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

Keri Darling
Director/Trainer
Deaf Vermonters Advocacy Services (DVAS)
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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)
YOU ME CROSS MISS ME KNOW SORRY
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
DIFFERENCES 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!**
WORKING 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
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
Power and Control Triangle (handout)
DO’S AND DON’TS 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
Video Relay Service

1. Video relay user signs to the interpreter
2. Interpreter speaks to the phone user
3. Interpreter signs the response
4. Phone user responds

Communicate

Sign

Talk

Video Interpreter

Video Relay User

Telephone User
IP Relay

To use:

- Go to: IPRELAY.com. Enter 10-digit phone # into "Quick Connect Now" window. Click GO.

- OR

- Open AIM. Create "MyIPRelay" AIM buddy. Then send an IM with the phone # to MyIPRelay.
Online Relay

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.
Voice Carryover (VCO)

You can speak and read each other's conversation on TTY displays.
TTY Information

(handouts)
SHELTER/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
• 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
ANY QUESTIONS?
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