MCDHH RESOURCE DIRECTORY
MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING

HOW TO USE MASS RELAY SERVICE  ADVOCACY  DEAF ADULT EDUCATION  COCHLEAR IMPLANT RESOURCES  HEARING DOG SERVICE CENTERS  LEGAL SERVICES  FINANCIAL ASSISTANCE EVALUATION SERVICES  INTERPRETING  SUPPORT GROUPS  SUMMER CAMPS AND MORE...
Notice of Updated Editions

This is the updated 2008 MCDHH Resource Directory. For your convenience, the directory is also available on the Massachusetts Commission for the Deaf and Hard of Hearing landing page of the Mass.gov web site, as well as on CDs. Please go to www.mass.gov/mcdhh and locate the ‘Publications’ box on the right. The Resource Directory is available as a PDF or WORD document. If you wish to obtain a CD, please contact:

Communication Access, Training and Technology Services
Massachusetts Commission for the Deaf and Hard of Hearing
150 Mount Vernon Street, Suite 550
Boston, MA 02125
617 740-1700 TTY
617 740-1600 Voice
617 740-1810 FAX

The electronic version of the Resource Directory is updated on a regular basis. Please visit www.mass.gov/mcdhh for the most current edition and information available. Please use the contact information above to notify us of any corrections, additions or suggestions to the Directory. A revised and updated print version will be made available again in 2009.

Disclaimer Notice

Inclusion or exclusion of programs, services, organizations, and private practitioners does not constitute approval or disapproval by MCDHH. Please contact the listed agency or entity directly to determine if the program, service, organization, or private practitioner meets your needs and expectations. If you wish to be listed in the future additions of the Resource Directory, please contact the Communications Access, Training and Technology Services of the Massachusetts Commission for the Deaf and Hard of Hearing at the address above.

Acknowledgements

This edition of the Resource Directory would not have been possible without the vision of the original authors and those who have helped with this edition, including staff from various state agencies, volunteers and the public. The CATTS Department wishes to extend a most sincere thanks to each of you for your support and contribution to developing this Directory and the CATTS resources and database.

Debra Lobsitz,
Information and Referral Specialist in the Communication Access, Training and Technology Services Department of the Massachusetts Commission for the Deaf and Hard of Hearing, is responsible for coordinating the production of the MCDHH Resource Directory. Do not hesitate to contact her by email: Debra.Lobsitz@state.ma.us
Message from the Commissioner

Dear Consumers and Colleagues,

The Massachusetts Commission for the Deaf and Hard of Hearing is pleased to present the 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. We hope you will find these connections and services most helpful.

Massachusetts has a long, rich, old, and new history of service delivery within the field of deafness. People who are themselves Deaf, hard of hearing, late deafened, along with dedicated others, have been a dynamic part of the story. The results of their efforts are reflected within this directory; a broad range of supports and resources ready to be of service to you. Enjoy!

Cordially yours,

Heidi L. Reed
Commissioner

How to use this Directory

This Directory contains the contact information for agencies and resources of use or interest to the Deaf, late-deafened, Deaf-Blind, hard of hearing people, and people involved with aforementioned people. Entries are listed in alphabetized categories. Please refer to the Table of Contents for the complete list of categories in the Directory or use the index to find individual entities by name. Categories open with a general description of the agencies and organizations included in it. The specifics for each agency should be checked by direct contact. The index is the alphabetical listing of all the agencies by name rather than category. The index will direct you to the page the entity is listed on for contact information. If you have any suggestions for improvement, wish to submit a new resource, or make a correction; please contact the Communication Access, Training and Technology Services Department at the MCDHH.

A note about terminology used when listing contact information.

TTY This is the acronym for TeleTYpewriter, a device originally used to communicate by typing back and forth over telegraph wires. The term TDD refers to Telecommunication Device for the Deaf, a term introduced later and used in some regions, but text telephone is used now. Most Deaf people still prefer to use the abbreviation “TTY” and it is used throughout this publication. If no TTY is available, you may use the Massachusetts Telecommunications Relay Service by dialing 711. Please see the appendix for a more detailed explanation of the TTY, an explanation of the Massachusetts Telecommunications Relay Service, the various modes available, and contact information for MassRelay.

Voice This is used to indicate the number of a voice phone.

VP / IP Video phone numbers and IP addresses for video phones are listed when available. Please see the Appendix for detailed information on Video Phones.

Fax The acronym for a facsimile machine, which transmits electronic duplicates of documents from one location to another using standard telephone lines.

WWW Web sites are listed at the end of each entry when they are available. If you are using the web or CD version of the Resource Directory, simply click on the link provided to go to the web page.
## MCDDH Services

- CART Referral Services
- Case Management/Social Services
- Children’s and Family Services
- Contracted Independent Living Programs for the Deaf and Hard of Hearing (DHILS)
- Emergency Interpreter Referral Services
- Interpreter Referral Services
- State-Level Interpreter Screenings
- Technical Assistance, Educational Exhibits, Communication Access Compliance Trainings, Information and Referral provided by the Communication Access, Training and Technology Services (CATTS) department.
### MCDHH 2008 Resource Directory

#### Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy</td>
<td>7</td>
</tr>
<tr>
<td>AIDS Resources</td>
<td>8</td>
</tr>
<tr>
<td>American Sign Language and Deaf Awareness Consultants</td>
<td>9</td>
</tr>
<tr>
<td>Arts and Entertainment</td>
<td>9</td>
</tr>
<tr>
<td>Assistive Technology Research &amp; Demonstration Centers</td>
<td>13</td>
</tr>
<tr>
<td>Audiology Services, Resources, and Aural Rehabilitation</td>
<td>15</td>
</tr>
<tr>
<td>Battery Vendors for Hearing Aids, Cochlear Implants and Assistive Technology</td>
<td>17</td>
</tr>
<tr>
<td>Captioning Services</td>
<td>18</td>
</tr>
<tr>
<td>Cochlear Implant Resources</td>
<td>19</td>
</tr>
<tr>
<td>Colleges, Universities, and Programs for Deaf and Hard of Hearing Students</td>
<td>20</td>
</tr>
<tr>
<td>Colleges and University Programs to Prepare for Careers Working with Deaf and Hard of Hearing People</td>
<td>21</td>
</tr>
<tr>
<td>Communication Access Realtime Translation – CART and Remote CART</td>
<td>22</td>
</tr>
<tr>
<td>C Print/Transcription Services</td>
<td>23</td>
</tr>
<tr>
<td>Cued Speech</td>
<td>24</td>
</tr>
<tr>
<td>Deaf Adult Education</td>
<td>24</td>
</tr>
<tr>
<td>Deaf-Blind Services</td>
<td>24</td>
</tr>
<tr>
<td>Deaf Clubs and Recreation</td>
<td>26</td>
</tr>
<tr>
<td>Domestic Violence Resources</td>
<td>26</td>
</tr>
<tr>
<td>Early Intervention Services</td>
<td>27</td>
</tr>
<tr>
<td>Employment Services</td>
<td>29</td>
</tr>
<tr>
<td>Financial Assistance, Exchange and Recycling Programs for Hearing Aids and Assistive Technology</td>
<td>29</td>
</tr>
<tr>
<td>General Pediatrics</td>
<td>31</td>
</tr>
<tr>
<td>Group Residences</td>
<td>32</td>
</tr>
<tr>
<td>Hearing Aid Insurance</td>
<td>33</td>
</tr>
<tr>
<td>Hearing Dog Service Centers</td>
<td>33</td>
</tr>
<tr>
<td>Independent Living Services</td>
<td>34</td>
</tr>
<tr>
<td>Interpreter Training Programs, Mentorship and Resources</td>
<td>36</td>
</tr>
<tr>
<td>Legal Services</td>
<td>38</td>
</tr>
<tr>
<td>Mental Health Resources</td>
<td>39</td>
</tr>
<tr>
<td>National and International Organizations and Resources</td>
<td>42</td>
</tr>
<tr>
<td>Parent Resources</td>
<td>45</td>
</tr>
<tr>
<td>Parent Support Groups</td>
<td>45</td>
</tr>
<tr>
<td>Resource Category</td>
<td>Page</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Relay Services</td>
<td>46</td>
</tr>
<tr>
<td>Religious Resources</td>
<td>47</td>
</tr>
<tr>
<td>Resources for Hard of Hearing People</td>
<td>49</td>
</tr>
<tr>
<td>Schools for Deaf and Hard of Hearing Children</td>
<td>51</td>
</tr>
<tr>
<td>Senior Resources</td>
<td>52</td>
</tr>
<tr>
<td>Sign Language Classes</td>
<td>53</td>
</tr>
<tr>
<td>Sign Language Teacher Resources</td>
<td>56</td>
</tr>
<tr>
<td>Speechreading Resources</td>
<td>57</td>
</tr>
<tr>
<td>State and Public Health Services</td>
<td>57</td>
</tr>
<tr>
<td>Substance Abuse Resources</td>
<td>58</td>
</tr>
<tr>
<td>Substance Abuse and Dual Diagnosis Educational and Treatment Materials and Regional Centers for Healthy Communities</td>
<td>59</td>
</tr>
<tr>
<td>Summer Camps</td>
<td>61</td>
</tr>
<tr>
<td>Supported Employment Programs</td>
<td>62</td>
</tr>
<tr>
<td>Technology Vendors</td>
<td>62</td>
</tr>
<tr>
<td>WWW Resources</td>
<td>70</td>
</tr>
<tr>
<td>Appendices</td>
<td>71</td>
</tr>
</tbody>
</table>
**Advocacy**

This section lists both private and state agencies which provide aid, assistance, and support to promote the welfare of individuals at risk or disadvantaged in their living situation, employment status, health or income, as well as being involved with advocacy for legislation that will benefit citizens with hearing loss. For guidance in filing complaints, see the web pages for The Office of the Massachusetts Attorney General and the Disability Rights Project or the Appendices section. Inclusion in this section does not indicate that an agency is primarily or exclusively involved with advocacy. Some provide advocacy as only one of many services.

**Adaptive Environments, Inc.**
180-200 Portland Street Suite 1
Boston, MA 02114
617 695-1225 TTY/Voice
617 482-8099 Fax
[www.adaptiveenvironments.org/index.php](http://www.adaptiveenvironments.org/index.php)

**American Association of People with Disabilities AAPD**
1629 K Street NW, Suite 503
Washington, DC 20006
202 457-0046 Voice/TTY
800 840-8844 Toll Free Voice/TTY
[www.aapd.com](http://www.aapd.com)

**American Speech-Language-Hearing Association**
10801 Rockville Pike
Rockville, Maryland 20852
[http://asha.org/about/legislation-advocacy/grassroots/](http://asha.org/about/legislation-advocacy/grassroots/)

**ASHA Action Center**
Members: 800 498-2071 Voice
Non-Member: 800 638-8255 Voice
240 333-4705 Fax
[actioncenter@asha.org](mailto:actioncenter@asha.org)

**ADA National Access for Public Schools Project**
ADA & Schools Technical Assistance Hotline
800 893-1225 x28 Toll Free TTY/Voice

**Disabled Persons Protection Commission DPPC**
50 Ross Way
Quincy, MA 02169
617 727-6465 Voice
Hotline: 800 426-9009 TTY/VOICE
[mass.gov/dppc](http://mass.gov/dppc)

**Executive Office of Public Safety Architectural Access Board**
One Ashburton Place, Room 1310
Boston, MA 02108
617 727-0019 TTY
617 727-0660 Voice
800 828-7222 Toll Free Voice
617 727-0665 Fax

**Hard of Hearing Advocates**
245 Prospect Street
Framingham, MA 01701
508 875-8662 Voice
508 875-0145 Fax
[http://hohadvocates.org/](http://hohadvocates.org/)

**Massachusetts Association for Community Action MASSCAP**
105 Chauncy St., 3rd Floor
Boston, MA 02111
617 357-6086 Voice
617 357-6542 Fax

**Massachusetts Office on Disability**
One Ashburton Place, Room 1305
Boston, MA 02108
617 727-7440 TTY/Voice
800 322-2020 TTY/Voice Toll Free
617 727-0965 Fax
[http://mass.gov/mod/](http://mass.gov/mod/)
### MCDHH 2008 Resource Directory

<table>
<thead>
<tr>
<th>Office of the Massachusetts Attorney</th>
<th>Southeastern Massachusetts Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td><strong>105 William Street</strong></td>
</tr>
<tr>
<td>One Ashburton Place</td>
<td><strong>New Bedford, MA 02740</strong></td>
</tr>
<tr>
<td>Boston, MA 02108</td>
<td><strong>617 727-4765 TTY</strong></td>
</tr>
<tr>
<td>617 727-4765 TTY</td>
<td><strong>508-990-9700 Voice</strong></td>
</tr>
<tr>
<td>617 727-2200 Voice</td>
<td><strong>Consumers and Civil Rights Hotline</strong></td>
</tr>
<tr>
<td><a href="http://www.ago.state.ma.us/">http://www.ago.state.ma.us/</a></td>
<td><strong>617 727-8400</strong></td>
</tr>
<tr>
<td><strong>Western Massachusetts Office</strong></td>
<td><strong><a href="http://www.ago.state.ma.us/sp.cfm?pageid=2373">www.ago.state.ma.us/sp.cfm?pageid=2373</a></strong></td>
</tr>
<tr>
<td>1350 Main Street</td>
<td><strong><a href="http://www.ago.state.ma.us/sp.cfm?pageid=2316">www.ago.state.ma.us/sp.cfm?pageid=2316</a></strong></td>
</tr>
<tr>
<td>Springfield, MA 01103</td>
<td><strong><a href="http://www.ago.state.ma.us/sp.cfm?pageid=1195">www.ago.state.ma.us/sp.cfm?pageid=1195</a></strong></td>
</tr>
<tr>
<td>617 727-4765 TTY</td>
<td><strong>United Cerebral Palsy of Berkshire County</strong></td>
</tr>
<tr>
<td>413 784-1240 Voice</td>
<td><strong>208 West Street</strong></td>
</tr>
<tr>
<td><strong>Central Massachusetts Office</strong></td>
<td><strong>Pittsfield, MA 01201</strong></td>
</tr>
<tr>
<td>One Exchange Place</td>
<td><strong>413 442-1562 TTY/VOICE</strong></td>
</tr>
<tr>
<td>Worcester, MA 01608</td>
<td><strong>413 499-4077 Fax</strong></td>
</tr>
<tr>
<td>508 792-7600 Voice</td>
<td></td>
</tr>
</tbody>
</table>

### AIDS Resources

The following agencies provide information, referral, advocacy, services, assistance and support for people living with HIV and AIDS. Hotline numbers are listed with the agencies when they are available.

**AIDS Action Committee**
294 Washington Street 5th floor
Boston, MA 02108
617 437-6200 Voice
617 437-1394 TTY
617 437-6445 Fax
[http://www.aac.org/site/PageServer](http://www.aac.org/site/PageServer)

**HIV Hotline**
800 235-2331 TTY
617 437-1672 TTY

**Boston Living Center**
29 Stanhope Street
Boston, MA 02116
617 267-7059 TTY
617 236-1012 Voice
617 236-0334 Fax
[http://bostonlivingcenter.org/aboutus.shtml](http://bostonlivingcenter.org/aboutus.shtml)

**Center for Disease Control**

**National AIDS Hotline**
888 232-6348 TTY
800 232-4636 Voice
[cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov)

**D.E.A.F. Inc**

**Project H.O.P.E.**
215 Brighton Ave.
Allston, MA 02134
617 254-4041 TTY/Voice
800 886-5195 Toll free TTY/Voice
617 254-7091 Fax
[info@deafinconline.org](mailto:info@deafinconline.org)

**Massachusetts Department of Public Health**

**AIDS Bureau**
250 Washington Street, 3rd Floor
Boston, MA 02108
617 624-5387 TTY
617 624-5300 Voice
800 443-2437 Toll Free Voice
American Sign Language and Deaf Awareness Consultants

These organizations and individuals offer presentations, training, or consultation on Deaf Culture, Deaf Awareness and American Sign Language. This section includes those who provide educational opportunities rather than advocacy. If you require an advocate, please consult the section titled ‘Advocacy’.

**Doublepride**
510 528-9869 Voice
510 769-7602 Fax
info@doublepride.com

**Karen Signs It**
P.O. Box 302
Beverly, MA 01915
978 921-1573 Fax
KRGlickman@aol.com

**The Deaf Reference Library**

**Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)**
Communication Access Training and Technology Services (CATTS)
150 Mount Vernon Street Suite 550
Boston, MA 02125
617 740-1700 TTY
617 740-1600 Voice
617 740-1800 VP
70.22.152.162 IP
617 740-1810 Fax
[http://mass.gov/mcdhh/training](http://mass.gov/mcdhh/training)

Arts and Entertainment

The following organizations and programs provide venues with communication access for people who are Deaf or have a hearing loss. ASL interpreters, captioning, CART, various technology, or a combination of these services are provided. Please check on the specific performance or exhibit of interest to you in order to avoid disappointment. Some programs and events will be made accessible only upon receiving a specific request in advance.

A weekly list of accessible movies, along with other access information of interest to parents, is made available by Jan Meyer. If you would like to receive it, email her at [jtm591@aol.com](mailto:jtm591@aol.com).

**MoPix Weekly Update** is available from Mary Watkins at WGBH in Boston. It provides news about all the current and future movies with Rear Window Captioning and DVS audio-description, RWC and DVS equipped movie theaters and auditoriums around the country, and captioning access efforts. To join the list, visit [http://ncam.wgbh.org/mailinglist.html](http://ncam.wgbh.org/mailinglist.html) or email Mary [mary_watkins@wgbh.org](mailto:mary_watkins@wgbh.org).


