**Introduction to the Deaf and Hard of Hearing Community**

*Demographic Information* on People Who are Deaf and Hard of Hearing in Massachusetts

<http://www.mass.gov/eohhs/gov/departments/mcdhh/demographic-information-on-people-who-are-deaf.html>

*Understanding Deaf Culture*

http://www.mass.gov/eohhs/gov/departments/mcdhh/culturally-deaf/understanding-deaf-culture.html

**Communicating with People Who are Deaf and Hard of Hearing**

*Guidelines for Effective Communications with Deaf, Late-Deafened, and Hard of Hearing People*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/communicating-w-deaf-hh/effective-communication-with-deaf-people.html>

*American Sign Language*

<http://nad.org/issues/american-sign-language/what-is-asl>

*Overview of ASL*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/asl/american-sign-language-asl-interpreters.html>

*ASL Alphabet*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/asl/american-sign-language-alphabet.html>

*Selecting an ASL Class*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/asl/selecting-a-sign-language-class.html>

*Computer Assisted Real-Time Transcription (CART) Services*<http://nad.org/issues/technology/captioning/cart>

*CART Service Manual*

http://www.mass.gov/eohhs/docs/mcdhh/mcd03-cart-manual.pdf

*Relay Services*

<http://nad.org/issues/telephone-and-relay-services/relay-services><https://www.fcc.gov/guides/telecommunications-relay-service-trs>

*Video Relay Services*

<https://transition.fcc.gov/cgb/consumerfacts/videorelay.pdf>

*Suggestions for Effective Use of Interpreter or Transliterators*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/cart/suggestions-for-effective-use-of-interpreters.html>

**Requesting an Interpreter and/or CART**

*Through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)*

*Online requests* are available and preferred by MCDHH

Form <https://www.mcdhh.net/request/>

*Phone Requests*: Non-emergencies phone requests are received between 8:45 a.m. and 5:00 p.m. at 617-740-1600 VOICE and 617-740-1700 TTY. Legal emergencies are received 24 hours 7 days/week at 800-249-9949 TTY/VOICE.

*Fax requests* can be sent to 617-740-1880 with an [Interpreter/CART Request Form](file:///C:\Users\Hsindy\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\S8JUP8SK\Interpreter\CART%20Request%20Form) <http://www.mass.gov/eohhs/docs/mcdhh/forms/interpreter-cart-request-fax-form.pdf>

*Additional Information for making requests*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/request-an-interpreter.html>

*MCDHH Sponsorship of Community Access for Community Based Events*

*Application must be submitted at least 90 days in advance of the event*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/communicate-train/mcdhh-sponsorship-of-communication-access-for.html>

Online Application: <http://www.mass.gov/eohhs/docs/mcdhh/communication-access-grants-application.pdf>

*Through Partners Interpreting*

*Phone requests:* 508-699-1477

*Online form:* <http://www.partnersinterpreting.com/schedule-an-interpreter/request-an-interpreter/>

**Freelance List**

Last updated: 1/29/2015

*ASL Interpreters*

Janice Hoffman

\*  For jobs with one hour maximum

617-750-4040

[JH@sosrg.com](mailto:JH@sosrg.com)

*Legal Interpreters*

Carol Seidman

[cjseidman@gmail.com](mailto:cjseidman@gmail.com)

Home: (617) 696-5658

Iphone: 857-205-2772

Cat Dvar

[terpstuff@aol.com](mailto:terpstuff@aol.com)

413-433-4359

Joan Wattman

[jwattman56@gmail.com](mailto:jwattman56@gmail.com)

Denise Martinez

[denisem770@gmail.com](mailto:denisem770@gmail.com)

Karen Higgins

[klhiggins@comcast.net](mailto:klhiggins@comcast.net)

LeWana Clark (she's only here in Mass. 6 months out of the year, in FL in the winter, but back around June)

