me toll
free 1 877-594-3086



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