**Abbreviations:**
- **ASL** – American Sign Language Interpreted
- **ALDS** – Assistive Listening Device or System
- **CC** - Closed Captioned
- **OC** – Open Captions
- **D** – Media Distributor
- **RW** – Rear Window Captions
- **DTS-CCS** – Digital Theater Systems Cinema
- **Subtitling System**
<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Information</th>
<th>Website</th>
<th>Accessibility Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMC Loews Boston Common 19</td>
<td>175 Tremont Street, Boston, MA 02111, 617 423-5801 Voice, <a href="http://www.moviewatcher.com/jsp/amg.jsp">www.moviewatcher.com/jsp/amg.jsp</a></td>
<td>OC</td>
<td></td>
</tr>
<tr>
<td>Babson College Knight Auditorium</td>
<td>231 Forest Street, Babson Park, MA 02457, 781 235-1200 Voice, <a href="http://fusion.babson.edu/HTML/ClassDeans/page.cfm?id=324">fusion.babson.edu/HTML/ClassDeans/page.cfm?id=324</a></td>
<td>ALDS</td>
<td></td>
</tr>
<tr>
<td>Berkshire Museum</td>
<td>39 South Street, Route 7, Pittsfield, MA 01201, 413 443-7171 Voice, <a href="http://berkshiremuseum.org/index.html">berkshiremuseum.org/index.html</a></td>
<td>ASL, ALDS</td>
<td></td>
</tr>
<tr>
<td>Boston Center for the Arts</td>
<td>539 Tremont Street, Boston, MA 02116, 617 426-5801 Voice, 617 426-5336 Fax, <a href="http://www.bcaonline.org/">http://www.bcaonline.org/</a></td>
<td>ASL, ALDS</td>
<td></td>
</tr>
<tr>
<td>Boston Public Library</td>
<td>700 Boylston Street, Boston, MA 02117, 617 536-7055 TTY, 617 859-2295 Access Services, 617 536-5400 Voice, <a href="http://www.bpl.org/central/access.htm">www.bpl.org/central/access.htm</a></td>
<td>ASL, ALDS, CC</td>
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</tr>
<tr>
<td>CitiCenter for Performing Arts</td>
<td>270 Tremont Street, Boston, MA 02116, 617 482-5757 TTY, 888 889-8527 Tele-charge TTY, 617 482-9393 Voice, 617 451-1436 Fax, <a href="http://www.citicenter.org/">http://www.citicenter.org/</a></td>
<td>ASL, ALDS</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Address</td>
<td>Phone Numbers</td>
<td>Fax Numbers</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------</td>
<td>------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Cultural Access Consortium</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>50 Franklin Street, 4th Floor</td>
<td>617 338-8548 TTY</td>
<td>617 357-1864 Voice</td>
</tr>
<tr>
<td></td>
<td>Boston, MA 02110</td>
<td>617 357-1870 Fax</td>
<td></td>
</tr>
<tr>
<td>Foothills Theatre Company</td>
<td>100 Front Street Suite 137</td>
<td>508 754-4018 TTY/Voice</td>
<td>508 754-3314 Voice/group rates</td>
</tr>
<tr>
<td></td>
<td>Worcester, MA 01608</td>
<td>508 767-0676 Fax</td>
<td></td>
</tr>
<tr>
<td>Handel &amp; Haydn Society</td>
<td>300 Massachusetts Ave</td>
<td>617 266-3605 Voice box office</td>
<td>617 262-1815 Voice administration</td>
</tr>
<tr>
<td>Horticultural Hall</td>
<td>Boston, MA 02115</td>
<td>617 266-4217 Fax</td>
<td></td>
</tr>
<tr>
<td>Hatch Shell Esplanade Park</td>
<td>251 Causeway Street Suite 600</td>
<td>617 626-1250 Voice</td>
<td>617 626-1351 Fax</td>
</tr>
<tr>
<td>Massachusetts Department of Conservation &amp; Recreation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hatch Shell Esplanade Park</td>
<td>264 Huntington Ave</td>
<td>617 424-0694 TTY</td>
<td>617 266-0800 Voice</td>
</tr>
<tr>
<td>InSight Cinema</td>
<td>2800 28th Street Suite 380</td>
<td>310 452-8700 Voice</td>
<td>310 452-8711 Fax</td>
</tr>
<tr>
<td>Museum of Fine Arts</td>
<td>465 Huntington Ave</td>
<td>617 369-3188 Members Room TTY</td>
<td>617 369-3393 Box Office TTY</td>
</tr>
<tr>
<td>Museum of Science OMNI IMAX Theater, Planetarium, Museum Tours</td>
<td></td>
<td>617 267-9300 Voice</td>
<td>617 267-9328 Fax</td>
</tr>
<tr>
<td>Hatch Shell Esplanade Park</td>
<td>264 Huntington Ave</td>
<td>617 369-9703 TTY</td>
<td>617 369-3302 Voice</td>
</tr>
<tr>
<td>NCAM</td>
<td>1 Guest Street</td>
<td>617 589-0417 TTY</td>
<td>617 723-2500 Voice</td>
</tr>
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<td>hatch_events.htm</td>
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</tr>
<tr>
<td>Name</td>
<td>Address</td>
<td>Phone Numbers</td>
<td>Websites</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------</td>
<td>--------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>North Shore Music Theatre</td>
<td>P.O. Box 62, Beverly, MA 01915</td>
<td>978 921-7883 TTY / 978 232-7200 Voice</td>
<td><a href="http://www.nsmt.org/">Website</a> ASL, OC</td>
</tr>
<tr>
<td>Regal Swansea Stadium 12</td>
<td>207 Swansea Mall Drive, Swansea, MA 02777</td>
<td>508-674-6700</td>
<td><a href="regalcinemas.com/movies/open_cap.html">Website</a> RW</td>
</tr>
<tr>
<td>Old Sturbridge Village</td>
<td>1 Old Sturbridge Village Road, Old Sturbridge, MA 01566</td>
<td>508 347-5383 TTY / 508 347-3362 Voice / 800 733-1830 Toll Free</td>
<td><a href="http://www.osv.org/">Website</a> ASL, OC</td>
</tr>
<tr>
<td>Showcase Cinemas Lowell</td>
<td>32 Reiss Avenue, Lowell, MA 01853</td>
<td>978 551-0060 Voice</td>
<td><a href="nationalamusements.com/theatres/current_theatre.asp?theatre=3813">Website</a> RW</td>
</tr>
<tr>
<td>Regal Bellingham Stadium 14</td>
<td>259 Hartford Avenue, Bellingham, MA 02019</td>
<td>508-966-5096 Voice</td>
<td><a href="regalcinemas.com/movies/open_cap.html">Website</a>#MA OC</td>
</tr>
<tr>
<td>Regal Cape Cod Mall Stadium 12</td>
<td>793 Iyannough Rd. (Route 132), Hyannis, MA 02601</td>
<td>508 771-7872 Voice / 800 326-3264 Toll Free Voice</td>
<td><a href="regalcinemas.com/movies/open_cap.html">Website</a>#MA OC</td>
</tr>
<tr>
<td>Showcase Cinemas Randolph</td>
<td>73 Mazzeo Drive, Randolph, MA 02151</td>
<td>781 963-7330 Voice</td>
<td><a href="www.nationalamusements.com/showtimes/default.asp">Website</a> RW</td>
</tr>
<tr>
<td>Regal Theaters Fenway 13</td>
<td>201 Brookline Avenue, Boston, MA 02215</td>
<td>617 424-6266 Voice / 617 424-6111 Guest Services Voice</td>
<td><a href="regalcinemas.com/movies/open_cap.html">Website</a>#MA RW</td>
</tr>
<tr>
<td>Showcase Cinema Revere</td>
<td>565 Squire Road, Revere, MA 02151</td>
<td>781 284-5700 TTY/Voice</td>
<td><a href="www.nationalamusements.com/showtimes/default.asp">Website</a> RW</td>
</tr>
<tr>
<td>Regal Framingham 16</td>
<td>22 Flutie Pass, Framingham, MA 01701</td>
<td>508 875-6237 Voice</td>
<td><a href="regalcinemas.com/movies/open_cap.html">Website</a>#MA RW</td>
</tr>
<tr>
<td>Showcase Cinemas West Springfield</td>
<td>864 Riverdale Road, West Springfield, MA 01089</td>
<td>413 733-8311 Voice</td>
<td><a href="www.nationalamusements.com/showtimes/default.asp">Website</a> RW</td>
</tr>
</tbody>
</table>
TD Banknorth Garden
Access Service Center
100 Legends Way
Boston, MA 02114
617 624-1106 TTY
617 624-1050 Voice
www.tdbanknorthgarden.com/
accessibleneeds@dncboston.com.
617 624-1754 ADA line TTY

General Information
617 624-1000 Voice
617 624-3030 TTY
800 943-4327 Ticketmaster TTY

Assistive Listening Devices are available from the Customer Service Office, Loge Level, 4, outside of Section 4. A major credit card or a driver's license is required to use the devices.
customerservice@tdbanknorthgarden.com
ALDS

VSA Arts of Massachusetts
(Using the arts to include people with disabilities in every aspect of society)
China Trade Center
2 Boylston Street Suite 211
Boston, MA 02116
617 350-6836 TTY
617 350-6535 VP
617 350-7713 Voice
617 482-4298 Fax
http://www.vsamass.org/

Wellesley College
Davis Museum and Cultural Center
106 Central Street
Wellesley, MA 02481
781 283-2434 TTY
781 283-2051 Voice
781 283-2064 Fax
www.davismuseum.wellesley.edu/
www.wellesley.edu/DisabilityServices/DShome.html ALDS

Wheelock Family Theatre
200 The Riverway
Boston, MA 02215
617 879-2150 TTY
617 879-2147 Voice
617 879-2021 Fax
http://www.wheelock.edu/wft/
ASL, ALDS, OC

Worcester Historical Museum
30 Elm Street
Worcester, MA 01609
508 753-8278 Voice
http://worcesterhistory.org/
ASL

Worcester Public Library
3 Salem Square
Worcester, MA 01608
508 799-1731 TTY
508 799-1655 Voice
http://www.worcpublib.org/
ALDS

Assistive Technology Research & Demonstration Centers

Organizations involved in technology or program development to improve accessibility options for people with hearing loss and/or disabilities are listed in this section. Technology demonstration centers are designated by the initials: TD as an abbreviation for technology for demonstration.

Boston Guild for the Hard of Hearing
Northeastern University   TD
Assistive Listening Device Program
Behrakis Health Sciences Center
30 Leon Street, 503
617 373-8927 TTY
617 373-2492 Voice
617 373-8756 FAX
http://www.slpa.neu.edu/guild/index.html

Center for Applied Special Technology
CAST
40 Harvard Mills Square Suite 3
(mapping/Nav systems, use 40 Foundry St.)
Wakefield, MA 01880
781 245-9320 TTY
781 245-2212 Voice
781 245-5212 Fax
http://cast.org/
<table>
<thead>
<tr>
<th>Children’s Hospital Hearing Technology Center</th>
<th>TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Ellen Curran, AuD, CCC-A Audiologist and Director, Kristin Pagliuca, MHA Administrative Coordinator</td>
<td></td>
</tr>
<tr>
<td>781 216-3687 TTY</td>
<td>781 216-3681 Voice</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clarke School for the Deaf Center for Oral Education Assistive Devices Center</th>
<th>TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>45 Round Hill Road Northampton, MA 01060</td>
<td></td>
</tr>
<tr>
<td>413 582-1175 TTY/Voice</td>
<td>413 587-0383 Fax</td>
</tr>
<tr>
<td><a href="http://www.clarkeschool.org/content/assistive/index.php">www.clarkeschool.org/content/assistive/index.php</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability and Business Technical Assistance Centers</th>
<th>TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBTAC-New England ADA Center</td>
<td></td>
</tr>
<tr>
<td>Adaptive Environments</td>
<td></td>
</tr>
<tr>
<td>180 - 200 Portland Street Suite 1 Boston, MA 02114</td>
<td></td>
</tr>
<tr>
<td>617 695-1225 TTY/Voice</td>
<td>800 949-4232 Toll free TTY/Voice</td>
</tr>
<tr>
<td>617 482-8099 Fax</td>
<td><a href="http://adaptiveenvironments.org/neada/site/home">http://adaptiveenvironments.org/neada/site/home</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Easter Seals Massachusetts</th>
<th>TD</th>
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</thead>
<tbody>
<tr>
<td>State Headquarters:</td>
<td></td>
</tr>
<tr>
<td>484 Main Street Worcester, MA 01608</td>
<td></td>
</tr>
<tr>
<td>800 564-9700 TTY</td>
<td>800 922-8290 Voice</td>
</tr>
<tr>
<td>508 831-9768 Fax</td>
<td><a href="http://ma.easterseals.com/site/PageServer?pagename=MADR_homepage">http://ma.easterseals.com/site/PageServer?pagename=MADR_homepage</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Easter Seals Technology &amp; Training Center Demonstration and Loan Regional Center</th>
<th>TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katie Krusinski, DLRC Coordinator</td>
<td></td>
</tr>
<tr>
<td>89 South Street First Floor Boston, MA 02111</td>
<td></td>
</tr>
<tr>
<td>617 226-2640 Voice</td>
<td>800 244-2756 Toll Free</td>
</tr>
<tr>
<td>617 737-9875 Fax</td>
<td><a href="mailto:DLRC@eastersealsma.org">DLRC@eastersealsma.org</a></td>
</tr>
<tr>
<td><a href="http://ma.easterseals.com/site/PageServer?pagename=MADR_DLRC">http://ma.easterseals.com/site/PageServer?pagename=MADR_DLRC</a></td>
<td></td>
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</tbody>
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<thead>
<tr>
<th>Hartling Communications, Inc.</th>
<th>TD</th>
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<tbody>
<tr>
<td>85 Wilmington Road, Unit 16 Burlington, MA 01803</td>
<td></td>
</tr>
<tr>
<td>781 270-6710 TTY</td>
<td>800 672-9455 Toll Free TTY</td>
</tr>
<tr>
<td>781 272-7634 Voice</td>
<td>800 475-3183 Toll Free Voice</td>
</tr>
<tr>
<td>781 229-9161 Fax</td>
<td><a href="http://www.hartling.com">www.hartling.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interpretype</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3301 Brighton-Henrietta Townline Rd, Ste 200 Rochester, NY 14623</td>
<td></td>
</tr>
<tr>
<td>585 272-1434 TTY/Fax</td>
<td>585 272-1155 Voice</td>
</tr>
<tr>
<td>877 345-3182 Toll free</td>
<td><a href="http://www.interpretype.com/index.php">http://www.interpretype.com/index.php</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Massachusetts Association of the Deaf MSAD</th>
<th></th>
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<tbody>
<tr>
<td>Western Office 143 Dwight Street Springfield, MA 01103</td>
<td></td>
</tr>
<tr>
<td>413 734-9199 TTY</td>
<td>413 734-9100 Voice</td>
</tr>
<tr>
<td>413 739-9015 Fax</td>
<td>413 734-9199 VP</td>
</tr>
<tr>
<td><a href="http://msad.org/main.asp">http://msad.org/main.asp</a></td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>MCDHH Communication Access Training and Technology Services</th>
<th>TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>150 Mount Vernon Street Ste. 550 Boston, MA 02125</td>
<td></td>
</tr>
<tr>
<td>617 740-1700 TTY</td>
<td>617 740-1600 Voice</td>
</tr>
<tr>
<td>617 740-1800 VP</td>
<td>70.22.152.162 IP</td>
</tr>
<tr>
<td><a href="http://mass.gov/mcdhh">http://mass.gov/mcdhh</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Massachusetts Accessibility Resource Centers Massachusetts Assistive Technology Center</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Spaulding Rehabilitation Hospital Room 250 125 Nashua Street Boston, MA 02114</td>
<td></td>
</tr>
<tr>
<td>617 573-2928 Voice</td>
<td><a href="http://www.spauldingrehab.org/atec">www.spauldingrehab.org/atec</a></td>
</tr>
</tbody>
</table>
### MCDHH 2008 Resource Directory

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEPNet Northeast Regional Center</td>
<td></td>
<td></td>
<td><a href="http://www.netac.rit.edu/about.html">http://www.netac.rit.edu/about.html</a></td>
</tr>
<tr>
<td>Northern Essex Community College</td>
<td>100 Elliot Way, Haverhill, MA 01830</td>
<td>978 556-3341 TTY/V, 978 556-3104 Fax</td>
<td></td>
</tr>
<tr>
<td>Trace Research and Development Center</td>
<td>2107 Engineering Centers Building, Madison, WI 53706</td>
<td>608 263-5408 TTY, 608 262-6966 Voice, 608 262-8848 Fax</td>
<td><a href="http://trace.wisc.edu/">http://trace.wisc.edu/</a></td>
</tr>
<tr>
<td>PEPNet Northeast Regional Center</td>
<td>1550 Engineering Drive, Madison, WI 53706</td>
<td>608 263-5408 TTY, 608 262-6966 Voice, 608 262-8848 Fax</td>
<td></td>
</tr>
<tr>
<td>University of Wisconsin - Madison</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rehabilitation Engineering Research</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Center on Hearing Enhancement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>United Cerebral Palsy of Berkshire County</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT Device Demonstration and Loan Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dawn Perotti, Coordinator</td>
<td>208 West Street, Pittsfield, MA 01201</td>
<td>413 442-1562 TTY/V, 413 499-4077 Fax</td>
<td><a href="http://www.ucpberkshire.org/">http://www.ucpberkshire.org/</a></td>
</tr>
<tr>
<td>Trace Research and Development Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Wisconsin - Madison</td>
<td></td>
<td></td>
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<tr>
<td>Rehabilitation Engineering Research</td>
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<td>Center on Hearing Enhancement</td>
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<td></td>
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<tr>
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<td>208 West Street, Pittsfield, MA 01201</td>
<td>413 442-1562 TTY/V, 413 499-4077 Fax</td>
<td><a href="http://www.ucpberkshire.org/">http://www.ucpberkshire.org/</a></td>
</tr>
<tr>
<td>Trace Research and Development Center</td>
<td></td>
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</tr>
</tbody>
</table>

### Audiology Services, Resources, and Aural Rehabilitation

Comprehensive audiology services by a professionally trained person capable of diagnosing problems with hearing and balance, or information about those services, resources for finding an audiologist and agencies that verify appropriate licenses are listed in this section.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Connection – Boston’s Public Health Van</td>
<td>1010 Massachusetts Avenue, Boston, MA 02118</td>
<td>617-534-2295 Voice</td>
<td><a href="mailto:healthvan@bphc.org">healthvan@bphc.org</a></td>
</tr>
<tr>
<td>Speech Language and Hearing Center</td>
<td>Behrakis Health Sciences Center 503, 30 Leon Street, 503</td>
<td>617 373-8927 TTY, 617 373-2492 Voice, 617 373-8756 FAX</td>
<td><a href="http://www.slpneu.edu/center.html">http://www.slpneu.edu/center.html</a></td>
</tr>
<tr>
<td>Braintree Rehabilitation Hospital</td>
<td>250 Pond Street, Braintree, MA 02184</td>
<td>781-843-9021 TTY, 781-348-2209 Voice</td>
<td><a href="http://www.braintreerehabhospital.com/out_audiologydept.asp">www.braintreerehabhospital.com/out_audiologydept.asp</a></td>
</tr>
</tbody>
</table>
Children’s Hospital Boston Habilitative Audiology Program
333 Longwood Avenue, 3rd Floor
Boston, MA 02115
Mailing address:
300 Longwood Avenue, LO-367
Boston, MA 02115
617 730-0152 TTY
617 355-6461 Voice
617 730-0320 Fax
www.childrenshospital.org/clinicalservices/Site2003/mainpageS2003P0.html

Children’s Hospital Boston at Waltham
9 Hope Avenue
Waltham, MA 02453
781 216-2175 TTY
781 216-2250 Voice
781 647-8914 Fax
www.childrenshospital.org/clinicalservices/Site2003/mainpageS2003P0.html

Clarke School for the Deaf
Center for Audiological Services
45 Round Hill Road
Northampton, MA 01060
413 582-1114 TTY/V
413 587-0383 FAX
http://www.clarkeschool.org/content/evaluation/index.php

Commonwealth of Massachusetts Division of Professional Licensure
239 Causeway Street
Boston, MA 02114
617 727-2099 TTY
617 727-3074 Voice
617 727-2197 Fax
http://www.mass.gov/dpl/home.htm

HearUSA, Inc. – Home Visits
306 Main St
Wakefield, MA 01880
800 649-3074 Toll Free Voice
http://www.hearusa.com/
HearUSA has several clinics in the state. The 800 number and the web site above can be used to locate the one nearest you. Use them to set up a home visit, as well.

Lahey Clinic Medical Center
The Hearing Aid Center
41 Mall Road
Burlington, MA 01805
781 744-8797 TTY
781 744-2613 Voice
http://www.lahey.org/Medical/HearingAid/IndexHearingAid.asp
Lahey Clinic Medical Center North Shore
One Essex Center Drive
Peabody, MA 01960
978 538-4020 Voice

Massachusetts Eye and Ear Infirmary
243 Charles Street
Boston, MA 02114
617 523-5498 TTY
617 573-3266 Voice
http://www.audiology.meei.harvard.edu/
North Suburban Center (Mass Eye and Ear)
One Montvale Avenue
Stoneham, MA 02108
617 573-5630

New England Center for Hearing Rehabilitation NECHEAR
354 Hartford Turnpike (Rte 6)
Hampton, Connecticut 06247
860 455-1404 Voice
860 455-1396 Fax
http://www.nechear.com/
Speech-Language-Hearing Clinic
Worcester State College
Communication Sciences and Disorders
Department  Ghosh Bldg. Rm. 122
486 Chandler Street
Worcester, MA 01602
508 929-8050 Voice
508 929-8175 Fax
wwwfac.worcester.edu/cd/clinic.htm

UMass Memorial Audiology Department
University Campus
55 Lake Avenue North
Worcester, MA 01655
508 856-5998 TTY
508 856-3996 Voice
508 856-3170 Fax
http://www.umassmemorial.org/ummhc/hospitals/med_center/services/audio-services.cfm

Battery Vendors for Hearing Aids, Cochlear Implants and Assistive Technology

Batteries for hearing instruments can be purchased from hearing instrument distributors, drug stores and other stores that carry electronics. However, purchasing batteries in quantity and on the internet can provide substantial savings. While only a sampling, the companies listed in this category sell batteries used in hearing aids, cochlear implants and assistive technology.

hearing-aid-batteries-co.com
5608 Zemville Road
Erie, PA 16509
814 825-8398 Voice
800 279-8072 Toll Free Voice
814 825-7743 FAX
http://hearing-aid-batteries-co.com/

HearingPlanet, Inc.
100 Westwood Place, Ste 300
Brentwood, TN 37027
800 432-7669 Toll Free
615 248-5910 Voice
615 248-5903 FAX
www.hearingplanet.com/products

HearingUSA
6406 William Rancher Rd
San Antonio TX 78238
210 509-4993 Voice
800 687-5404 Toll Free Voice
210 509-6236 Fax
http://www.hearingusa.com/

JKelbe Co.
www.BatteriesHear.com
171 Fenwick Drive
Port Matilda, PA  16870
www.batterieshear.com

Micropower Battery Company
80 NE 13th Street
Miami, FL 33132-1532
305 371-9200 Voice
305 371-9400 Fax
305 371-9800 Fax
866 999-2355 Toll Free Voice
http://www.microbattery.com/

‘You-do-it Electronics Center’
40 Franklin Street
Needham, MA 02494
781 449-1005 Voice
781 449-1009 Fax
http://youdoitelectronics.com/
Captioning Services

Closed Captioning, Voice Captioning, Subtitling, Webcast Captioning, and Audio Description services are listed in this section. Please see the Appendix for additional information on captioning.