[lewanapager@gmail.com](mailto:lewanapager@gmail.com)

Erin Thompson-Foote

[etnd91@tds.net](mailto:etnd91@tds.net)

Lesley Garey

[lesleygarey@hotmail.com](mailto:lesleygarey@hotmail.com)

Sue Brule

[sbrule@metrocast.net](mailto:sbrule@metrocast.net)

Jody Steiner

[jody\_steiner@harvard.edu](mailto:jody_steiner@harvard.edu)

*Certified Deaf Interpreters*

Rosa Lee Timm

[catchrosa@gmail.com](mailto:catchrosa@gmail.com)

Stephanie Clark (she is a legally certified CDI if you have a client who requires both a standard ASL interpreter and a CDI -- difficult to get ahold of)

[sclarkenterprises@gmail.com](mailto:sclarkenterprises@gmail.com)

*CART Reporters*

Jen Milette

[jenmilette@yahoo.com](mailto:jenmilette@yahoo.com)

Sherry Viera

[sviera@msn.com](mailto:sviera@msn.com)

Stefanie L. Farrell

stefaniefarrellCARTProvider.com

**Trainings and Resources for Legal Services Organizations in Effectively Communicating and Representing Deaf, Late-Deafened and Hard of Hearing Clients.**

***The Communication Access, Training and Technology Services Department*** (CATTS) acts as the initial information resource for the public related to issues of deafness and hearing loss. Typical requests involve requests for information on the MCDHH services, the Americans with Disabilities Act (ADA), state and federal laws and legislation, sign language and speech reading classes, communication access, assistive technology, programs and support services for deaf and hard of hearing individuals, interpreter/CART issues, and schools and summer camps.

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/communicate-train/overview-of-catt-services.html>

*MCDHH online training on Communicating Effectively with Deaf, Late Deafened and Hard of Hearing People (abridged)*

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/communicate-train/abridged-online-training.html>

*In-Person Training for Organizations*: The Massachusetts Commission for the Deaf and Hard of Hearing provides a range of free professional and educational in-services/presentations to other organizations, agencies, and businesses seeking to improve their effectiveness in interacting with people who are deaf and hard of hearing.

Apply online: <http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/communicate-train/request-free-inservice-or-educational-training.html>

**Directories**

*Deaf, Inc.:* Information for Deaf, DeafBlind, Hard of Hearing, and Late-Deafened individuals, their providers, and others who are interested in learning more about culture and ASL.

<http://www.deafinconline.org/resources/>

*MCDHH 2007-2008 Statewide Resource Directory*: This publication will put you in touch with almost 600 agencies, educational programs, organizations, and individual practitioners throughout the Commonwealth whose services were established for the benefit of people who are Deaf, hard of hearing, and late deafened.

<http://www.mass.gov/eohhs/docs/mcdhh/resource-directory.pdf>

Addendum <http://www.mass.gov/eohhs/docs/mcdhh/resource-directory-addendum.pdf>

*MCDHH:* various resources for deaf, late-deafened, hard of hearing, and deafblind people.

<http://www.mass.gov/eohhs/gov/departments/mcdhh/deaf-hard-of-hearing-late-deafened-resources.html>

**Schools and Programs for the Deaf and Hard of Hearing** List of school and education resources in Massachusetts for Deaf and Hard of Hearing Students and their families.

<http://www.mass.gov/eohhs/gov/departments/mcdhh/programs/education-resources/schools-and-educational-programs-for-deaf-students.html>

**Organizations Serving Deaf, Late-Deafened, and Hard of Hearing People**

**Alexander Graham Bell Association for the Deaf and Hard of Hearing** <http://www.listeningandspokenlanguage.org/>

The Alexander Graham Bell Association for the Deaf and Hard of Hearing helps families, health care providers and education professionals understand childhood hearing loss and the importance of early diagnosis and intervention. Through advocacy, education, research and financial aid, AG Bell helps to ensure that every child and adult with hearing loss has the opportunity to listen, talk and thrive in mainstream society.

Massachusetts Chapter: <http://massagbell.org/>

**Auditory-Verbal Communication Center (AVCC)** [www.avcclisten.com](http://www.avcclisten.com)

AVCC offers parent groups and family get-togethers for parents who attend AVCC for auditory-verbal therapy. The frequency of meetings is dependent on the need of the families in the program.

**Boston Children’s Hospital – Deaf and Hard of Hearing Program**

[www.childrenshospital.org/dhhp](http://www.childrenshospital.org/dhhp)

The Deaf and Hard of Hearing Program at Boston Children’s Hospital provides comprehensive evaluation and consultative services to deaf and hard of hearing children. Additional support services are provided through educational consulting services, family-centered events, Topics of Interest for Parent Support (TIPS) Group, the College Transition Group, and other activities. Boston Children’s Hospital activities are available to patients and their families that are seen through the hospital.

**Deaf, Inc.** <http://www.deafinconline.org/>

Multi-service based agency run by and for people who are Deaf, DeafBlind, Hard of Hearing, or Late-Deafened. Provides Deaf and Hard of Hearing Independent Living, health and literacy and support, community access for DeafBlind adults, and related services. Main office is in Boston, MA. There are also 3 regional offices in New Bedford, Salem, and Taunton. Services are also provided at Northeast Independent Living Program in Lawrence and Cape Organization for the Rights of the Disabled in Hyannis.

**Disability Law Center** <http://www.dlc-ma.org/>

The Disability Law Center (DLC) is the Protection and Advocacy agency for Massachusetts.  DLC is a private, non-profit organization responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. DLC receives federal, state and private funding but is not part of the state or federal government. DLC provides legal advocacy on disability issues that promote the fundamental rights of all people with disabilities to participate fully and equally in the social and economic life of Massachusetts.

**Disability Policy Consortium:** [www.facebook.com/DPCMA](http://www.facebook.com/DPCMA)

This organization promotes inclusion, independence and empowerment of people with disabilities in Massachusetts by developing and guiding policies that ensure that state programs and services include and are accessible for people with disabilities.

**Family TIES (Together In Enhancing Support) Parent-to-Parent Program**

[www.massfamilyties.org](http://www.massfamilyties.org)

The Parent-to-Parent Program brings together parents facing similar challenges in raising their children with special needs. Information and support is provided over the phone by other parents. There are many parents of children who are deaf or hard of hearing available to provide support and share their experiences.

**Hear My Dreams** [www.hearmydreams.com](http://www.hearmydreams.com)

Hear My Dreams is a support group for parents and caregivers of children with hearing loss of any degree or type regardless of communication type. They meet every second Tuesday of every odd numbered month from 7pm to 9pm. Often, there is a guest speaker to provide an educational component.

**Hear Together** [heartogether123@gmail.com](mailto:heartogether123@gmail.com)

Hear Together is a local support group for families with children who have all degrees of hearing loss in Plymouth and surrounding areas. They hold group meetings from September to June and host social events for families including playground play dates and holiday activities.

**Hearing Loss of America (HLAA):** www.hearingloss.org

HLAA is the largest consumer organization representing people with hearing loss. HLAA impacts accessibility, public policy, research, public awareness, and service delivery related to hearing loss. HLAA is located in the Washington DC area and has over 200 chapters nationwide and 14 State Affiliates.

Boston Chapter: <http://www.hearinglossboston.org/>

Central Massachusetts Chapter: <https://hearinglosscentralma.wordpress.com/>

North of Boston Chapter: http://www.hearinglossboston.org/north-of-boston/

Cape Cod Chapter: <http://www.hearinglosscapecod.org/>

**Massachusetts Commission for the Deaf and Hard of Hearing** ww.mass.gov/eohhs/gov/departments/mcdhh/

The Massachusetts Commission for the Deaf and Hard of Hearing is the principal agency in the Commonwealth on behalf of people of all ages who are deaf and hard of hearing, established by Chapter 716 of the Acts of 1985, which amended Massachusetts General Laws, Chapter 6 §191-197. MCDHH provides accessible communication, education and advocacy to consumers and private and public entities so that programs, services and opportunities throughout Massachusetts are fully accessible to persons who are Deaf and hard of hearing.