**Alternative Communication Services**
P.O. Box 278
Lombard, IL 60148
800 335-0911 Toll Free
813 926-7875 Fax
alternativecommunicationservices.com

**Caption Max**
159 W. 25th Street Suite 1009
New York, NY 10001
212 462-0060 Voice
212 462-0061 Fax
800 822-3566 Toll Free Voice
http://captionmax.com/

**Closed Caption Maker**
822 Guilford Ave. #148
Baltimore, MD 21202
800 527-0551 Toll Free Voice
http://www.ccmaker.com/

**Media Access Group at WGBH**
The Caption Center
1 Guest Street
Boston, MA 02135
617 300-3600 Voice/TTY
617 300-1020 Fax
http://main.wgbh.org/wgbh/pages/mag/

**Media Captioning Services, Inc.**
2111 Palomar Airport Rd Suite 330
Carlsbad, CA 92011
760 431-8795 TTY
760 431-2882 Voice
760 431-8735 Fax
http://mediacaptioning.com/

**Museum Technology Source, Inc.**
323 Andover Street Suite 3
Wilmington, MA 01887
978 657-3898 Voice
800 729-6873 Toll Free
978 657-7132 Fax
http://www.museumtechnology.com/about/

**National Captioning Institute**
1900 Gallows Road, Suite 3000
Vienna, VA 22182
703 917-7600 TTY/Voice
703 917-9853 Fax
http://www.ncicap.org/

**Carl and Ruth Shapiro Family National Center for Accessible Media NCAM**
1 Guest Street
Boston, MA 02135
617 300-2489 TTY
617 300-3400 Voice
617 300-1035 Fax
http://ncam.wgbh.org/

**Rapid Text, Inc.**
1801 Dove Street Suite 101
Newport Beach, CA 92660
949 399-9200 Voice
http://www.rapidtext.com/

**ULTECH, LLC**
1255 Middlebury Road
Middlebury, CT 06762
888 360 0010 Voice
203 758 8667 Voice
203 758 8693 Fax
http://ultech.com/

**Visual Data Media Services**
145 West Magnolia Boulevard
Burbank, California 91502-1722
818 558-3363 Voice
888 418-4782 Toll Free Voice
818 558-3368 Fax
http://visualdatainc.com/

**ViTAC**
101 Hillpointe Drive
Canonsburg, PA 15317
724 514-4100 TTY
724 514-4000 Voice
800 278-4822 Toll Free
http://vitac.com/
Cochlear Implant Resources

The resources listed in this section include the manufacturers of cochlear implants, programs for prospective candidates, programs for cochlear implant users, manufacturers and distributors of cochlear implant accessories, information sources and support groups.

**Advanced Bionics Corporation**
12740 San Fernando Road
Sylmar, CA 91342
800 678-3575 Toll Free TTY
661 362-1400 Voice
800 678-2575 Toll Free Voice
661 362-1500 Fax
http://advancedbionics.com/

**AllHear, Inc.**
P.O. Box 330
Aurora, Oregon 97002
503 266-6730 Voice
503 266-6418 Fax
http://allhear.com/index.html

**Boston Children’s Hospital at Waltham Cochlear Implant Team**
9 Hope Avenue
Waltham, MA 02453
781 216-2175 TTY
781 216-2250 Voice
781 647-8914 Fax

**Cochlear Corporation**
400 Inverness Parkway, Suite 400
Englewood, CO 80112
303 790-9010 TTY/V
800 523-5798 Toll Free Voice
303 792-9025 Fax
http://www.cochlearamericas.com/

**Cochlear Implant Association, Inc.**
5335 Wisconsin Ave, NW Ste 440
Washington, DC 20015
202 895-2781 Voice
202 895-2782 Fax
http://www.cisupport.org/index.html

**Minuteman Implant Club (Local Chapter)**
Larry Orloff, MIC President
209 Rolling Ridge Road
Amherst, MA 01002
413 549-4108 Voice

**House Ear Institute**
2100 West Third Street
Los Angeles, CA 90057
213 484-2642 TTY
213 483-4431 Voice
800 388-8612 Toll Free Voice
213 483-8789 Fax
http://hei.org/

**Massachusetts Eye & Ear Infirmary Cochlear Implant Center**
243 Charles Street
Boston, MA 02114
617 523-5498 TTY
617 573-4047 Voice
617 573-3233 Fax
meei.harvard.edu/shared/oto/audiology/indexdiv.php

**North Suburban Center**
One Montvale Avenue
Stoneham, MA 02180
617 573-5630 Voice
meei.harvard.edu/shared/oto/audiology/ha_appt.php

**Med-EL Corporation**
2222 East Highway 54, Suite B-180
Durham, NC 27713
919 572-2222 Voice
919 484-9229 Fax
http://www.medel.com/

**Tufts-New England Medical Center Cochlear Implant Center**
750 Washington Street
Boston, MA 02111
617 636-5496 Voice
617 636-1479 Fax
nemc.org/ent/CIC%5Cdefault.asp
UMass Memorial Rehabilitation Group
15 Belmont Street
Worcester, MA 01605
508 334-8700 TTY
508 334-8726 Voice
508 334-334-8751 Fax
http://www.umassmemorial.org/ummhc/hospitals/med_center/services/cochlear_main.cfm

Colleges, Universities, and Programs for Deaf and Hard of Hearing Students

The schools in this category offer programs designed specifically for Deaf or hard of hearing people. Communication access is provided in a variety of ways. Some programs are taught in ASL while others offer assistive technology, interpreters and/or CART. Please check for the details with each individual program.

College scholarship information can be found on the following web sites:
http://infotogo.gallaudet.edu/390.html
http://www.agbell.org/MN/scholarship.html
http://www.familysupportconnection.org/html/scholarships.htm
www.earfoundation.org/education.asp?content=minnie_pearl_scholarship
http://www.sertoma.org/%5EScholarships/Scholarships.htm

California State University, Northridge
National Center on Deafness
18111 Nordhoff Street
Northridge, CA 91330-8267
818 677-2054 Voice/TTY
818 677-7192 Fax
http://ncod.csun.edu/

Gallaudet University
800 Florida Avenue, NE
Washington, DC 20002
202 651-5000 Voice/TTY
800 995-0550 Toll Free
http://gallaudet.edu/

College of the Holy Cross
ASL/Deaf Studies Program
One College Street
P.O. Box 172 A
Worcester, MA 01610
508 793-3344 TTY/ Voice
508 793-2601 Fax
www.holycross.edu/academics/deafstudies/

National Technical Institute of the Deaf
52 Lomb Memorial Drive
Rochester, NY 14623
585 475-6400 TTY/ Voice
585 475-5978 Fax
http://www.ntid.rit.edu/
 Colleges and University Programs to Prepare People for Careers Working with Deaf and Hard of Hearing People

Education of the Deaf, Deaf Studies and Linguistics programs are include in this category. Communication access is available when needed. Interpreter Training Programs are listed in the category titled ‘Interpreter Training Programs, Mentorship and Resources’.

**Boston University**
621 Commonwealth Ave. Room 201
Boston, MA 02215
617 353-3205 TTY/ Voice
617 353-3292 Fax
[www.bu.edu/sed/students/prospective/undergraduate/programs/deaf/](http://www.bu.edu/sed/students/prospective/undergraduate/programs/deaf/)

Boston University offers the following Degrees:
- BS Deaf Studies/Education of the Deaf
- Ed.M. Education of the Deaf
- CAGS Education of the Deaf
- Ed.D. Developmental Studies
- Ph.D. Applied Linguistics

**Clarke-School for the Deaf**
Center for Oral Education
Outreach Training and Oral Transliterating Services
Claire Troiano, M.E.D., OTC, Director
48 Round Hill Road
Northampton, MA 01060-2124
413 582-1147 TTY/ Voice
[www.clarkeschool.org/content/mainstream/training.php](http://www.clarkeschool.org/content/mainstream/training.php)
ctroiano@clarkeschool.org

**College of the Holy Cross**
ASL / Deaf Studies Program
One College Street
P.O. Box 172 A
Worcester, MA 01610
508 793-3344 TTY/V
508 793-2601 Fax
[www.holycross.edu/academics/deafstudies/](http://www.holycross.edu/academics/deafstudies/)

**Smith College & Clarke School for the D & HH**
Graduate Teacher Education Program
College Hall 30
Smith College Graduate Programs
Northampton, MA 01063
413 584-3450 TTY
413 585-3050 Voice
413 585-3054 Fax
[www.smith.edu/gradstudy/degrees_medd.php](http://www.smith.edu/gradstudy/degrees_medd.php)
Communication Access Realtime Translation – CART and Remote CART

Communication Access Realtime Translation (CART) is a service provided by a trained court reporter that, with additional training and/or experience in realtime reporting and in aspects of providing translation for deaf, late deafened and hard of hearing people becomes a CART provider. The CART provider produces a verbatim translation using a stenography machine which is connected to a computer. The computer translates the stenotype shorthand into English which is simultaneously displayed on a computer monitor or can be projected onto a large screen. CART service is appropriate communication access for deaf and hard of hearing persons who are fluent in English, both written and oral, and who either (a) are not accustomed to ASL interpreters, sign language transliterators and/or oral transliterators in general or (b) do not choose to do so in the particular situation. In general, persons who choose to use CART service are late deafened adults, oral deaf persons and some hard of hearing persons. Please visit the Appendices on CART, www.stsn.org or www.ncraonline.org/ for additional information.

Massachusetts Commission for the Deaf and Hard of Hearing
150 Mount Vernon Street Suite 550
Boston, MA 02125
617 740-1700 TTY
617 740-1600 Voice
617 740-1810 FAX
617 740-1800 VP
70.22.152.162 IP
http://mass.gov/mcdhh
(click on link in the box titled 'What We Do' for Interpreter/CART Referral Services)

For future CART mentorship opportunities, please contact Dianne Shearer, Director
Interpreter/CART Referral Services
Massachusetts Commission for the Deaf and Hard of Hearing
150 Mount Vernon Street Suite 550
Boston, MA 02125
617 740-1780
Dianne.Shearer@State.ma.us

Massachusetts Court Reporters Association
50 Congress Street #500
Boston, MA 02109
888 522-6272 Toll Free Voice
617 778-0572 Voice
617 523-7343 Fax
http://mcraonline.com/index.shtml

National Court Reporters Association
8224 Old Courthouse Road
Vienna, VA 22182
703 556-6289 TTY
703 556-6272 Voice
800 272-6272 Toll Free Voice
703 556-6291 Fax
http://www.ncraonline.org/

Remote CART Services

The Communication Access Information Center defines this service as the use of the latest technology to meet the growing demand for Communication Access Realtime Translation. Remote CART is the same as CART with one exception, the provider works from a remote location using conference call and internet equipment to bridge the distance between the event and the CART provider. Detailed information and demonstrations of Remote CART services can be found at this site: http://www.colorado.edu/ATconference/hyssong-handouts.htm.
C Print/Transcription Services

C-Print, developed at the National Technical Institute for the Deaf, is a system used to convert speech to text. It may be used to provide communication access for people with hearing loss in certain settings. It was developed for use in high school and college classrooms, but is effective in meetings and workshops, as well. A trained C-Print captionist uses a system of strategies and abbreviations to provide a translation of the spoken language on a laptop screen or other monitor. The translation is faithful to the content of the language, but is not a verbatim rendering of it. The following organizations provide C-Print and transcription services.

C-Print Development & Training
Rochester Institute of Technology
National Technical Institute for the Deaf
52 Lomb Memorial Drive
Rochester, NY 14623
585 475-7557 TTY/ Voice
585 475-7660 Fax
http://www.ntid.rit.edu/CPrint/

Northern Essex Community College
Deaf and Hard of Hearing Services
100 Elliot Street
Haverhill, MA 01830
978 556-3673 TTY
978 556-3654 Voice
necc.mass.edu/learningaccommodations/deafhoh.php

RealTime Captioning
863 High Street
Fall River MA 02720
508 676-0463 Voice
realtimecaptioning@yahoo.com

STSN.org
Speech-to-Text Services Network
http://www.stsn.org/index.html
infocontact@stsn.org

The C-Print Connection
C-Print Service Providers Organization
http://www.jsu.edu/depart/dss/cprint/index.html
Cued Speech

Cued speech is a visual system that uses 8 hand shapes in 4 different positions on the face combined with the natural movements of the mouth during speech to differentiate between sounds that look alike on the lips. The following agencies offer Cued Speech information and training.

- **Hearing Rehabilitation Foundation**
  - New England Cued Speech Services
    - 35 Medford Street
    - Somerville, MA 02143
    - 617 821-2589

- **National Cued Speech Association**
  - 5619 McLean Drive
  - Bethesda, MD 20814-1021
  - 301 915-8009 TTY/ Voice
  - 800 459-3529 Toll Free TTY/ Voice

Deaf Adult Education

These organizations offer Continuing Education classes for the Deaf and Hard of Hearing community in a variety of subject areas, including English as a second language and ASL.

- **D.E.A.F., Inc.**
  - Adult Education
    - 215 Brighton Avenue
    - Allston, MA 02134
    - 617 254-4041 TTY/Voice
    - 800 886-5195 Toll free TTY/V
    - 617 254-7091 Fax
    - [http://www.deafinconline.org/](http://www.deafinconline.org/)
    - info@deafinconline.org

- **Gallaudet University**
  - Regional Center at
    - Northern Essex
    - Community College
    - 100 Elliott Street
    - Haverhill, MA 01830
    - 978 556-3701 TTY/ V/VP
    - 978 556-3703 Fax
    - [http://www.necc.mass.edu/gallaudet/index.html](http://www.necc.mass.edu/gallaudet/index.html)

- **Valley Opportunity Council**
  - Community Action Agency
    - 152 Center Street, 2nd Floor
    - Chicopee, MA 01013
    - 413 612-0206 TTY/ Voice

Deaf-Blind Services

The organizations and agencies in this category provide resources that empower Deaf-Blind individuals. The list includes resources for independence, outreach, social events, information, and transportation services. The Massachusetts Commission for the Blind provides services and specially trained counselors skilled in the use of American Sign Language, tactile communication and a variety of communication methods. See the MCB listing for contact information.

- **Adaptive Technology Consulting, Inc.**
  - Gayle Yarnell
  - P.O. Box 778
  - Amesbury, MA 01913
  - 978 462-3817 Voice
  - 978 462-3928 Fax
  - [http://adaptivetech.net/](http://adaptivetech.net/)

- **American Association of the Deaf-Blind**
  - 8630 Fenton Street, Suite 121
  - Silver Spring, Maryland 20910-3803
  - 301 495-4402 TTY
  - 301 495-4403 Voice
  - 301 495-4404 Fax
  - [http://www.aadb.org/](http://www.aadb.org/)
  - AADBListserv:
    - [www.aadb.org/resources/email_lists/advocacy.html#aadb](http://www.aadb.org/resources/email_lists/advocacy.html#aadb)
MCDHH 2008 Resource Directory

Carroll Center for the Blind
770 Center Street
Newton, MA 02458
617 969-6200 Voice
800 852-3131 Toll Free Voice
617 969-6204 Fax
http://www.carroll.org/

Deafblind Community Access
Network DBCAN
Elaine Ducharne, Director of Consumer Services
DBCAN c/o D.E.A.F., Inc.
215 Brighton Ave., Allston, MA 02134
617 254-4041 TTY/V
800 886-5196 TTY/V
617 254-7091 FAX
DBCANCS@deafinconline.org

Deafblind Contact Center
Susan Sjoholm, Director
D.E.A.F., Inc.
215 Brighton Ave
Allston, MA 02134
617 254-4925 TTY/VCO
DBCC_MA@yahoo.com

Foundation Fighting Blindness
Massachusetts Chapter
Lynn E. Donnelly, President
232 Winchester Street #2
Brookline, MA 02446-2767
617 739-3169
donnelly663@gmail.com

Massachusetts – Support Group
Tina Kurys
vzeeiz32@verizon.net

Helen Keller National Center
New England Regional Office
152 Lincoln Road
P.O. Box 266
Lincoln, MA 01773
781 259-7100 TTY/Voice
781 259-4014 Fax
http://hknc.org/

Massachusetts Association for the Blind
200 Ivy Street
Brookline, MA 02446
617 738-5110 Voice
617 738-1247 Fax
http://www.mabcommunity.org/index.htm

Massachusetts Commission for the Blind
48 Boylston Street
Boston, MA 02116
617 727-5550 Voice
800 392-6556 Toll Free TTY
800 392-6450 Toll Free Voice
617 626-7685 Fax
http://mass.gov/mcb

Massachusetts Deafblind Family Alliance
175 North Beacon Street
Watertown, MA 02472
617 924-5525 TTY
617 972-7515 Voice
617 972-7354 Fax
http://www.necdbp.org/madbfa.htm

National Braille Press
88 St. Stephen Street
Boston, MA 02115
617 266-6160 Voice
888 965-8965 Toll Free Voice
617 437-0456 Fax
800 548-7323 Phone Ordering
http://www.nbp.org/

National Consortium on Deaf-Blindness
DB-LINK
345 North Monmouth Ave
Monmouth, OR 97361
800 854-7013 Toll Free TTY
800 438-9376 Toll Free Voice
503 838-8150 Fax
http://www.dblink.org/

National Family Association for Deaf-Blind
141 Middle Neck Road
Sands Point, NY 11050
800 255-0411 Toll Free Voice
516 883-9060 Fax
http://nfadb.org/home.htm

New England Homes for the Deaf
154 Water Street
Danvers, MA 01923
978 774-0445 Voice /TTY
978 774-0271 Fax
http://nehomesdeaf.org/
### MCDHH 2008 Resource Directory

<table>
<thead>
<tr>
<th>New England Center Deaf-Blind Project</th>
<th>Perkins School for the Blind</th>
</tr>
</thead>
<tbody>
<tr>
<td>175 North Beacon Street</td>
<td>Deaf-Blind Program</td>
</tr>
<tr>
<td>Watertown, MA 02472</td>
<td>175 North Beacon Street</td>
</tr>
<tr>
<td>617 924-5525 TTY</td>
<td>Watertown, MA 02472</td>
</tr>
<tr>
<td>617 972-7515 Voice</td>
<td>617 924-3434 Voice</td>
</tr>
<tr>
<td>617 972-7354 Fax</td>
<td>617 926-2027 Fax</td>
</tr>
</tbody>
</table>

### Deaf Clubs and Recreation

Social groups, athletic associations, and recreational opportunities are listed in this section. Be sure to contact and research any listing you are interested in joining. Some groups require formal membership while others don't. Some recreational opportunities require advance registration while others may be free with no advance sign up required.

**Boston Deaf Professional Happy Hour**

The Boston Deaf Professional Happy Hour, better known as DPHH, is a monthly social event for Deaf professionals and professionals who work in the Deaf field at pre-selected bars. The aim of DPHH is to bring Deaf professionals together to network, socialize and to unwind after a long week of work!

Quoted from the web page [http://bostondphh.net/blog/](http://bostondphh.net/blog/)

**Holyoke Athletic & Social Club of the Deaf**

P.O. Box 4967
Holyoke, MA 01040
413 535-3253 TTY
413 532-3270 Fax
mailto:LMacciomei@aol.com

**New England Athletics Association**

[http://neaad.net/](http://neaad.net/)

**New England States Deaf Bowlers Association**

**New England Women Bowlers Association**

Contact Bill Brown, Chairperson
781 938-0170 TTY/VP/Fax
wjbrownjr@rcn.com

**Swim Lessons for Deaf Adults and Children**

Oak Square YMCA
Brighton, MA
Contact Kerri Rall
617 515-8472 Voice
KRall723@yahoo.com

**Outdoor Explorations**

98 Winchester Street
Medford, MA 02155
781 395-4184 TTY
781 395-4999 Voice
781 395-4183 Fax

### Domestic Violence Resources

This section lists accessible venues for information and/or services available to the individuals and families who have experienced domestic violence in their lives. Hotlines have been included when available.