**Massachusetts Eye and Ear** [Cheryl\_bakey@meei.harvard.edu](mailto:Cheryl_bakey@meei.harvard.edu)

Massachusetts Eye and Ear hosts periodic webinar groups for parents of children who have hearing loss. The children receive services at the hospital.

**Massachusetts State Association of the Deaf (MSAD)**

[www.facebook.com/pages/Massachusetts-State-Association-of-the-Deaf-Inc/128848487190548](http://www.facebook.com/pages/Massachusetts-State-Association-of-the-Deaf-Inc/128848487190548)

Advocacy for Deaf and Hard of Hearing people in Massachusetts through information, community activism, and social activities.

**Massachusetts Universal Newborn Hearing Screening Program** [www.mass.gov/dph/newbornhearingscreening](http://www.mass.gov/dph/newbornhearingscreening)

The Newborn Hearing Screening Program provides supports to families through parent to parent connections, learning opportunities as well as social gatherings.

**Minute Man Arc Early Intervention Program for Children with Hearing Loss and their Families**

[pwilcox@minutemanarc.org](mailto:pwilcox@minutemanarc.org)

Their mission is to provide comprehensive services for children with hearing loss (birth to three years) and their families. There are groups for parents and children. An ASL class is also offered. Parent groups provide opportunities for emotional support, education, guest speakers within the field, and the option to learn sign language. Children enrolled in any EI Program in eastern/central Massachusetts may enroll in this specialized program upon completion of a waiver from the Department of Public Health.

**National Association of the Deaf (NAD):** [www.NAD.org](http://www.NAD.org)

NAD is the oldest and largest constituency organization safeguarding the accessibility and civil rights of 36 million deaf and hard of hearing Americans in education, employment, health care, and telecommunications. The association provides information, referral, advocacy, administers a caption media program and has recently partnered with RID to nationally certify interpreters.

**READS Collaborative, Deaf & Hard of Hearing Program** [www.readscollab.org](http://www.readscollab.org)

READS DHH Program provides a variety of services which can be accessed as needed by families; these are available on an individual basis and also within a small group setting. These are available with varying degrees of frequency, depending on the needs of the child. These can also be provided in conjunction with the primary EI centers and/or other DHH Early Intervention services and includes a parent group. Families are referred by their local EI center for services.

**Shared Ready Saturdays, Gallaudet University Regional Center at Northern Essex Community College, Lawrence Campus** [www.necc.mass.edu/blog/2010/09/08/shared-reading-saturday-program/](http://www.necc.mass.edu/blog/2010/09/08/shared-reading-saturday-program/)

Shared Reading Saturdays are designed to teach parents and caregivers how to read to their children who are deaf or hard of hearing using American Sign Language, and to use strategies to make book sharing most effective. It is offered monthly from September to June. Families are shown the story in a large group and break up into smaller groups to practice with individual tutors. Children are involved in an organized activity while their parents learn the story and then come back together to share the story with the support of the tutors. Each family brings home a book bag at the end of the day.

**Thayer Lindsley Family-Centered Program at Emerson College**

[Lynn\_Conners@emerson.edu](mailto:Lynn_Conners@emerson.edu)

Parent Support group meets weekly, on Thursday mornings, following the Emerson College academic calendar. Parents of any child with a hearing loss between the ages of birth to three enrolled in Early Intervention are welcome to join; on site babysitting by undergraduate student volunteers can be arranged for infants ages birth to eighteen months.