**Casa Myrna Vazquez, Inc.**

**SafeLink 24-Hour Hotline**

P.O. Box 180019
Boston, MA 02118
877 521-2601 TTY
877 785-2020 Voice

**Finex House**

Deaf Friendly and Mobility Accessible Shelter
P.O. Box 300670
Jamaica Plain, MA 02130
617 288-1054 TTY/V
617 288-1923 Fax
<table>
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<tr>
<th><strong>MCDHH 2008 Resource Directory</strong></th>
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<tr>
<td><strong>HAWC</strong></td>
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<tr>
<td><strong>Help for Abused Women and Their Children</strong></td>
</tr>
<tr>
<td>27 Congress Street, Suite 201</td>
</tr>
<tr>
<td>Salem, MA 01970</td>
</tr>
<tr>
<td>978 744-1818 TTY</td>
</tr>
<tr>
<td>978 744-8552 Voice</td>
</tr>
<tr>
<td>978 745-6886 Fax</td>
</tr>
<tr>
<td>24-hour hotline 978 744-6841</td>
</tr>
<tr>
<td><a href="http://helpabusedwomen.org/">http://helpabusedwomen.org/</a></td>
</tr>
</tbody>
</table>

| **Jane Doe Inc.**                  | **Jeanne Geiger Crisis Center** |
| **Massachusetts Coalition Against Sexual Assault and Domestic Violence** | 24-Hour Hotline |
| 14 Beacon Street, Suite 507       | 5 Market Square, Suite 109     |
| Boston, MA 02108                  | Amesbury, MA 01913            |
| 617 263-2200 TTY                  | 978 388-1888 TTY/V            |
| 617 248-0922 Voice                | http://www.jeannegeigercrisiscenter.org/ |
| 617 248-0902 Fax                  |                     |
| http://janedoe.org/               |                     |

<table>
<thead>
<tr>
<th><strong>Early Intervention Services</strong></th>
</tr>
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<tbody>
<tr>
<td>Agencies offering programs that are family centered and focused on the developmental issues of children, including but not limited to evaluation, consultation, communication services, training, support and assistance for Deaf children, children with hearing loss and their families are listed in this group.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Auditory-Verbal Communication Center</strong></th>
<th><strong>Children's Hospital Boston at Waltham Deaf and Hard of Hearing Program</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>544 Washington Street</td>
<td>Hope Avenue</td>
</tr>
<tr>
<td>Gloucester, MA 01930</td>
<td>Waltham, MA 02453</td>
</tr>
<tr>
<td>978 282-0025 TTY/ Voice</td>
<td>781 647-8913 TTY</td>
</tr>
<tr>
<td><a href="http://www.avcclisten.com/">http://www.avcclisten.com/</a></td>
<td>781 216-2215 Voice</td>
</tr>
<tr>
<td></td>
<td>617 734-6042 Fax</td>
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</tbody>
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<thead>
<tr>
<th><strong>Beverly School for the Deaf</strong></th>
<th><strong>Clarke School for the Deaf Center for Oral Education</strong></th>
</tr>
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<tbody>
<tr>
<td>6 Echo Avenue</td>
<td>Round Hill Road</td>
</tr>
<tr>
<td>Beverly, MA 01915</td>
<td>45 Northampton, MA 01060</td>
</tr>
<tr>
<td>978 927-7200 TTY</td>
<td>413 584-3450 TTY/V</td>
</tr>
<tr>
<td>978 927-7070 Voice</td>
<td>413 584-8273 Fax</td>
</tr>
<tr>
<td>978 927-6536 Fax</td>
<td><a href="http://www.clarkeschool.org/content/family/index.php">http://www.clarkeschool.org/content/family/index.php</a></td>
</tr>
<tr>
<td><a href="http://beverlyschoolforthe">http://beverlyschoolforthe</a> deaf.org/earlychildhood.shtml</td>
<td></td>
</tr>
</tbody>
</table>
Clarke School East
1 Whitman Road
Canton, MA 02021
781 821-3499 Voice /TTY
http://www.clarkeschool.org/content/Clarke_East/index.php

Emerson College
Thayer Lindsley Parent Centered Nursery
216 Tremont Street
Boston, MA 02116
617 824-8307 TTY
617 824-8323 Voice
617 824-8730 Fax
http://www.emerson.edu/communication_disorders/clinical_services/Thayer-Lindsley-Family-Centered-Program.cfm

Horace Mann School for the Deaf and Hard of Hearing
40 Armington Street
Allston, MA 02134
617 635-8534 TTY/ Voice
617 635-6379 Fax
http://boston.k12.ma.us/mann/EC%20and%20Elementary.htm

Massachusetts Department of Public Health Office on Health and Disability
Bureau of Family and Community Health
250 Washington Street
Boston, MA 02108
617 624-5992 TTY
617 624-5901 Voice
617 624-5990 Fax
http://www.mass.gov/dph/fch/ohd/index.htm

Massachusetts State Association of the Deaf
Family Sign Language Program
The Learning Center for Deaf Children
848 Central Street
Framingham, MA 01701
781 388-9115 TTY
781 388-9114 Voice
781 388-9015 Fax
http://msad.org/familyslprogram.asp

New England Center for Hearing Rehabilitation NECHEAR
354 Hartford Turnpike (Rte 6)
Hampton, Connecticut 06247
860 455-1404 Voice
860 455-1396 Fax
http://www.nechear.com/

New England Medical Center
Deaf Family Clinic
755 Washington Street
Boston, MA 02111
617 636-5541 Voice
http://www.tufts-nemc.org/ccsn/home/

READS Collaborative
105 East Grove Street
Middleborough, MA 02346
508 947-8530 TTY
508 947-3634 Voice
508 946-1088 Fax
http://www.readscollab.org/

The Learning Center for the Deaf
848 Central Street
Framingham, MA 01701
508 879-5110 TTY/ Voice
http://www.tlcdeaf.org/tlcmain/parinfnt.htm

Vermont Center for the Deaf and Hard of Hearing, Inc.
209 Austine Drive, Suite 310
Brattleboro, VT 05301
802 254-3921 FAX

Willie Ross School for the Deaf
Early Intervention Services
32 Norway Street
Longmeadow, MA 01106
413 567-0374 TTY/ Voice
413 567-8808 Fax
http://www.willierossschool.org/early.html
Employment Services

Agencies listed here offer assistance and training in finding employment and have demonstrated sensitivity or programming specifically for people who are Deaf or hard of hearing. The Rehabilitation Commission has a number of offices statewide. Contact them at their main number.

**Massachusetts Rehabilitation Commission (MRC)**
- Administrative Offices
- 27 Wormwood Street Suite 600
- Boston, MA 02210-1616
- 617 204-3600 TTY/V
- 617 727-1354 Fax
- [http://mass.gov/mrc](http://mass.gov/mrc)

**WORK Inc**
- 3 Arlington Street
- Quincy, MA 02171
- 617 691-1500 Voice
- 617 691-1595 Fax
- [http://workinc.org/index2.htm](http://workinc.org/index2.htm)

Financial Assistance, Exchange and Recycling Programs for Hearing Aids and Assistive Technology

There are several options available regarding financial assistance for hearing aids listed in this section. Some options for financial assistance come through government agencies, some through non-profit agencies, and some are offered by private foundations. There are also programs that loan equipment and others provide refurbished equipment. Eligibility for assistance varies depending on financial need, age, and / or other eligibility requirements. Please contact each individual agency for the details of that specific program.

**Note:** If you have Medicaid coverage, costs for hearing aids will be covered. Medicare, however, will not cover the expense for hearing aids. If you have private health insurance coverage, check with your insurer to see if they will cover the expense before exploring other options for financial assistance.

Organizations that accept and distribute gently used hearing aids have been included here, as well. Recycling hearing aids is an excellent means of helping people who would otherwise be unable to benefit from this necessary, but expensive technology.

**Title VII Part B**

In Massachusetts, you can apply for federal money from Title VII Part B funding which is made available to all of the Independent Living Centers in Massachusetts (see listing in section by that title) for the purchase of equipment and services to assist people to maintain or achieve independence. Unfortunately, there is a long waiting list to receive this financial assistance.

To receive financial assistance through Title VII Part B certain eligibility guidelines must be followed. First, Title VII Part B is only for those who are not eligible for services under the Massachusetts Rehabilitation Commission (MRC). Second, Title VII Part B must be the last choice for funding. This program is intended as a last resort only for those not eligible elsewhere; all other possible sources of funding should be explored, and evidence of such search should be kept, before applying for this service.

The program can provide funding for assistive technology, assistive listening devices and other disability-related equipment. It can also pay for one-time or very limited provision of other services such as the cost of an appointment with an audiologist. If you are working, on Social Security Disability (SSDI), or receive retirement benefits, you will need to complete a Financial Eligibility Verification form. If your income exceeds the limit, you may need to pay for a portion of your services. If you are on Supplemental Security Insurance (SSI) or Aid to Families with Dependent Children (AFDC), you will not need to complete this form.
**American Medical Resources Foundation**  
(recycles hearing aids)  
P.O. Box 3609  
36 Station Avenue  
Brockton, MA 02404  
401 789-4527 Voice  
401 789-1849 Fax  
http://amrf.com/

**Assistive Technology Exchange in New England**  
www.getatstuff.org/  
Karen A. Langley, Director,  
Independent Living & Assistive Technology Services  
Massachusetts Rehabilitation Commission  
27 Wormwood Street  
Boston, MA 02210-1616  
617 204-3851 x3623 Voice

**Audient Program**  
Northwest Hearing Care  
901 Boren Avenue, Suite 810  
Seattle, WA 98104  
206 838-7194 Voice  
206 838-7195 Fax  
http://www.audientalliance.org

**Boston Guild for Hard of Hearing**  
Northeastern University  
**Hearing Outreach Program**  
Behrakis Health Sciences Center  
30 Leon Street, 503  
617 373-8927 TTY  
617 373-2492 Voice  
617 373-8756 Fax  
http://www.slpa.neu.edu/guild/index.html

**Disabled Children's Relief Fund**  
P.O. Box 89  
402 Pennsylvania Avenue  
Freeport, NY 11520  
516 377-1605 Voice  
http://dcrf.com/

**The Hearing Impaired Kids Endowment Fund**

**The HIKE Fund, Inc.**  
10115 Cherryhill Place  
Spring Hill, FL 34608  
352 688-2579 Voice/Fax  
http://www.thehikefund.org/

**Knights of Columbus**  
P.O. Box 194  
470 Washington Street  
Norwood, MA 02062  
781 551-0628 Voice  
781 551-0490 Fax  
http://massachusettsstatekofc.org/

**MA Commission for the Deaf and Hard of Hearing Assistive Technology Fund**  
150 Mount Vernon Street, Suite 550  
Boston, MA 02125  
617 740-1700 TTY  
617 740-1600 Voice  
617 740-1850 FAX  
Contact: Mary Macone

**MA Department of Public Health**  
‘Hearing Aid Program for Children’  
250 Washington St., 5th Floor  
Boston, MA 02108  
Contact: Community Support Line  
1 800 882-1435  
617-624-5992 TTY

**MassHealth Medicaid Program**  
600 Washington Street, 5th Floor  
Boston, MA 02111  
Contact person: Priscilla Portis  
617-348-5324 Voice  
617-348-8590 Fax
<table>
<thead>
<tr>
<th>Source</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Massachusetts Lions Club</strong></td>
<td>Richard Pessin, President&lt;br&gt;<a href="mailto:RBP360@aol.com">RBP360@aol.com</a>&lt;br&gt;Gretchen Olney, Advocate&lt;br&gt;<a href="mailto:gretchen1398@hotmail.com">gretchen1398@hotmail.com</a>&lt;br&gt;Please contact your local Lions Club for additional sources.</td>
</tr>
<tr>
<td><strong>MA Rehabilitation Commission MRC</strong></td>
<td>27 Wormwood Street Ste 600&lt;br&gt;Boston, MA 02210&lt;br&gt;617 204-3600 TTY/V&lt;br&gt;800 245-6543 Toll Free&lt;br&gt;617 727-1354 Fax&lt;br&gt;<a href="http://mass.gov/MRC">http://mass.gov/MRC</a></td>
</tr>
<tr>
<td><strong>Miracle Ear Children's Foundation</strong></td>
<td>P.O. Box 59261&lt;br&gt;Minneapolis, MN 55459&lt;br&gt;800 234-5422 Toll Free Voice&lt;br&gt;763 268-4295 Fax&lt;br&gt;<a href="http://www.miracle-ear.com/resources/children_request.asp">http://www.miracle-ear.com/resources/children_request.asp</a></td>
</tr>
<tr>
<td><strong>NUseed Pilot Program</strong></td>
<td>A collaboration of the MCDHH and NU’s Dept. of Speech, Language Pathology and Audiology for recycling hearing aids; Contact: Sandra Cleveland, Director, Audiology&lt;br&gt;617-373-2496 Voice&lt;br&gt;<a href="mailto:sa.cleveland@neu.edu">sa.cleveland@neu.edu</a>&lt;br&gt;Behrakis Health Sciences Center&lt;br&gt;30 Leon Street, 503&lt;br&gt;Boston, MA 02115</td>
</tr>
<tr>
<td><strong>The Starkey Hearing Foundation</strong></td>
<td>Hear Now&lt;br&gt;6700 Washington Avenue South&lt;br&gt;Eden Prairie, MN 55344&lt;br&gt;866 354-3254 Voice&lt;br&gt;800 648-4327 Toll Free Voice&lt;br&gt;952 828-6946 Fax&lt;br&gt;<a href="http://www.sotheworldmayhear.org/">http://www.sotheworldmayhear.org/</a> (funding and recycling)</td>
</tr>
<tr>
<td><strong>Travelers Protective Association of America Scholarship Trust for the Deaf and Near Deaf</strong></td>
<td>3755 Lindell Boulevard&lt;br&gt;St. Louis, MO 63108-3476&lt;br&gt;314 371-0533 Voice&lt;br&gt;314 371-0537 Fax&lt;br&gt;<a href="http://www.travelersprotectiveasn.com/deaf_scholarships.htm">http://www.travelersprotectiveasn.com/deaf_scholarships.htm</a></td>
</tr>
<tr>
<td><strong>United Cerebral Palsy of Berkshire County</strong></td>
<td>208 West Street&lt;br&gt;Pittsfield, MA 01201&lt;br&gt;413 442-1562 TTY/ Voice&lt;br&gt;413 499-4077 Fax&lt;br&gt;<a href="http://www.ucpberkshire.org/">http://www.ucpberkshire.org/</a></td>
</tr>
<tr>
<td><strong>US Veterans Administration VA Outpatient Clinic</strong></td>
<td>Audiology Department&lt;br&gt;150 South Huntington Avenue&lt;br&gt;Jamaica Plains, MA&lt;br&gt;617 232-9500 x4730 Voice&lt;br&gt;617 264-6703 Fax&lt;br&gt;Contact: Anne Hogan</td>
</tr>
</tbody>
</table>

**General Pediatrics**

<table>
<thead>
<tr>
<th>Source</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New England Medical Center Deaf Family Clinic</strong></td>
<td>750 Washington Street&lt;br&gt;Boston, MA 02111&lt;br&gt;617 636-5541 Voice&lt;br&gt;<a href="http://www.nemc.org/home/">http://www.nemc.org/home/</a></td>
</tr>
</tbody>
</table>
Group Residences

Group homes, supported apartments, congregate housing and shared living situations that offer supervision, support and assistance for people in need of a specialized living situation are listed in this section. Nursing homes, retirement facilities and senior housing are listed in the section of resources for senior citizens.

**Advocates Inc.**
One Clarks Hill, Suite 305  
Framingham, MA 01702  
508 628-6303 TTY  
508 628-6300 V  
800 479-7768 Toll Free  
http://www.advocatesinc.org/DeafServices.htm

**Deaf Services**
27 Hollis Street  
Framingham, MA 01702  
508 935-0769 Voice  
508 661-0232 Fax

**Deaf Community Center DCC**
75 Bethany Road  
Framingham, MA 01702  
508 875-3617 TTY/V  
508 875-0354 Fax

**Goodwill Industries**
Springfield Office and Work Center  
285 Dorset Street  
P.O. Box 80006  
Springfield, MA 01108  
413 788-6982 TTY  
413 788-6981 Voice  
goodwillspringfield.org/program_residential.php

**North Shore Association for Retarded Citizens**
**North Shore ARC**
64 Holten Street  
Danvers, MA 01923  
978 762-4873 TTY/ Voice  
978 777-6149 Fax  
http://www.nsarc.org/  
http://207.190.246.140/main.html#

**Ryan Place Apartment**
12 Ryan Place 1st Floor  
Swampscott, MA 01907  
978 762-4873 TTY/ Voice  
978 777-6149 Fax  
Please refer to web pages listed for North Shore ARC.

**Red House**
24 Wave Street  
Lynn, MA 01902  
781 595-4923 TTY/ Voice  
http://207.190.246.140/res_specialty.html

Please refer to web pages listed for North Shore ARC.

**Swampscott Women's Apartment**
12 Ryan Place 2nd Floor  
Swampscott, MA 01907  
978 762-4873 TTY/ Voice  
978 777-6149 Fax  
Please refer to web pages listed for North Shore ARC.

**Seven Hills Foundation**
Seven Hills has several program locations. Please contact them or visit the web page to determine the appropriate location. The corporate and central MA office is at this address:
81 Hope Avenue  
Worcester, MA 01603  
508 890-5584 TTY  
508 755-2340 Voice  
508 849-3882 Fax  
http://sevenhills.org/index.html

**Turning Point, Inc.**
There are several program locations. Please contact them or visit the web page to determine the appropriate location.  
5 Perry Way  
Newburyport, Ma 01950  
978 462-8251 Voice  
978 462-2289 Fax  
http://www.turningpointinc.org/

**Waltham Committee, Inc. WCI**
135 Beaver Street  
Waltham, MA 02452  
781 642-0791 TTY  
781 899-8220 Voice  
781 899-3828 Fax  
http://wearewci.org/
Hearing Aid Insurance

Agencies listed below provide insurance for hearing devices against loss and/or accidental damage. Insurance can be purchased directly, or through the hearing aid dispenser, by completing an application and returning it with a check for the appropriate amount.

**Discovery Hearing Aid Coop**
4318 Downtowner Loop, North Suite K
P.O. Box 161368
Mobile, AL 36616
334 342-1144 Voice
334 342-2158 Fax
http://discovear.com/?DivisionID=1088

**ESCO**
Ear Service Corporation
3215 Fernbrook Lane North
Plymouth, MN 55447
800 992-3726 Toll Free
763 559-4247 Fax
http://earserv.com/

**Hearing Care Network**
National Ear Care Plan
6825 E. Tennessee Avenue, Suite 415
Denver, CO 80224
800 999-1458 TTY/ Voice
303 399-7719 Fax
www.hearusa.com/company/our_brands/index.asp?p=our_high_quality_companies#04

**Midwest Hearing Industries**
4510 West 77th Street, Suite 201
Minneapolis, MN 55435
800 821-5471 Toll Free
952 835-9481 Fax
http://mwhi.com/

Hearing Dog Service Centers

This is a list of organizations that train dogs as service animals to assist and support a person in maintaining his/her independence and the highest level of function in daily activities. The rules and law about identification cards for a service animal can be found at this link: www.deltasociety.org/TextOnly/ServiceAccessLaw.htm. The link also provides a card to download and print.

Information on Service animals in emergency situations can be found at the following links:
American Red Cross Prepare.org
http://www.prepare.org/disabilities/animaltips.htm

U.S. Department of Homeland Security
Disability Preparedness ‘Users of Service Animals’
http://www.disabilitypreparedness.gov/ppo/animals.htm

**Assistance Dog United Campaign**
Voucher Program & Scholarships
1221 Sebastopol Road
Santa Rosa, CA 95407
800 284-3647 Toll Free Voice
707 545-0800 Fax
http://assistancedogunitedcampaign.org/

**Delta Society**
875 124th Avenue NE, Suite 101
Bellevue, WA 98005
425 679-5500 Voice
425 679-5539 Fax
http://www.deltasociety.org/home.htm
### Independent Living Services

**What are DHILS programs?**
MCDHH contracts with agencies to provide DHILS programs (Independent Living Programs for Deaf and Hard of Hearing people) at ten sites throughout the state. The purpose of the programs is to provide a peer consumer environment to enable deaf and hard of hearing persons to become more independent and achieve their life goals. These programs employ persons who are themselves Deaf, late-deafened, or hard of hearing. Participants work with Independent Living Specialists for the Deaf to set and achieve their own personal goals for independent functioning in family, school, employment, and community situations.

**What specific services do they offer?**
The DHILS services include:

* peer mentoring for deaf persons; DHILS staff are ASL-fluent;
* peer mentoring for hard of hearing persons;
* self-advocacy training;
* training on a wide range of independent living skills topics such as the use of assistive technology, communication skills, how to manage money for daily needs, how to find a job, how to find support groups, etc.;
* topical workshops for consumer education;
* access to DHILS-based alternative support and recreational groups and activities;
* loan of assistive communication equipment: TTYs, caption decoders, and one-to-one assistive listening devices;
* information and referral;
* emergency intervention.

**Who can participate in DHILS programs?**
Any Deaf, late-deafened, or hard of hearing person, primarily age 16 through elder years, are eligible for DHILS services.
How are DHILS programs funded? Is there a charge for services?
The ten independent living programs for deaf and hard of hearing people in Massachusetts are funded through state contracts administered by MCDHH. There is no charge for participation.

For more information, contact the DHILS program nearest to you.

DHILS Programs are located at the following sites:

**Greater Boston D.E.A.F., Inc.**
215 Brighton Ave.
Allston, MA 02134
617 254-4041 TTY/Voice
800 886-5195 Toll free TTY/Voice
617 254-7091 Fax
dhils@deafinconline.org

**New Bedford and Fall River D.E.A.F., Inc.**
105 Williams Street Room 25
New Bedford, MA 02740
508 990-1382 TTY/Voice
508 996-2170 Fax
508 990-1382 VP
dhils@deafinconline.org

**North Shore, Salem D.E.A.F., Inc.**
35 Congress Street, Suite 204
Salem, MA 01970
978 740-0394 TTY
978 740-0329 Voice
978 740-0389 Fax
978.740.0394 VP
dhils@deafinconline.org

**Southeast Region D.E.A.F., Inc.**
66 Main Street
Taunton, MA 02780
508 802-9605 TTY/Voice
508 802-9606 Fax
508 802-9607 VP
dhils@deafinconline.org

**C.O.R.D.**
Cape Organization for the Rights of the Disabled
1019 Iyannough Rd. #4
Hyannis, MA 02601
508 775-8300 TTY/Voice
508 775-7022 Fax
800 541-0282 Toll free TTY/V
tquin@cape.com

**Northeast Independent Living Program**
20 Ballard Road
Lawrence, MA 01843
978 687-4288 TTY/Voice
978 689-4488 Fax
192.168.1.45 IP
[http://www.nilp.org/index.htm](http://www.nilp.org/index.htm)
info@nilp.org
ngoodwin@nilp.org

**AdLib Center for Independent Living**
215 North Street
Pittsfield, MA 01201
413 442-7047 Voice/TTY
800 232-7047 Toll Free Voice
413 443-4338 Fax
adlib@adlibcil.org

**Stavros Center for Independent Living, Inc.**
262 Cottage Street
Springfield, MA 01104-4002
413 781-5555 TTY/Voice
413 733-5473 Fax
413 781-5553 VP
[http://www.stavros.org/deafservices.html](http://www.stavros.org/deafservices.html)
pbatch@stavros.org
<table>
<thead>
<tr>
<th>Center for Living &amp; Working Deaf and Hard of Hearing IL Services</th>
<th>Center for Living &amp; Working Deaf and Hard of Hearing IL Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>484 Main Street, Suite 340 Worcester, MA 01608 508 755-1003 TTY/Voice 508 755-1072 Fax</td>
<td>24 Union Street Suite 4 Framingham, MA 01702 508 820-0493 TTY/V 508 875-7181 Fax</td>
</tr>
<tr>
<td><a href="http://www.centerlw.org/default.aspx">http://www.centerlw.org/default.aspx</a></td>
<td><a href="mailto:jphilip@centerlw.org">jphilip@centerlw.org</a></td>
</tr>
</tbody>
</table>

In addition to the programs listed above (contracted with MCDHH), the following Independent Living Services (not contracted with MCDHH) provide programs for people with hearing loss that include community education, advocacy, employment services, peer mentoring, support, communication access and services to empower the individual to achieve his/her goals for self sufficiency.

**Boston Center for Independent Living (BCIL)**
60 Temple Pl. 5th Floor
Boston, MA 02111
617 338-6662 TTY
617 338-6665 Voice
617 338-6661 Fax
http://www.bostoncil.org/index.html

**Independent Associates, Inc**
10 Oak Street, 2nd Floor
Taunton, MA 02780
508 880-5325 TTY/ Voice
508 880-6311 Fax
http://www.iacil.org/

**Independent Living Center of the North Shore and Cape Ann, Inc.**
27 Congress Street # 107
Salem, MA 01970
978 745-1735 TTY
978 741-0077 Voice
888 751-0077 Toll Free Voice
978 741-1133 Fax
http://www.ilcnsca.org/index.html

**Metrowest Center for Independent Living**
280 Irving Street
Framingham, MA 01702
508 875-7853 TTY/ Voice
508 875-8359 Fax
http://www.mwcil.org/

**Southeast Center for Independent Living**
Merrill Building
66 Troy Street, Suite 3
Fall River, MA 02720
508 679-9210 TTY/ Voice
508 677-2377 Fax
http://www.secil.org/

**Interpreter Training Programs, Mentorship and Resources**
Interpreter training, mentorship and certification resources are listed in this section. Please see the Appendices for information sheets on:
- Interpreter FAQ, Requesting an Interpreter,
- How to work with an Interpreter,
- Interpreter Emergency Services,
- The Memorandum on New Requirements for Registration of Sign Language Interpreters Who Work in Educational Settings, Educational Interpreters,
- Intermediary Interpreters (Certified Deaf Interpreters)
These topics are listed along with other relevant topics.
<table>
<thead>
<tr>
<th><strong>ASL &amp; English Resources for Interpreting in Medical Settings</strong></th>
<th><strong>The Mentorship Program</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CATIE Center</strong></td>
<td><strong>P.O. Box 229</strong></td>
</tr>
<tr>
<td><strong>College of St. Catherine</strong></td>
<td>Manchester, MA 01944-0229</td>
</tr>
<tr>
<td>2004 Randolph Avenue, #4280</td>
<td><strong><a href="http://massmentorship.org/">http://massmentorship.org/</a></strong></td>
</tr>
<tr>
<td>St. Paul, MN 55105</td>
<td>Irma Kahle, MJEd, CI CT, Director</td>
</tr>
<tr>
<td>651 690-6770 TTY</td>
<td><a href="mailto:irma.kahle@massmentorship.org">irma.kahle@massmentorship.org</a></td>
</tr>
<tr>
<td>651 690-6338 Voice</td>
<td>Christina Linehan LaRock, CI &amp; CT, Coordinator</td>
</tr>
<tr>
<td>651 690-6727 Fax</td>
<td><a href="mailto:christina.linehan@massmentorship.org">christina.linehan@massmentorship.org</a></td>
</tr>
<tr>
<td><a href="http://www.medicalinterpreting.org/">www.medicalinterpreting.org/</a></td>
<td>Letitia N. Bynoe, Community Outreach Specialist</td>
</tr>
<tr>
<td><strong>Cambridge College</strong></td>
<td><a href="mailto:letitia.bynoe@massmentorship.org">letitia.bynoe@massmentorship.org</a></td>
</tr>
<tr>
<td>1000 Massachusetts Avenue</td>
<td><strong>National Interpreter Education Center</strong></td>
</tr>
<tr>
<td>Cambridge, MA 02138</td>
<td><strong>Northeastern University</strong></td>
</tr>
<tr>
<td>Diane Lolli</td>
<td><strong>Meserve Hall, Room 405</strong></td>
</tr>
<tr>
<td>Medical Interpreter Program Director</td>
<td>360 Huntington Avenue</td>
</tr>
<tr>
<td><a href="mailto:lollid@comcast.net">lollid@comcast.net</a></td>
<td>Boston, MA 02115-5000</td>
</tr>
<tr>
<td>Norma Green</td>
<td>877 881-6520 TTY</td>
</tr>
<tr>
<td>Program Coordinator</td>
<td>866 252-1199 Voice</td>
</tr>
<tr>
<td><a href="mailto:Norma.Green@cambridgecollege.edu">Norma.Green@cambridgecollege.edu</a></td>
<td>617 373-3065 Fax</td>
</tr>
<tr>
<td>617 873-0246 Voice</td>
<td><strong><a href="http://www.asl.neu.edu/niec">http://www.asl.neu.edu/niec</a></strong></td>
</tr>
<tr>
<td><strong>Institute for Deaf Ministry Development</strong></td>
<td><strong>Northeastern University</strong></td>
</tr>
<tr>
<td><strong>IDMD</strong></td>
<td><strong>Interpreter Training Program</strong></td>
</tr>
<tr>
<td>P. O. Box 850755</td>
<td>360 Huntington Ave.</td>
</tr>
<tr>
<td>Braintree, MA 02185</td>
<td>405 Meserve Hall</td>
</tr>
<tr>
<td><a href="mailto:idmd4@hotmail.com">idmd4@hotmail.com</a></td>
<td>Boston, MA 02115</td>
</tr>
<tr>
<td><strong>Interpreter/CART Referral Department</strong></td>
<td>617 373-3067 TTY</td>
</tr>
<tr>
<td><strong>Massachusetts State Screening</strong></td>
<td>617 373-3064 Voice/VP</td>
</tr>
<tr>
<td><strong>Massachusetts Commission for the Deaf</strong></td>
<td>617 373-3065 Fax</td>
</tr>
<tr>
<td>and Hard of Hearing</td>
<td>800 944-5538 Toll Free Voice</td>
</tr>
<tr>
<td>150 Mount Vernon Street, Suite 550</td>
<td><strong><a href="http://www.asl.neu.edu/">http://www.asl.neu.edu/</a></strong></td>
</tr>
<tr>
<td>Boston, MA 02125</td>
<td><a href="mailto:asl@neu.edu">asl@neu.edu</a></td>
</tr>
<tr>
<td>617 740-1700 TTY</td>
<td><strong>Northern Essex Community College</strong></td>
</tr>
<tr>
<td>617 740-1600 Voice</td>
<td><strong>Interpreter Training Program</strong></td>
</tr>
<tr>
<td>617 740-1880 FAX</td>
<td>100 Elliot Street</td>
</tr>
<tr>
<td>mass.gov/mcdhh</td>
<td>Haverhill, MA 01830</td>
</tr>
<tr>
<td><strong>Massachusetts Registry of Interpreters for the Deaf</strong></td>
<td>978 556-3673 TTY</td>
</tr>
<tr>
<td><strong>MassRID</strong></td>
<td>978 556-3662 Voice</td>
</tr>
<tr>
<td>P.O. Box 750064</td>
<td>978 556-3740 Fax</td>
</tr>
<tr>
<td>Arlington, MA 02475</td>
<td><strong><a href="http://www.necc.mass.edu/programsassociatedegree/deafinterpreter.shtml">http://www.necc.mass.edu/programsassociatedegree/deafinterpreter.shtml</a></strong></td>
</tr>
</tbody>
</table>
# MCDHH 2008 Resource Directory

## Regional Interpreter Education Center
Northeastern University  
Meserve Hall, Room 405  
Boston, MA 02115  
617 373-3067 TTY  
617 373-2463 Voice  
617 373-3065 Fax  
www.asl.neu.edu/riec

## Registry of Interpreters for the Deaf
333 Commerce Street  
Alexandria, VA 22314  
703 838-0459 TTY  
703 838-0030 Voice  
703 838-0454 Fax  
http://rid.org/

### Legal Services

To comply with the Americans with Disabilities Act, lawyers are obligated to provide reasonable accommodations for individuals with hearing loss. The organizations in this category provide advocacy in matters of accessibility, discrimination and protection of civil rights.

#### Disability Law Center, Inc.
- **Main office**  
  11 Beacon Street, Suite 925  
  Boston, MA 02108  
  617 227-9464 TTY  
  800 381-0577 Toll Free TTY  
  617 723-8455 Voice  
  800 872-9992 Toll Free Voice  
  617 723-9125 Fax  
- **Western MA office**  
  32 Industrial Drive East  
  Northampton, MA 01060  
  413 582-6919 TTY  
  413 584-6337 Voice  
  800 222-5619 Toll Free Voice  
  413 584-2976 Fax  
  http://dlc-ma.org/

#### Massachusetts Legal Websites Project
- **Disability Law Center, Inc.**  
  Council to McDermott, Quilty & Miller LLP  
  Attorney at law practicing in areas of real estate law, civil litigation, personal injury, probate and small business law.  
  617 966-2553 Voice  
  fordlaw@comcast.net  

#### MassLegalHelp
- **Website**  
  Provides basic legal information.  
  http://www.masslegalhelp.org/

#### Mass Legal Services
- **Website**  
  Provides resources on legal matters but not legal advice or advocacy.  
  Web page includes contact information for offices throughout the state.  
  http://www.masslegalservices.org/

#### MassProBono
- **Website**  
  Connects private attorneys with legal aid programs to volunteer services.  
  http://www.massprobono.org/home.html

#### Massachusetts General Laws Search Tool
- **Website**  
  www.mass.gov/legis/laws/mgl/mgllink.htm

#### Massachusetts Commission Against Discrimination
- **Boston Office**  
  One Ashburton Place, Rm. 601  
  Boston, MA 02108  
  617 994-6196 TTY  
  617 994-6000 Voice  
  http://mass.gov/mcad/

#### Springfield Office
- **Website**  
  436 Dwight Street, Rm. 220  
  Springfield, MA 01103  
  413 739-2145 Voice
Massachusetts Justice Project
405 Main Street, Ste 300
Worcester, MA 01608
508 831-9888 TTY/V
508 831-0736 Fax
Holyoke Office
57 Suffolk Street, Suite 401
Holyoke, MA 01040
413 533-2660 TTY
413 533-2660 Voice
413 535-1774 Fax

National Association of the Deaf
Law and Advocacy Center
8630 Fenton Street, Suite 820
Silver Spring, MD 20910
301 587-1789 TTY
301 587-1788 Voice
301 587-1791 Fax
http://www.nad.org/lawandadvocacy

South Middlesex Legal Services
354 Waverly Street
Framingham, MA 01702
508 620-1830 TTY/ Voice
800 696-1501 Toll Free Voice
508 620-2323 Fax
http://www.smillegal.org/

Western Massachusetts Legal Services
WMLS
127 State Street, 4th Floor
Springfield, MA 01103
413 781-7814 Voice
800 639-1109 TTY
413 746-3221 Fax
http://www.wmls.org/

Mental Health Resources

Providers, both organizations and individuals, listed in this category have demonstrated experience and/or training in working with people who are Deaf, hard of hearing or late deafened. Some of the agencies have departments that offer services specifically designed for Deaf and hard of hearing people. Residential programs, outpatient treatment, group and individual therapy providers are listed. Inclusion in this category indicates that communication access is provided but you must contact each agency or individual for specific information about services, specialties, access, method of payment, insurance reimbursement and availability.

Advocates Inc.
One Clarks Hill, Suite 305
Framingham, MA 01702
508 628-6303 TTY
508 628-6300 Voice
800 479-7768 Toll Free Voice
http://www.advocatesinc.org/DeafServices.htm

Deaf Services
27 Hollis Street
Framingham, MA 01702
508 935-0769 Voice
508 661-0232 Fax

Mary L. Bird, LCSW
R.E.A.D.S. Collaborative
195 E. Grove Street
Middleborough, MA 02346
508 947-8530 TTY/ Voice
508 946-1088 Fax
readscollab.org
Birdcanuel@aol.com

Children's Hospital Boston at Waltham
9 Hope Avenue
Waltham, MA 02453
781 216-3687 TTY
781 216-3681 Voice
http://www.childrenshospital.org/clinicalservicessite2143/mainpageS2143P0.html

John Anderson
Mainstream Adjustment Counselor
Clarke School for the Deaf
413 582-1196 TTY
413 582-1132 Voice
413 586-6654 Fax
janderson@clarkeschool.org
<table>
<thead>
<tr>
<th><strong>MCDHH 2008 Resource Directory</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tina Buches, MSW, LICSW</strong></td>
</tr>
<tr>
<td>234 Cabot Street, Suite 1</td>
</tr>
<tr>
<td>Beverly, MA 01915</td>
</tr>
<tr>
<td>978 927-1441 Voice</td>
</tr>
<tr>
<td><strong>Cambridge Hospital</strong></td>
</tr>
<tr>
<td>Adult Psychiatry Intake Office</td>
</tr>
<tr>
<td>Macht Building</td>
</tr>
<tr>
<td>1493 Cambridge St.</td>
</tr>
<tr>
<td>Cambridge, MA 02139</td>
</tr>
<tr>
<td>617 591-6033 Voice</td>
</tr>
<tr>
<td><strong><a href="http://challiance.org/">http://challiance.org/</a></strong></td>
</tr>
<tr>
<td><strong>Cape Cod Hospital Behavioral Health</strong></td>
</tr>
<tr>
<td>Services Psychiatric Center</td>
</tr>
<tr>
<td>27 Park Street</td>
</tr>
<tr>
<td>Hyannis, MA 02601</td>
</tr>
<tr>
<td>508 862-5566 Voice</td>
</tr>
<tr>
<td>800 545-5014 Toll Free Voice</td>
</tr>
<tr>
<td><strong><a href="http://capecodhealth.org/">http://capecodhealth.org/</a></strong></td>
</tr>
<tr>
<td><strong>Child Guidance Center</strong></td>
</tr>
<tr>
<td>110 Maple Street</td>
</tr>
<tr>
<td>Springfield, MA 01105</td>
</tr>
<tr>
<td>413 732-7419 Voice</td>
</tr>
<tr>
<td>413 781-1059 Fax</td>
</tr>
<tr>
<td><strong><a href="http://www.e-behavioralcare.org/home/">http://www.e-behavioralcare.org/home/</a></strong></td>
</tr>
<tr>
<td><strong>Lorna J. Davidson-Connelly, LMHC</strong></td>
</tr>
<tr>
<td>CAB Health and Recovery Services</td>
</tr>
<tr>
<td>Zero Centennial Drive</td>
</tr>
<tr>
<td>Peabody, MA 01960</td>
</tr>
<tr>
<td>978 745-8890 Voice</td>
</tr>
<tr>
<td><a href="mailto:jdavcon@tmail.com">jdavcon@tmail.com</a> for emergencies</td>
</tr>
<tr>
<td><strong><a href="http://www.cabhealth.org/">http://www.cabhealth.org/</a></strong></td>
</tr>
<tr>
<td><strong>Frances Demiany, Ph.D.</strong></td>
</tr>
<tr>
<td>6 Pleasant Street, #205</td>
</tr>
<tr>
<td>Malden, MA 02148</td>
</tr>
<tr>
<td>781 321-6421 Voice</td>
</tr>
<tr>
<td><strong><a href="http://www.northsuffolk.org/">http://www.northsuffolk.org/</a></strong></td>
</tr>
<tr>
<td><strong>Department of Mental Health</strong></td>
</tr>
<tr>
<td>Lucille Traina, Coordinator</td>
</tr>
<tr>
<td>Deaf and Hard of Hearing Services</td>
</tr>
<tr>
<td>25 Staniford Street</td>
</tr>
<tr>
<td>Boston, MA 02114</td>
</tr>
<tr>
<td>617 727-9842 TTY</td>
</tr>
<tr>
<td>617 626-8073 Voice</td>
</tr>
</tbody>
</table>
Sanjay Gulati  
Deaf and Hard of Hearing Services  
Cambridge Hospital  
Lee B. Macht Building  
1493 Cambridge Street  
Cambridge, MA 02139  
deafclinic@challiance.org  
s.gulati@challiance.org  
for intake, contact Donna  
617 665-2480 Voice

Michael Harvey, Ph.D.  
14 Vernon Street, Suite 304  
Framingham, MA 01701  
508 872-9442 TTY/ Voice  
508 620-1478 Fax  
http://michaelharvey-phd.com/

Hearing Care Center  
Psychotherapy Collaborative  
450 North Main Street  
Sharon, MA 02067  
781 784-1944 TTY/ Voice  
http://hearingcarecenter.com/

Laura Heideman, LICSW  
2464 Mass Ave, #312  
Cambridge, MA 02140  
617 354-8655 Voice

Life Links  
145 Lexington Avenue  
Lowell, MA 01854  
978 459-6179 TTY/ Voice  
978 453-7077 Fax  
http://www.lifelinks.ws/

Massachusetts Developmental Disabilities Council  
1150 Hancock Street  
Third Floor, Suite 300  
Quincy, MA 02169-4340  
617 770-9499 TTY  
617 770-7676 Voice  
617 770-1987 Fax  
http://mass.gov/mddc/

McLean Hospital  
115 Mill Street  
Belmont, MA 02478  
617 855-2000 Voice  
http://www.mclean.harvard.edu/

Mental Health & Substance Abuse Services of the Berkshires  
Family Center of the Berkshires  
741 North Street  
Pittsfield, MA 01201  
413 499-0412 TTY/ Voice  
800 252-0227 TTY/Voice Crisis Hotline  
413 447-2145 Voice  
http://www.briencenter.org/index.html

New England Medical Center  
Deaf Family Clinic  
Stephan R. Glicken, M.D., Director  
617-636-5541 TTY/V  
750 Washington Street#471  
Boston, MA 02111  
617 636-1371 TTY  
617 636-5255 Voice  
617 636-7719 Fax  
http://www.nemc.org/home/

North Shore Association for Retarded Citizens NSARC Main Office  
64 Holten Street  
Danvers, MA 01923  
978 762-4873 TTY/V  
978 777-6149 Fax  

North Suffolk Mental Health Association  
301 Broadway  
Chelsea, MA 02150  
617 889-4856 TTY  
617 889-4860 Voice  
http://northsuffolk.org/

Joan Robin, L.M.H.C.  
61 Main Street  
Blackstone, MA 01504  
508 883-4673 TTY/ Voice  
508 883-0401 Fax  
JCRobin19@aol.com
<table>
<thead>
<tr>
<th><strong>MCDHH 2008 Resource Directory</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>South Shore Center for Guidance and Counseling</strong></td>
</tr>
<tr>
<td>1030 Turnpike Street, Route 138</td>
</tr>
<tr>
<td>Canton, MA 02021</td>
</tr>
<tr>
<td>781 828-8666 Voice</td>
</tr>
<tr>
<td>781 575-1795 Fax</td>
</tr>
<tr>
<td><strong>Sovner Center</strong></td>
</tr>
<tr>
<td>Kathy Langone, M.Ed.</td>
</tr>
<tr>
<td>65 Newbury Street</td>
</tr>
<tr>
<td>Danvers, MA 01923</td>
</tr>
<tr>
<td>978 750-6684 Fax</td>
</tr>
<tr>
<td>978 750-6828 Voice</td>
</tr>
<tr>
<td><a href="http://www.glmh.org/layer/SovnerCtr/welcome.htm">www.glmh.org/layer/SovnerCtr/welcome.htm</a></td>
</tr>
<tr>
<td><strong>Tetty Gorfine, LCSW, LMHC</strong></td>
</tr>
<tr>
<td>Life Course Counseling Center</td>
</tr>
<tr>
<td>P.O. Box 845</td>
</tr>
<tr>
<td>Northampton, MA 01061</td>
</tr>
<tr>
<td>413 585-1655 TTY/ Voice</td>
</tr>
<tr>
<td><strong>Carolyn R. Watson-Peters, LCSW, MSW</strong></td>
</tr>
<tr>
<td>8 Heather Drive</td>
</tr>
<tr>
<td>Framingham, MA 01701</td>
</tr>
<tr>
<td>508 879-0395 TTY/ Voice</td>
</tr>
<tr>
<td><strong>Wayside Metrowest Counseling Center</strong></td>
</tr>
<tr>
<td>Patti Thole LMHC</td>
</tr>
<tr>
<td>88 Lincoln Street</td>
</tr>
<tr>
<td>Framingham, MA 01702</td>
</tr>
<tr>
<td>508 620-1012 TTY</td>
</tr>
<tr>
<td>508 620-0010 Voice</td>
</tr>
<tr>
<td>508 626-7625 Fax</td>
</tr>
<tr>
<td><a href="http://waysideyouth.org/">http://waysideyouth.org/</a></td>
</tr>
<tr>
<td><strong>Westboro State Hospital</strong></td>
</tr>
<tr>
<td>Michael Krajnak, Communication Specialist</td>
</tr>
<tr>
<td>The Deaf Unit</td>
</tr>
<tr>
<td>P.O. Box 288, Lyman Street</td>
</tr>
<tr>
<td>Westboro, MA 01581</td>
</tr>
<tr>
<td>508 616-2842 TTY</td>
</tr>
<tr>
<td>508 616-2322 Voice</td>
</tr>
<tr>
<td>508 616-2325 Voice mail</td>
</tr>
<tr>
<td>508 616-2843 Fax</td>
</tr>
<tr>
<td><a href="mailto:michael.krajnak@state.ma.us">michael.krajnak@state.ma.us</a></td>
</tr>
<tr>
<td><strong>Willie Ross School for the Deaf</strong></td>
</tr>
<tr>
<td>Outreach and Community Base Programs</td>
</tr>
<tr>
<td>32 Norway Street</td>
</tr>
<tr>
<td>Longmeadow, MA 01106</td>
</tr>
<tr>
<td>413 567-0374 TTY/ Voice</td>
</tr>
<tr>
<td>413 567-8808 Fax</td>
</tr>
<tr>
<td><strong>Jackie Woodside, LICSW</strong></td>
</tr>
<tr>
<td>133 East Main Street,</td>
</tr>
<tr>
<td>Westborough, MA 01581</td>
</tr>
<tr>
<td>508 616-9555 TTY/ Voice</td>
</tr>
<tr>
<td>508 616-2958 Fax</td>
</tr>
<tr>
<td><a href="mailto:Jackie@Jackiewoodside.com">Jackie@Jackiewoodside.com</a></td>
</tr>
<tr>
<td><strong>Youth Opportunities Upheld, Inc.</strong></td>
</tr>
<tr>
<td>81 Plantation Street</td>
</tr>
<tr>
<td>Worcester, MA 01604</td>
</tr>
<tr>
<td>508 849-5600 x214 Voice</td>
</tr>
<tr>
<td><a href="http://www.youinc.org/index1.htm">http://www.youinc.org/index1.htm</a></td>
</tr>
</tbody>
</table>

### National and International Organizations and Resources

National and international organizations, recognized sources for general information, organizations that provide a broad range of services or resources, entities working to increase awareness, representatives of the varying philosophical perspectives on hearing loss, and alumni organizations which have not previously been listed in a specific category are listed in this section. Contact information for the local chapter of the larger organization is provided when it is available. The list is by no means exhaustive at the national and international level, but attention has been given to resources available in the state of Massachusetts through representatives or local chapters.
<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massachusetts Chapter AGBell, Association</td>
<td>P.O. Box 53, Sharon, MA 02067</td>
<td></td>
<td><a href="http://massagbell.org/">http://massagbell.org/</a></td>
</tr>
<tr>
<td>American School for the Deaf Alumni Association</td>
<td>P.O. Box 824, 139 North Main Street, West Hartford, CT 06107</td>
<td></td>
<td><a href="http://asd-1817.org/alumni/">http://asd-1817.org/alumni/</a></td>
</tr>
<tr>
<td>Association of Late Deafened Adults, Inc. ALDA Inc.</td>
<td>8038 Maclntosh Lane, Rockford, IL 61107</td>
<td>815 332-1515 V/TTY, 866 402-2532 Toll Free V/TTY</td>
<td><a href="http://alda.org/">http://alda.org/</a></td>
</tr>
<tr>
<td>Boys Town National Research Hospital</td>
<td>555 North 30th Street, Omaha, NE 68131</td>
<td>402 498-6511 Voice</td>
<td><a href="http://boystownhospital.org/home.asp">http://boystownhospital.org/home.asp</a></td>
</tr>
<tr>
<td>Central Institute for the Deaf</td>
<td>4560 Clayton Ave, St. Louis, MO 63110</td>
<td>314 977-0037 TTY, 314 977-0132 Voice, 314 977-0023 Fax, 877 444-4574 x135 Toll Free</td>
<td><a href="http://cid.edu/">http://cid.edu/</a></td>
</tr>
<tr>
<td>Children of Deaf Adults CODA</td>
<td>P.O. Box 30715, Santa Barbara, CA 93130</td>
<td></td>
<td><a href="http://www.coda-international.org/">http://www.coda-international.org/</a></td>
</tr>
<tr>
<td>Clarke School for the Deaf Alumni Association</td>
<td>Box 45, 45 Round Hill Road, Northampton, MA 01060</td>
<td></td>
<td><a href="http://www.clarkeschool.org/content/alumni/index.php">www.clarkeschool.org/content/alumni/index.php</a></td>
</tr>
<tr>
<td>Deaf Woman United</td>
<td>P.O. Box 152795, Austin, TX 78715</td>
<td></td>
<td><a href="http://www.dwu.org/">http://www.dwu.org/</a></td>
</tr>
<tr>
<td>Organization</td>
<td>Address</td>
<td>TTY/TTY/V</td>
<td>Voice/Fax</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>----------------------------------------------</td>
<td>------------</td>
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</tr>
<tr>
<td>GUAA Massachusetts Chapter</td>
<td>22 Grove Place #27, Winchester, MA 01890</td>
<td>781 729-9458</td>
<td>781 729-5154</td>
</tr>
<tr>
<td>National Asian Deaf Congress</td>
<td>NADC-USA P.O. Box 17583, San Diego, CA 92177</td>
<td>301 589-3006</td>
<td>301 589-3797</td>
</tr>
<tr>
<td>Asian Deaf Association of New England</td>
<td>ADANE <a href="mailto:adane_boston@yahoo.com">adane_boston@yahoo.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Association for the Deaf</td>
<td>8630 Fenton Street, Suite 820, Silver Spring, MD 20910</td>
<td>301 589-1788</td>
<td>301 589-1791</td>
</tr>
<tr>
<td>National Black Deaf Advocates</td>
<td>P.O. Box 1126, Asheville, NC 28802</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boston Black Deaf Advocates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Fraternal Society of the Deaf</td>
<td>1118 South Sixth Street, Springfield, IL 62703</td>
<td>217 789-7438</td>
<td>217 789-7429</td>
</tr>
<tr>
<td>Telecommunications for the Deaf, Inc.</td>
<td>8630 Fenton Street, Suite 604, Silver Spring, MD 20910</td>
<td>301 589-3006</td>
<td>301 589-3797</td>
</tr>
<tr>
<td>World Federation of the Deaf</td>
<td>P.O. Box 65, FIN-00401, Helsinki, Finland</td>
<td>358 9 580 3572</td>
<td></td>
</tr>
</tbody>
</table>

**MCDHH 2008 Resource Directory**
# Parent Resources

<table>
<thead>
<tr>
<th><strong>American Society for Deaf Children</strong></th>
<th><strong>Massachusetts Department of Education</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>3820 Hartzdale Drive</td>
<td>Main Office</td>
</tr>
<tr>
<td>Camp Hill, PA 17011</td>
<td>350 Main Street</td>
</tr>
<tr>
<td>717 703-0073 TTY/V</td>
<td>Malden, MA 02148-5023</td>
</tr>
<tr>
<td>866 895-4206 Toll Free</td>
<td>800 439 2370 TTY</td>
</tr>
<tr>
<td>717 909-5599 Fax</td>
<td>781 338-3000 V</td>
</tr>
<tr>
<td>800 942-2732 Hot Line</td>
<td><a href="http://www.doe.mass.edu/">http://www.doe.mass.edu/</a></td>
</tr>
<tr>
<td><a href="http://deafchildren.org/">http://deafchildren.org/</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Beverly School for the Deaf</strong></th>
<th><strong>New England Center for Hearing Rehabilitation NECHEAR</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Family/Parent Support</td>
<td>354 Hartford Turnpike (Rte 6)</td>
</tr>
<tr>
<td>6 Echo Avenue</td>
<td>Hampton, Connecticut 06247</td>
</tr>
<tr>
<td>Beverly, MA 01915</td>
<td>860 455-1404 Voice</td>
</tr>
<tr>
<td>978 927-7200 TTY</td>
<td>860 455-1396 Fax</td>
</tr>
<tr>
<td>978 927-7070 Voice</td>
<td></td>
</tr>
<tr>
<td>978 927-6536 Fax</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Bureau of Family and Community Health Universal Newborn Hearing Screening Program</strong></th>
<th><strong>UMass Memorial Audiology Department</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>250 Washington Street</td>
<td>University Campus</td>
</tr>
<tr>
<td>Boston, MA 02108</td>
<td>55 Lake Avenue North</td>
</tr>
<tr>
<td>617 624-5992 TTY</td>
<td>Worcester, MA 01655</td>
</tr>
<tr>
<td>617 624-5959 V</td>
<td>508-856-5998 TTY</td>
</tr>
<tr>
<td>800-882-1435 Toll Free</td>
<td>508-856-3996 Voice</td>
</tr>
<tr>
<td>617 994-9822 Fax</td>
<td>508-856-3170 Fax</td>
</tr>
<tr>
<td><a href="http://www.mass.gov/?pageID=eohhs2terminal&amp;L=5&amp;L0=Home&amp;L1=Government&amp;L2=Departments+and+Divisions&amp;L3=Department+of+Public+Health&amp;L4=Programs+and+Services+TTY+Fax&amp;Z&amp;sid=Eeohhs2&amp;b=terminalcontent&amp;f=dph_com_health_prego_newborn_g_hear_screen&amp;c(sid=Eeohhs2)">http://www.mass.gov/?pageID=eohhs2terminal&amp;L=5&amp;L0=Home&amp;L1=Government&amp;L2=Departments+and+Divisions&amp;L3=Department+of+Public+Health&amp;L4=Programs+and+Services+TTY+Fax&amp;Z&amp;sid=Eeohhs2&amp;b=terminalcontent&amp;f=dph_com_health_prego_newborn_g_hear_screen&amp;c(sid=Eeohhs2)</a></td>
<td><a href="http://www.umassmemorial.org/ummhc/hospitals/med_center/services/audio-services.cfm">http://www.umassmemorial.org/ummhc/hospitals/med_center/services/audio-services.cfm</a></td>
</tr>
</tbody>
</table>

## Parent Support Groups

<table>
<thead>
<tr>
<th><strong>Beginnings for Parents of Hearing Impaired Children, Inc.</strong></th>
<th><strong>Deaf Autism</strong></th>
<th><strong>D.E.A.F. Inc. Parents’ Support Group</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Raleigh, NC 27619</td>
<td></td>
<td>Allston, MA 02134</td>
</tr>
<tr>
<td>919 850-2746 TTY/V</td>
<td></td>
<td>617-254-4041 TTY/V</td>
</tr>
<tr>
<td>919 850-2804 Fax</td>
<td></td>
<td>800 886-5195 Toll free TTY/V</td>
</tr>
<tr>
<td><a href="http://www.beginningssvcs.com">WWW.beginningssvcs.com</a></td>
<td></td>
<td>617-254-7091 Fax</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.deafinconline.org/">http://www.deafinconline.org/</a> <a href="mailto:info@deafinconline.org">info@deafinconline.org</a></td>
</tr>
</tbody>
</table>
Title IV of the Americans with Disabilities Act mandates that all states provide free Relay services round the clock. Relay provides a telecommunications link for consumers using different technologies that would otherwise be incompatible. The MassRelay is a publicly funded service available at all times for people who wish to make a connection between a voice telephone and a TTY. A Relay Operator reads TTY messages to someone using a voice telephone and types his/her message on a TTY for the other caller to read.

Video relay service (VRS) provides people using American Sign Language a direct visual link with one another using computers, high speed internet connections and a web cam or video phone. The numbers for the major providers can be found in the Appendix of the Resource Directory.

In this section, the web sites for general information about each provider and their services are listed. These listings are not the numbers or addresses for the relay service.

**ATT Internet, TTY, Video Relay Service**
800-682-8786 TTY
800-682-8706 Voice
http://consumer.att.com/relay/

**Communication Service for the Deaf**
102 North Krohn Place
Sioux Falls, SD 57103
605 367-5761 TTY
866 273-3323 Toll Free
605 367-5760 Voice
800 642-6410 Toll Free
605 367-5958 Fax
http://c-s-d.org/

**Hamilton Relay**
1006 12th Street
Aurora, NE 68818
800-618-4781 TTY/Voice
402-694-3656 Fax
http://www.hamiltonrelay.com/

**Hands On VRS**
877 885-4976 TTY
877 885-3172 Voice
https://secure.hovrs.com/VRS_SSL/hovrs.aspx

**Hawk Relay**
Portland, Oregon
http://www.hawkrelay.com/index.htm

**IP-Relay**
http://www.ip-relay.com/

**i711**
http://www.i711.com/

**Life Links**
212 714-9889 TTY
212 563-5000 Voice
212 714-2906 Fax
69.18.207.166 IP
http://www.lifelinksvrs.com/index.html

**Massachusetts Relay Service**
**MassRelay**
489 Whitney Ave. #100
Holyoke, MA 01040
Customer Service
800 720-3480 TTY
800 720-3479 Voice
http://www.massrelay.org/

**Myrelay**
1-866-734-2833 Toll Free
http://www.myrelay.com/home.en.html

**Sorenson VRS**
4393 S. Riverboat Rd. Suite 300
Salt Lake City, Utah 84123
801 287-9400 Voice
801 287-9401 Fax
http://sorensonvrs.com/

**Sorenson Communications**
10 Cabot Road, Suite 212
Medford, MA 02155
801 287-7388 VP
866 508-1250 Voice
781 306-1261 Fax
## Religious Resources

The places of worship listed in this section provide communication access, interpreted services or the services are in ASL. Please check with individual listings for the details and times of services.

### Archdiocesan Ministry with the Deaf and Hard of Hearing Communities
- **Archdiocese of Boston**
  - 2121 Commonwealth Ave
  - Brighton, MA 02135
  - 617 787-5083 TTY
  - 617 746-5645 Voice
  - 617 746-5646 Fax

### Beth El Temple Center
- 2 Concord Ave
- Belmont, MA 02478
- 617 484-6668 Voice
- 617 484-6020 Fax
- [http://betc.urj.net/](http://betc.urj.net/)

### Cathedral of the Holy Cross
- ASL Interpreted Mass- ONLY for Televised Masses
- 1400 Washington Street
- Boston, MA 02118
- 617 542-5682 Voice
- [www.holycrosscathedral.org](http://www.holycrosscathedral.org)

### Deaf Ministry Grace Chapel
- 59 Worthen Road
- Lexington, MA 02421
- 781 674-2825 TTY
- 781 862-8351 x122 Voice
- 781 674-2824 Fax
- [www.grace.org/deafministry](http://www.grace.org/deafministry)

### Diocese of Springfield
- **Ministry with the Deaf**
  - 21 Maple Street
  - Chicopee, MA. 01020-2626
  - 413-592-4071 TTY/V
  - 413-592-8702 Fax
  - [diospringfield.org/deaf%20ministry/index.html](http://diospringfield.org/deaf%20ministry/index.html)

### Emmanuel Baptist Deaf Chapel
- 38 Front Street
- West Springfield, MA 01089
- 413 737-4488 TTY/V
- [netministries.org/see/churches/exe/ch15437](http://netministries.org/see/churches/exe/ch15437)

### Faith Baptist Church
- ASL Interpreted Ministry
- 190 Center Street
- Carver, MA 02330
- 508 866-5919 Voice
- 508 866-5919 Fax
- [faithbaptistcarver.org/page.cfm?id=20](http://faithbaptistcarver.org/page.cfm?id=20)

### First Assembly of God
- **Handelujah Deaf Church**
  - 30 Tyler-Prentice Rd
  - Worcester, MA 01605
  - 508 852-5733 Voice
  - 508 854-8116 Fax
  - [worcag.org/handelujah/index.htm](http://worcag.org/handelujah/index.htm)

### Holy Ghost Parish Center
- ASL Interpreted/Signed English Mass
- 518 Washington Street
- Whitman, MA 02382
- 781 447-4421 Voice
- 781 447-1375 Fax
- [www.holyghostparish.com/home.html](http://www.holyghostparish.com/home.html)

### Immanuel Deaf Church
- 557 Cambridge Street
- Allston, MA 02138
- 617 782-8120 TTY
- 617 562-0220 Voice
<table>
<thead>
<tr>
<th><strong>Institute for Deaf Ministry Development</strong>&lt;br&gt;<strong>IDMD</strong>&lt;br&gt;P. O. Box 850755&lt;br&gt;Braintree, MA 02185&lt;br&gt;<a href="mailto:idmd4@hotmail.com">idmd4@hotmail.com</a></th>
<th><strong>St. Anthony Parish</strong>&lt;br&gt;Religious Education for the Deaf&lt;br&gt;893 Central Street&lt;br&gt;Lowell, MA 01852&lt;br&gt;<a href="http://deafcatholic.org/reled.htm">http://deafcatholic.org/reled.htm</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kingdom Hall of Jehovah’s Witness</strong>&lt;br&gt;291 Salem Street&lt;br&gt;Malden, MA 02148&lt;br&gt;781 322-4928 Voice</td>
<td><strong>St. Augustine Parish</strong>&lt;br&gt;ASL Interpreted Mass&lt;br&gt;43 Essex Street&lt;br&gt;Andover, MA 01810&lt;br&gt;978 475-0050 Voice&lt;br&gt;<a href="http://staugustineparish.org/">http://staugustineparish.org/</a></td>
</tr>
<tr>
<td><strong>Ministry with the Deaf</strong>&lt;br&gt;<strong>Springfield Diocese</strong>&lt;br&gt;Sister Carol Lareau, SSJ, Director&lt;br&gt;21 Maple Street&lt;br&gt;Chicopee, MA. 01020-2626&lt;br&gt;413 592-4071 TTY/V&lt;br&gt;413 592-8702 Fax&lt;br&gt;<a href="http://www.diospringfield.org/deaf%20ministry/index.html">www.diospringfield.org/deaf%20ministry/index.html</a></td>
<td><strong>St. Bernadette Church</strong>&lt;br&gt;Mass in Signed English&lt;br&gt;1026 North Main Street&lt;br&gt;Randolph, MA 02368&lt;br&gt;781 963-1327 Voice&lt;br&gt;781 963-0198 Fax</td>
</tr>
<tr>
<td><strong>The New Testament Church</strong>&lt;br&gt;1120 Long Pond Road&lt;br&gt;Plymouth, Ma. 02360&lt;br&gt;508 888-1879 Voice&lt;br&gt;<a href="http://www.tntchurch.net/">http://www.tntchurch.net/</a></td>
<td><strong>St. Dominic's Church</strong>&lt;br&gt;1277 Grand Army Highway&lt;br&gt;P.O. Box 205&lt;br&gt;Swansea, MA 02777&lt;br&gt;508 675-7206 Voice&lt;br&gt;508 675-4626 Fax</td>
</tr>
<tr>
<td><strong>Osterville Baptist Church</strong>&lt;br&gt;830 Main Street&lt;br&gt;Osterville, MA 02655&lt;br&gt;508 428-2787 Voice&lt;br&gt;508 428-2789 Fax&lt;br&gt;<a href="http://ostervillebaptist.org/">http://ostervillebaptist.org/</a>&lt;br&gt;ALDS, ASL&lt;br&gt;Interpreted Service Sun. 10:45 am ONLY</td>
<td><strong>St. Patrick Catholic Church</strong>&lt;br&gt;ASL Interpreted Mass&lt;br&gt;71 Central Street&lt;br&gt;Stoneham, MA 02180&lt;br&gt;781 438-0960</td>
</tr>
<tr>
<td><strong>Reform Temple Beth David</strong>&lt;br&gt;1060 Randolph Street&lt;br&gt;Canton, MA 02021&lt;br&gt;781 828-2275&lt;br&gt;781 821-3997 Fax&lt;br&gt;<a href="http://templebethdavid.com/">http://templebethdavid.com/</a></td>
<td><strong>St. Theresa Deaf Church</strong>&lt;br&gt;Office of Religious Education&lt;br&gt;Mass in ASL&lt;br&gt;444 MountAuburn Street&lt;br&gt;Watertown, Massachusetts 02172&lt;br&gt;617 787-5083 TTY&lt;br&gt;617 746-5645 Voice&lt;br&gt;617 746-5646 Fax&lt;br&gt;<a href="http://www.deafcatholic.org/reled.htm">http://www.deafcatholic.org/reled.htm</a></td>
</tr>
<tr>
<td><strong>Sacred Heart Church</strong>&lt;br&gt;340 Centre Street&lt;br&gt;Middleboro, MA 02346&lt;br&gt;508 947-0444 Voice&lt;br&gt;508 947-2364 Fax&lt;br&gt;<a href="http://deafcatholic.org/index.htm">http://deafcatholic.org/index.htm</a></td>
<td><strong>Temple Emanuel</strong>&lt;br&gt;385 Ward Street&lt;br&gt;Newton Center, MA 02459&lt;br&gt;617 558-8100 Voice&lt;br&gt;617 558-8150 Fax&lt;br&gt;<a href="http://www.templeemanuel.com/">http://www.templeemanuel.com/</a></td>
</tr>
</tbody>
</table>
**Temple Israel**  
477 Longwood Avenue  
Boston, MA 02215  
617 566-3960 Voice  
617 731-3711 Fax  
http://tisrael.org/

**Jubilee Christian Church**  
1500 Blue Hill Avenue  
Boston, MA 02126  
617 296-5683 Voice  
617 296-2611 Fax  
http://jubileeboston.org/  
ASL Interpreted Service - Sun. 10 AM

**The First Church - Boxford**  
ASL Interpreted Ministry  
4 Georgetown Road  
Boxford, MA 01921  
978 887-5841 Voice  
978 887-6677 Fax  
http://www.firstchurchboxford.org/

**Trinity Episcopal Church**  
3 Goddard Avenue  
Rockland, MA 02370  
781 871-0096 Voice  
781 878-6755 Fax

**The First Congregational Church**  
146 East Main Street  
Hopkinton, MA 01748  
508 435-5900 TTY/V  
508 435-3890  
http://www.fcch.org/  
ALDS, ASL Interpreted Services  

**Vision New England**  
468 Great Road  
Acton, MA 01720  
978 929-9800 Voice  
978 929-9898 Fax  

**The First Parish in Cambridge**  
Unitarian Universalist  
3 Church Street  
Cambridge, MA 02138  
617 868-6178 TTY  
617 876-7772 Voice  
http://firstparishcambridge.org/  
ALDS, ASL Interpreters - As Available

**Resources for Hard of Hearing People**

Resources of interest to and in support of people who are hard of hearing are listed in this category. Please note that information about Cochlear Implants, hearing aids or audiology are listed in the categories by those titles.

**American Academy of Otolaryngology – Head and Neck Surgery**  
One Prince Street  
Alexandria, VA 22314  
703 519-1585 TTY  
703 836-4444 Voice  
http://www.entnet.org/

**American Tinnitus Association ATA**  
P.O.Box 5  
Portland, OR 97207  
800 634-8978 Toll Free  
503 24-9985  
503 248-0024 Fax  
ata.org  
tinnitus@ata.org
| **Association of Late Deafened Adults, Inc.** | **Say What Club** |
| **ALDA Inc.** | World-Wide Internet/Email Based Discussion Forum |
| 8038 Maclntosh Lane | http://saywhatclub.com/ |
| Rockford, IL 61107 | |
| 815 332-1515 V/TTY | |
| 866 402-2532 V/TTY | |
| [http://alda.org/](http://alda.org/) | |
| **ALDA Boston Chapter** | **Hearing Loss Association of America National Organization** |
| [http://www.aldaboston.org/](http://www.aldaboston.org/) | 7910 Woodmont Avenue, Suite 1200 Bethesda, MD 20814 |
| **Association of Medical Professionals with Hearing Losses AMPHL** | 301 657-2248 TTY/V |
| [amphl.org](http://amphl.org/) | 301 913-9413 Fax |
| **Audiology Net** | [http://www.shhh.org/](http://www.shhh.org/) |
| **Beyond Hearing Aids, Inc.** | **Greater Boston Chapter** |
| 463 Erlanger Rd., Suite 1 | Laura Meier, President |
| Erlanger, KY 41018 | 617 479-1106 TTY |
| 800 838-1649 Toll Free TTY/V | [Lmeier8339@yahoo.com](mailto:Lmeier8339@yahoo.com) |
| 859 342-4641 TTY/V | |
| 859 342-4979 Fax | **North Boston Chapter** |
| [http://www.beyondhearingaids.com/](http://www.beyondhearingaids.com/) | Helen Fleming, President |
| **National Institute on Deafness and Other Communication Disorders** | Lynn, MA 01904 |
| **National Institutes of Health** | 781 592-6936 TTY/V |
| 31 Center Drive, MSC 2320 | [Nellie.may@verizon.net](mailto:Nellie.may@verizon.net) |
| Bethesda, MD 20892-2320 | **Cape Cod Chapter** |
| 301 402-0252 TTY | Ellen Taylor, President |
| 301 496-7243 Voice | East Bridgewater, MA 02333 |
| 301 402-0018 Fax | 508 378-1132 TTY/V |
| [http://www.nidcd.nih.gov/index.asp](http://www.nidcd.nih.gov/index.asp) | [ellen@shhhcapecod.org](mailto:ellen@shhhcapecod.org) |
| **NIDCD Information Clearing House** | |
| 1 Communication Avenue | |
## Schools for Deaf and Hard of Hearing Children

### Amherst Program for the Deaf and Hard of Hearing
- **Crocker Farm School**
- 280 West Street, Amherst, MA 01002
- 413 362-1600 TTY/V
- 413 256-0835 Fax
- [http://www.crockerfarm.org/programs/deaf/deafprog.htm](http://www.crockerfarm.org/programs/deaf/deafprog.htm)

### Beverly School for the Deaf
- 6 Echo Avenue, Beverly, MA 01915
- 978 927-7200 TTY
- 978 927-7070 Voice
- 978 927-6536 Fax
- [http://www.beverlyschoolforthedeaf.org/](http://www.beverlyschoolforthedeaf.org/)

### Boston Arts Academy
- 174 Ipswich Street, Boston, MA 02215
- 617 634-6542 TTY
- 617 635-6470 Voice
- 617 635-8854 Fax
- [http://www.boston-arts-academy.org/Pages/baa_about/index](http://www.boston-arts-academy.org/Pages/baa_about/index)

### CAPS Educational Collaborative
- 53 School Street, Gardner, MA 01440
- 978 632-2208 Voice
- 978 632-2212 Fax
- [capssped@net1plus.com](mailto:capssped@net1plus.com)

### CASE Collaborative Program
- 120 Meriam Road, Concord, MA 01742
- 978 318-1534 Voice
- 978 318-1536 Fax
- [www.colonial.net/progweb/caseweb/index.html](http://www.colonial.net/progweb/caseweb/index.html)

### Clarke School for the Deaf
- Center for Oral Education
- 47 Round Hill Road, Northampton, MA 01060
- 413 584-3450 TTY/V
- 413 584-8273 Fax
- [http://www.clarkeschool.org/](http://www.clarkeschool.org/)

### Clarke School East
- 1 Whitman Road, Canton, MA 02021
- 781 821-3499 TTY/V
- 781 821-3905 Fax
- [http://www.clarkeschool.org/](http://www.clarkeschool.org/)

### Duxbury Middle School
- 130 St. George Street, Duxbury, MA 02332
- 781 934-7643 Voice
- 781 934-7644 Fax
- [http://www.duxbury.k12.ma.us/dms.html](http://www.duxbury.k12.ma.us/dms.html)

### EDCO Program for the Deaf and Hard of Hearing
- Newton North High School
- 360 Lowell Street, Newtonville, MA 02460
- 617 244-2403 TTY
- 617 244-3407 Voice
- [www.edcollab.org/Deaf%20Program%20Info.html](http://www.edcollab.org/Deaf%20Program%20Info.html)

### Horace Mann School for the Deaf and Hard of Hearing
- 40 Armington Street, Allston, MA 02134
- 617 635-8534 TTY/V
- 617 635-6379 Fax
- [http://boston.k12.ma.us/mann/](http://boston.k12.ma.us/mann/)
Lowell Public Schools
Department of Special Education
155 Merrimack Street
Lowell, MA 01852
978 937-7647 Voice
http://www.lowell.k12.ma.us/

New Bedford Public Schools
Program for the Deaf and Hard of Hearing
Paul Rodrigues Administration Building
455 Country Street
New Bedford, MA 02740
508 997-4511 Voice
508 991-7483 Fax
http://www.newbedford.k12.ma.us/

READS Collaborative
105 East Grove Street
Middleborough, MA 02346
508 947-8530 TTY/V
508 946-1088 Fax
http://www.readscollab.org/

The Learning Center for the Deaf
848 Central Street
Framingham, MA 01701
508 879-5110 TTY/V
http://www.tlcdcaf.org/index.htm
Randolph Campus
30 Seton Way
Randolph, MA 02368
781 963-5110 TTY/V

Willie Ross School for the Deaf
32 Norway Street
Longmeadow, MA 01106
413 567-0374 TTY/V
413 567-8808 Fax
http://www.willierossschool.org/

Senior Resources
Resources, government, private and non-profit, for seniors and their families are listed in this section.

AARP
601 E Street NW
Washington, DC 20049
888 687-2277
http://www.aarp.org/

AARP MA State Office
One Beacon Street Ste. 2301
Boston, MA 02108
866 448-3621 Toll Free
617 723-4224 Fax
http://www.aarp.org/states/ma/about/a2003-08-12-ma-stateoffice.html
ma@aarp.org

ALDA Boston Chapter
http://www.aldaboston.org/

Central Mass Deaf Senior Center
St. Matthew's Parish House
695 Southbridge Street
Worcester, MA 01610
508 753-2526 V/TTY

Deaf Seniors of America
59 Los Palmos Drive
San Francisco, CA 94127
415 586-1127 TTY
415 587-9130 Fax
http://deafseniors.org/

Association of Late Deafened Adults, Inc.
ALDA Inc.
8038 MacIntosh Lane
Rockford, IL 61107
815 332-1515 V/TTY
866 402-2532 V/TTY
http://alda.org/
MCDHH 2008 Resource Directory

East Longmeadow Council on the Aging
Baystate Deaf Senior Citizens
328 North Main Street
E. Longmeadow, MA 01028
413 525-5436 TTY/V
http://www.eastlongmeadow.org/Council%20on%20Aging%5Cdefault.htm

Massachusetts Deaf Senior Citizens Center
St. Andrew's Church of the Deaf
1773 Beacon Street
Brookline, MA 02445-2143
617 734-6078 TTY
617 738-0193 Voice
617 738-0197 Fax

Executive Office of Elder Affairs
One Ashburton Place, 5th Fl.
Boston, MA 02108
800 872-0166 TTY/V
617 727-7750 Voice
800 882-2003 Hot Line
617 727-9368 Fax
http://mass.gov/?pageID=eldershomepage&L=1&L0=Home&sid=Eelders
800-Age-Info
800 243-4636 Toll Free TTY
http://www.800ageinfo.com/
Elder Abuse Hot Line
800 922-2275 TTY/V

Merrimack Valley Deaf Senior Citizen Center
South Congregational Church
198 South Broadway
South Lawrence, MA 01843
978 683-9163 TTY/V

Massachusetts Association of Home Care Programs
24 Third Avenue
Burlington, MA 01803
781 272-7177 Voice
781 229-6190 Fax
http://masshomecare.org/

New England Homes for the Deaf
Nursing Home for Deaf and Hard of Hearing
Assisted Living for Deaf
154 Water Street
Danvers, MA 01923
978 774-0445 TTY/V
978 774-0271 Fax
http://nehmenhomesdeaf.org/

Massachusetts Commission for the Deaf and Hard of Hearing MCDHH
150 Mount Vernon Street Suite 550
Boston, MA 02125
617 740-1700 TTY
617 740-1600 Voice
617 740-1810 FAX
617 740-1800 VP
70.22.152.162 IP
http://mass.gov/mcdhh

Sign Language Classes
A listing of classes offered in sign language is difficult to generate because of the dynamic environment of educational offerings. This directory attempts to keep updated information on where classes are offered. In using this information, be mindful that each entry is unique in the level, style and environment of the class offered. Some are ongoing, some are available occasionally and some are determined by demand. Diligence is required in sorting through the list to find something that meets yours needs. Regional considerations cannot always take priority in your selection and some classes may be imbedded in degree programs thereby requiring that you pursue special
arrangements or permission to participate. The ASL classes offered by Interpreter Training Programs and in Deaf Studies programs are not listed here. They can be found in the categories with that title.

**Allied Rehabilitation Associates**
977 Main Street
Waltham, MA 02451
781 891-0452 TTY
781 899-4709 Voice
877 899-4709 Toll Free
781 899-4788 Fax
http://communicativehealthcare.com/

**Amherst Leisure Services and Supplemental Education**
70 Boltwood Walk
Amherst, MA 01002
413 256-4065 Voice
413 256-4070 Fax
http://lsse.org/

**Boston Center for Adult Education**
5 Commonwealth Avenue
Boston, MA 02116
617 267-4430 Voice
617 247-3606 Fax
http://bcae.org/

**Bridgewater State College**
Special Education & Communication Disorders
Bridgewater, MA 02325
508 531-1226 Voice
508 531-1771 Fax
http://bridgew.edu/SpecEd/

**Brookline Adult and Community Education**
P.O. Box 150
Brookline High School
115 Greenough St.
Brookline, MA 02446
617 739-7656 TTY
617 730-2700 Voice
617 730-2674 Fax
http://brooklineadulted.org/

**Cape Cod Community College**
2240 Iyanough Road
West Barnstable, MA 02668
508 375-4027 TTY
508 362-2131 Voice
877 846-3672 Toll Free
508 362-3988 Fax
www.capecod.mass.edu/web/guest/welcome

**Concord-Carlisle Adult Community Education**
120 Meriam Road
Concord, MA 01742
978 318-1540 TTY
978 318-1432 Voice
978 318-1539 Fax
http://ace.colonial.net/

**D.E.A.F. Inc.**
Adult Education Program
215 Brighton Ave.
Allston, MA 02134
617-254-4041 TTY/Voice
800 886-5195 Toll free TTY/V
617-254-7091 Fax
http://www.deafinconline.org/
info@deafinconline.org

**Emerson College**
School of Communication Science and Disorders
120 Boylston Street
Boston, MA 02116
617 824-8730 Voice
http://www.emerson.edu/

**Holyoke Community College**
Division of Continuing Education
303 Homestead Ave
Holyoke, MA 01040
413 552-2782 TTY
413 538-7000 Voice
413 552-2251 TTY
http://www.hcc.edu/
<table>
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<tr>
<th>MCDHH 2008 Resource Directory</th>
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<tbody>
<tr>
<td>Horace Mann School for the Deaf and Hard of Hearing</td>
</tr>
<tr>
<td>40 Armington Street</td>
</tr>
<tr>
<td>Allston, MA 02134</td>
</tr>
<tr>
<td>617 635-8534 TTY/V</td>
</tr>
<tr>
<td>617 635-6379 Fax</td>
</tr>
<tr>
<td><a href="http://boston.k12.ma.us/mann/EC%20and%20Elementary.htm">http://boston.k12.ma.us/mann/EC%20and%20Elementary.htm</a></td>
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<tr>
<th>Minuteman Regional High School</th>
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<tbody>
<tr>
<td>758 Marrett Road</td>
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<tr>
<td>Lexington, MA 02421</td>
</tr>
<tr>
<td>781 861-6500 Voice</td>
</tr>
<tr>
<td>781 863-1747 Fax</td>
</tr>
<tr>
<td><a href="http://www.minuteman.org/">http://www.minuteman.org/</a></td>
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<tr>
<th>Lighthouse Song &amp; Sign Ministry</th>
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<tbody>
<tr>
<td>280 Chestnut St.</td>
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<tr>
<td>Gardner, MA 01440</td>
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<tr>
<td>978-632-1488 Voice</td>
</tr>
<tr>
<td><a href="http://lighthouseministry.org/">http://lighthouseministry.org/</a></td>
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<tr>
<th>Mount Wachusett Community College</th>
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<tbody>
<tr>
<td>ASL Deaf Studies Program</td>
</tr>
<tr>
<td>444 Green Street</td>
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<tr>
<td>Gardner, MA 01140</td>
</tr>
<tr>
<td>978 630-9156 Voice</td>
</tr>
<tr>
<td>978 630-9224 Fax</td>
</tr>
<tr>
<td><a href="http://www.mwcc.edu/">http://www.mwcc.edu/</a></td>
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<tr>
<th>Family Sign Language Program</th>
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<tr>
<td>FSLP/MSAD</td>
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<tr>
<td>TLC for the Deaf</td>
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<tr>
<td>848 Central Street</td>
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<tr>
<td>Framingham, MA 01710</td>
</tr>
<tr>
<td>781 388-9115 TTY</td>
</tr>
<tr>
<td>781 388-9114 Voice</td>
</tr>
<tr>
<td>781 388-9015 Fax</td>
</tr>
<tr>
<td><a href="http://msad.org/">http://msad.org/</a></td>
</tr>
<tr>
<td><a href="mailto:fslp@msad.org">fslp@msad.org</a></td>
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<thead>
<tr>
<th>North Shore Community College</th>
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<tbody>
<tr>
<td>1 Ferncroft Road</td>
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<tr>
<td>Danvers, MA 01923</td>
</tr>
<tr>
<td>978 762-4000 Voice</td>
</tr>
<tr>
<td><a href="http://www.northshore.edu/">http://www.northshore.edu/</a></td>
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<thead>
<tr>
<th>Perkins School for the Blind</th>
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<tr>
<td>175 North Beacon Street</td>
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<tr>
<td>Watertown, MA 02472</td>
</tr>
<tr>
<td>617 924-3434 Voice</td>
</tr>
<tr>
<td>617 926-2027 Fax</td>
</tr>
<tr>
<td><a href="http://www.perkins.org/">http://www.perkins.org/</a></td>
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<tr>
<th>MSAD Western Office</th>
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<tbody>
<tr>
<td>143 Dwight Street</td>
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<tr>
<td>Springfield, MA 01103</td>
</tr>
<tr>
<td>413 734-9199 TTY</td>
</tr>
<tr>
<td>413 734-9100 Voice</td>
</tr>
<tr>
<td>413 739-9015 Fax</td>
</tr>
<tr>
<td><a href="http://msad.org/familyslprogram.asp">http://msad.org/familyslprogram.asp</a></td>
</tr>
<tr>
<td><a href="mailto:msadwest@msad.org">msadwest@msad.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quinsigamond Community College</th>
</tr>
</thead>
<tbody>
<tr>
<td>670 West Boylston Street</td>
</tr>
<tr>
<td>Worcester, MA 01606</td>
</tr>
<tr>
<td>508 853-2300 Voice</td>
</tr>
<tr>
<td><a href="http://www.qcc.edu/">http://www.qcc.edu/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>READS Collaborative</th>
</tr>
</thead>
<tbody>
<tr>
<td>105 East Grove Street</td>
</tr>
<tr>
<td>Middleborough, MA 02346</td>
</tr>
<tr>
<td>508 947-8530 TTY</td>
</tr>
<tr>
<td>508 947-3634 Voice</td>
</tr>
<tr>
<td>508 946-1088 Fax</td>
</tr>
<tr>
<td><a href="http://www.readscollab.org/">http://www.readscollab.org/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Massachusetts Bay Community College</th>
</tr>
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<tbody>
<tr>
<td>50 Oakland Street</td>
</tr>
<tr>
<td>Wellesley Hills, MA 02481</td>
</tr>
<tr>
<td>781 239-2267 TTY</td>
</tr>
<tr>
<td>781 239-3000 Voice</td>
</tr>
<tr>
<td>781 239-1047 Fax</td>
</tr>
<tr>
<td><a href="http://www.massbay.edu/">http://www.massbay.edu/</a></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Sandwich Community School</th>
</tr>
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<tbody>
<tr>
<td>365 Quaker Meeting House Rd</td>
</tr>
<tr>
<td>East Sandwich, MA 02537</td>
</tr>
<tr>
<td>508 888-5300 Voice</td>
</tr>
<tr>
<td>508 888-8095 Fax</td>
</tr>
<tr>
<td><a href="http://www.scslearn.org/">http://www.scslearn.org/</a></td>
</tr>
</tbody>
</table>
### The Learning Center for the Deaf
848 Central Street  
Framingham, MA 01701  
508 879-5110 TTY/V  
[http://www.tlcdeaf.org/index.htm](http://www.tlcdeaf.org/index.htm)

### Randolph Campus
30 Seton Way  
Randolph, MA 02368  
781 963-5110 TTY/V

### Tufts University
Eliot Pearson Department of Child Development  
105 College Avenue  
Medford, MA 02155  
617 627-3355 Voice  
[http://ase.tufts.edu/epcd/](http://ase.tufts.edu/epcd/)

### University of Massachusetts/Amherst
Division of Continuing Education  
100 Venture Way  
Hadley, MA 01035  
413 545-2414 Voice  
413 545-3838 Fax  
[https://www.umassulearn.net/](https://www.umassulearn.net/)

### Willie Ross School for the Deaf
Outreach and Community Base Programs  
32 Norway Street  
Longmeadow, MA 01106  
413 567-0374 TTY/V  
413 567-8808 Fax  

### Worcester State College
Department of Communication Disorders  
486 Chandler Street  
Worcester, MA 01602  
508 929-8000 Voice  
866 972-2255 Fax  
[http://www.worcester.edu/](http://www.worcester.edu/)

### Sign Language Teacher Resources
This section offers a few of the resources available for American Sign Language teachers. If you are looking for sign language teachers for groups or classes, you can contact the following organizations: ASLTA and MSAD.

**American Sign Language Linguistic Research Project**  
621 Commonwealth Avenue  
Boston, MA 02215  

**American Sign Language Teachers Association (ASLTA)**  

Regional Chapter:  
Brenda Rennie, President  
[maaslta2002@aol.com](mailto:maaslta2002@aol.com)

Alma Bournazian  
[a.bournaz@lynx.neu.edu](mailto:a.bournaz@lynx.neu.edu)

**Massachusetts State Association of the Deaf**  
535 Franklin Street  
Malden, MA 02176  
781-388-9114 TTY/V  
781-388-9115 Fax  
[MSADeaf@aol.com](mailto:MSADeaf@aol.com)

**ASL University**  

William G. Vicars, EdD  
Director, ASL University / Lifeprint Institute  
8506 Everglade Dr.  
Sacramento, CA 95826-3617  
Preferred contact: [BillVicars@aol.com](mailto:BillVicars@aol.com)

**Teach ASL Listserv**  
Speechreading Resources

Boston Guild for Hard of Hearing
Northeastern University
Behrakis Health Sciences Center 503
30 Leon Street
Boston, MA 02115
617 373-8927 TTY
617 373-2492 Voice
617 373-8756 FAX
http://www.slpa.neu.edu/guild/index.html
cbachicha0614@hotmail.com

University of Massachusetts/Amherst
Center for Language, Speech and Hearing
Department of Communication Disorders
358 North Pleasant Street
Amherst, MA 01003
413 545-2565 Voice
413 545-0803 Fax
www.umass.edu/sphhs/centers/speech.html

Worcester State College
Speech, Language and Hearing Clinic
486 Chandler Street
Worcester, MA 01602
508 929-8050 Voice
508 929-8175 Fax
http://www.fac.worcester.edu/cd/

State and Public Health Services

Boston Public Health Commission
1010 Massachusetts Avenue
Boston, MA 02118
617 534-9799 TTY
617 534-5395 Voice
617 534-5358 Fax
http://www.bphc.org/contact/default.asp

Office of Public Health Preparedness
1010 Massachusetts Avenue
Boston, MA 02118
617 534-2333 Voice
617 534-2626 Fax
http://www.bphc.org/programs/program.asp?b=7&p=200

Division of Medical Assistance
Mass Health Customer Service Center
1 Ashburton Place
Boston, MA 02108
800 497-4648 TTY
800 841-2900 Voice
http://www.mass.gov/?pageID=eohhs2agencylanding&L=4&L0=Home&L1=Government&L2=Departments+and+Divisions&L3=MassHealth&sid=Eeohhs2

Massachusetts Department of Public Health
250 Washington Street
Boston, MA 02108
617 624-6001 TTY
617 624-6000 Voice
http://mass.gov/dph/
Substance Abuse Resources

Alcoholics Anonymous
http://www.aa.org/en_information_aa.cfm

AA Berkshire/Pittsfield Region
85 East Street
Pittsfield, MA 01201
413 448-2382 Voice

AA Central Service Committee of Eastern Massachusetts
368 Congress Street
Boston, MA 02210
Locate meetings using:
http://www.aaboston.org/meetings.asp
Call this number to confirm that meeting is interpreted.
617 426-9444 Voice

AA Cape Cod Intergroup
369 Main Street
P.O. Box 662
Hyannis, MA 02601
508 775-7060 Voice
http://www.capecodaa.com/

AA Western Massachusetts Intergroup Office
474 Pleasant Street
Holyoke, MA 01040,
413 532-2111 Voice
413 534-0929 Fax
http://www.westernmassaa.org/home.html

AA Worcester Area Intergroup
100 Grove St.
Worcester, MA 01605
508 752-9000 Voice
http://www.aaworcester.org/

Beacon Programs of Franklin Center
Beacon House for Men
57 Beacon Street
Greenfield, MA 01301
413 773-4444 Voice
and
164 High Street
Greenfield, MA 01301
413 773-2512 Voice
http://baystatehealth.com/eConsumer/bhs_cha
n_index.jsp?chId=057fc7aed3d00VgnVCM1
000000f0c19acRCD

CAB Health & Recovery Services, Inc
Zero Centennial Drive
Peabody, MA 01960
978 968-1700 TTY/V
800 323-2224 Toll Free
http://www.cabhealth.org/

CASPAR, Inc
The Womenplace Program
11 Russell Street
Cambridge, MA 02140
617 661-5855 TTY
617 661-6020 Voice
617 661-3316 Fax
http://www.casparinc.org/MasterPage.aspx/sec
tionid/14/pageid/47

Community Healthlink
72 Jaques Ave
Worcester, MA 01610
Central Administration
508 860-1121 Voice
Residential Administration
508 860-1202 Voice
508 860-1210 Fax
http://communityhealthlink.org/index.html
Substance Abuse and Dual Diagnosis Educational and Treatment Materials

Date: January 2, 2007

To:
H-BSAS Providers and Staff
DMH Providers and Staff
MCDHH Providers and Staff

From:
Michael Botticelli, Associate Commissioner, DPH-BSAS

Re:
Substance Abuse and Dual Diagnosis Educational and Treatment Materials Available to Support Deaf and Hard of Hearing Clients and Providers Working with DHH

I am pleased to announce that DPH-BSAS has purchased materials as referenced above for use by provider and agency staff to assist them in reaching out to and working with deaf and hard of hearing clients (see list of materials attached).

The materials were purchased at the recommendation of an inter-agency task force made up of BSAS, DMH and MCDHH staff and consumers. The task-force has been working through a technical
assistance grant from CSAT-SAMSHA to plan for the provision of substance abuse and dual
diagnosis services to deaf and hard of hearing residents of Massachusetts.

These materials will be available for borrowing through the DPH Regional Center for Healthy
Communities (RCHC) in Worcester, the MCDHH in Boston and Springfield, and the Gallaudet center
in Haverhill. Each of these sites maintains a resource library that provides free loans of culturally
appropriate resources including videos, curricula, books, and health data for public usage. Please
contact the site in your respective area to find out about these and other materials available for
borrowing (see contact information attached).

We are confident that the implementation of this and other recommendations from the task force is a
great first step to help providers make substance abuse services in Massachusetts more appropriate
and accessible to deaf and hard of hearing consumers.

cc: Task Force Members
Cathy O’Connor, DPH

Regional Centers for Healthy Communities
The Massachusetts Department of Public Health, Office of Healthy Communities, has reorganized the
Massachusetts Prevention Center system into a statewide capacity-building system in support of healthier
communities and to reduce alcohol and substance abuse, with an emphasis on youth development. Each RCHC
maintains a resource library that provides free loans of current and culturally appropriate prevention resources
including videos, curricula, books, and health data. Many materials are available in languages other than
English.

Central Massachusetts Center for Healthy Communities
44 Front Street, Suite 280
Worcester, MA 01608
(508) 438-0515 (phone)
508-438-0516 (fax)
508-438-0518 (TTY)
www.cmchc.org
e-mail: Fsweeney@cmchc.org

MCDHH
The Massachusetts Commission for the Deaf and Hard of Hearing is the principal agency providing leadership,
education, advocacy, and direct services to empower Deaf, Late Deafened, and Hard of Hearing individuals and
their families in receiving equitable opportunities in all aspects of society in the Commonwealth. MCDHH
provides advocacy, education and supportive services as a link for Massachusetts citizens who are deaf, late
deafened or hard of hearing to communication access in public services, private enterprise and general society
enabling them to live independently and productively. Representing all citizens of all ages who are deaf or hard
of hearing, MCDHH partners with public and private sectors to eliminate communication barriers to economic,
educational and social needs of citizens who are deaf or hard of hearing and their families.
BOSTON MCDHH
150 Mount Vernon Street, Suite 550
Dorchester, MA 02125
617-740-1600 (phone)
617-740-1810 (fax)
617-740-1700 (TTY)
www.mass.gov/mcdhh
email: Colin.Paget@state.ma.us

SPRINGFIELD MCDHH
Springfield State Office Building
436 Dwight Street, Suite 204
Springfield, MA 01103
(413) 788-6427 V/TTY
email: PamKorzec@state.ma.us

Gallaudet University Regional Center
Established in 1980, this Northeast Region GURC, located on the campus of Northern Essex Community College-Haverhill, brings the resources of the world's only liberal arts university for deaf and hard of hearing people, Gallaudet University, to Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, and Vermont. GURCs offer training workshops, technical assistance, and extension courses and coordinate the annual Regional High School Academic Bowl competitions. GURCs address the educational, transition, and professional development needs of deaf and hard of hearing people from birth through adulthood, their families, and the professionals who work with them.

Gallaudet University Regional Center
Northern Essex Community College
100 Elliott Street
Haverhill, MA 01830
978-556-3701 (phone)
978-556-3703 (fax)
www.necc.mass.edu/gallaudet
email: Sherrie.Carroll@gallaudet.edu

Summer Camps
The Laurent Clerc National Deaf Education Center Info to Go publishes a complete list of summer camps for Deaf and hard of hearing children every year. The 2007 list is available at this link: http://clerccenter.gallaudet.edu/InfotoGo/SummerCamps2007.pdf
The AGBell Association 2007 list can be found at this link: http://www.agbell.org/DesktopDefault.aspx?p=Calendar_of_Events
This list includes camps in the state of Massachusetts.

Clarke School for the Deaf and Hard of Hearing
47 Round Hill Road
Northampton, MA 01060
413 584-3450 TTY/V
413 584-8273 Fax
http://www.clarkeschool.org/content/programs/summer.php

The Learning Center for the Deaf
Summer Camp
848 Central Street
Framingham, MA 01701
508 879-5110 TTY/V
http://www.tlcdeaf.org/index.htm

Horace Mann School for the Deaf and Hard of Hearing
40 Arminston Street
Allston, MA 02134
617 635-8534 TTY/V
617 635-6379 Fax
http://boston.k12.ma.us/mann/
Supported Employment Programs

This is a list of programs offering employment possibilities for people requiring support while finding, training for and keeping a job. They specialize in removing the barriers associated with communication but are not limited to that alone. Several of the organizations have regional offices so please check for services in your area regardless of the home address.

**Advocates Inc.**  
One Clarks Hill Suite 305  
Framingham, MA 01702  
508 628-6303 TTY  
508 628-6300 V  
800 479-7768 Toll Free  

**Community Work Services, Inc.**  
174 Portland Street  
Boston, MA 02114  
617 720-2233 TTY/V  
617 367-4759 Fax  

**Deaf Services**  
27 Hollis Street  
Framingham, MA 01702  
508 935-0769 Voice  
508 661-0232 Fax

**Employment Options, Inc.**  
82 Brigham Street  
Marlborough, MA 01752  
508 485-5051 Voice  
508 485-8807 Fax  
[http://employmentoptions.org/](http://employmentoptions.org/)

**Community Enterprises**  
287 High Street  
Holyoke, MA 01040  
413 534-2940 TTY  
413 536-4200 Voice  
413 534-4839 Fax  

**WORK, Inc.**  
3 Arlington Street  
Quincy, MA 02171  
617 691-1500 Voice  
617 691-1595 Fax  
[http://workinc.org/index2.htm](http://workinc.org/index2.htm)

Technology Vendors

Alerting Devices and Signaling Systems (ADSS)
Manufacturers listed in this category produce ADSS. An ADSS provides an amplified auditory signal, visual signal, vibrating or tactile alerts, or a combination of signals to alert a Deaf or hard of hearing person to auditory information in the environment. They replace the ringing of telecommunication devices, door knocks and doorbells, timers, wristwatches and clocks, smoke detectors, fire alarms, weather and other emergency notification systems with amplified, visual or tactile alerts.

Assistive Listening Devices and Systems (ALDS)
Assistive Listening Devices (ALD) and Assistive Listening Systems (ALS) are used to create a direct link between the speaker and the listener in situations where background noise, environmental factors, distance or other factors interfere. The devices rely on an assortment of technologies to do this: electrical hardwiring, audio induction loops, FM radio waves and Infrared light.

ALDS can be used alone or in combination with hearing aids, cochlear implants, Direct Audio Input (DAI) receiver modules for FM and Bluetooth. Specific listening attachments vary and offer a broad range of choices for each listener. ALDS receivers provide a clearer signal and amplification to a person’s residual hearing to improve their understanding of spoken language.
AssistiveAudio
2627 Algonquin Parkway
Toledo, OH 43606-3709
800 224-9295 Voice
419 292-2169 Fax
http://assistiveaudio.com/
ALS

Audex
710 Standard Street
Longview, TX 75604
800 237-0716 Voice
http://audex.com/
ADSS ALDS

Audio Enhancement
14241 South Redwood Road
P.O. Box 2000
Bluffdale, UT 84065
800 383-9362 Voice
801 254-9263 Voice
801 254-3802 Fax
http://audioenhancement.com/ae/SiteDefault.aspx
ALDS

Audiological Engineering Corporation
9 Preston Road
Somerville, MA 02143
800 283-4601 Voice
617 623-5562 Voice
617 666-5228 Fax
http://tactaid.com/
ALDS

Audisoft Technologies (AudioSee)
2101 Fernand-Lafontaine Boulevard
Longueuil, Quebec, J4G 2J4 Canada
866 446-6334 Voice
450 646-6334 Voice
450 646-4505 Fax
http://audisoft.net/en/index.htm
ALDS

Centrum Sound
572 La Conner Drive
Sunnyvale, CA 94087
408 736-6500 Voice
408 736-6552 Fax
http://centrumsound.com/
ALDS

Clarity, a Division of Plantronics, Inc.
4289 Bonny Oaks Drive, Suite 106
Chattanooga, TN 37406
800 426-3738 Voice
800 552-3368 Voice
800 325-8871 Fax
http://clarityproducts.com/
ADSS

COMTEK Communications Technology, Inc.
357 West 2700 South
Salt Lake City, UT 84115
800 496-3463 Voice
801 466-3463 Voice
801 484-6906 Fax
http://comtek.com/
ALDS

Connections Unlimited, Inc.
3018 Ambrose Avenue
Nashville, TN 37207
800 286-3481 Voice
http://connectionsunltd.com/
ALDS

Etymotic Research, Inc.
61 Martin Lane
Elk Grove Village, IL 60007
888 389-6684 Voice
847 228-0006 Voice
847 228-6836 Fax
ALDS

FrontRow
a division of Phonic Ear, Inc.
2080 Lakefield Highway
Petaluma, CA 94954-6713
800 227-0735 Voice
707 769-9624 Fax
http://www.gofrontrow.com/e/home.asp
ALDS
Global Assistive Devices, Inc.
4950 North Dixie Highway
Fort Lauderdale, FL 33334-3947
888 778-4237 Voice
954 776-1373 Voice/TTY
866 222-3883 Fax
954 776-8136 Fax
http://www.globalassistive.peachhost.com/

Krown Manufacturing, Inc.
3408 Indale Road
Fort Worth TX 76116
800 366-9950 Voice/TTY/VP
817 738-2485 Voice/TTY/VP
817 738-1970 Fax
http://krownmfg.com/

LexisFM
http://www.lexisfm.com/

LightSPEED Technologies, Inc.
11509 SW Herman Road
Tualatin, OR 97062
800 732-8999 Voice
503 684-5538 Voice
503 684-3197 Fax
http://lightspeed-tek.com/

Listen Technologies Corporation
14912 Heritagecrest Way
Salt Lake City, UT 84065-4818
800 330-0891 Voice
801 233-8992 Voice
801 233-8995 Fax
http://listentech.com/

massAV
80 Cambridge Street
Burlington, MA 01803
800 423-7830 Voice
781 270-0027 Voice
781 270-0037 Fax
http://massav.com/

MedBio Research Centre
87-1000 Kaiho’olulu Street
Waianae, HI 96792
808 664-2339 Voice
http://medbio.com/

Oticon, Inc.
29 Schoolhouse Road
Somerset, NJ 08873
800 526-3921 Voice
732 560-0029 Fax
http://oticonusa.com/oticon/consumers/products/amigo.html

Oval Window Audio
33 Wildflower Court
Nederland, CO 80466
303 447-3607 Voice/TTY/Fax
http://ovalwindowaudio.com/

Phonak Inc, USA
4520 Weaver Parkway
Warreenville, IL 60555-3927
800 679-4871 Voice
630 821-5000 Voice
630 393-7400 Fax

Phonic Ear, Inc.
3880 Cypress Drive
Petaluma, CA 94954
707 769-1110 Voice
800 227-0735 Toll Free
707 769-9624 Fax
http://www.phonicear.dk/eprise/main/PhonicEar/DK_gb/_index

Sennheiser Electronic Corporation
1 Enterprise Drive
Old Lyme, CT 06371
877 736-6434 Voice
860 434-9190 Voice
860 434-1759 Fax
http://www.sennheiserusa.com/newsite/

Sennheiser Electronic Corporation
1 Enterprise Drive
Old Lyme, CT 06371
877 736-6434 Voice
860 434-9190 Voice
860 434-1759 Fax
http://www.sennheiserusa.com/newsite/
Technology Vendors: Catalog

A number of retail companies around the country distribute a broad variety of specialized services and unique products such as those mentioned in the previous sections. They may do all their sales online and by phone and/or have a brick and mortar location. This is a listing of companies that do business primarily through catalogue sales.
ADCO Hearing Products, Inc.
4242 South Broadway
Englewood, CO 80113
303 794-3928 TTY/V
800 726-0851 Toll Free
303 794-3704 Fax
http://adcohearing.com/

Assisted Access – NFSS, Inc.
822 Preston Court
Lake Villa, IL  60046
800 950-9655 Toll Free TTY/V
847 265-8022 Voice
847 265-8044 Fax
http://nfss.com/

ClearSounds
8160 South Madison Street
Burr Ridge, IL  60527
800 965-9043 Toll Free
630 654-9200 Voice

Compu TTY, Inc.
3408 Indale Road
Fort Worth, TX 76116
817 738-8993 TTY/V
817 738-2485 TTY/VP/V
800 366-9950 Toll Free
817 738-1970 Fax
http://computty.com/

Cordless Workz
NETSTAKE LLC
1135 Kildaire Farm Road, Suite 200
Cary, NC  27511
919 342-5055 Voice
800 516-4279 Toll Free
919 287-2996 Fax
http://cordlessworkz.com/

DeafBuy
c/o Harris Communications
15155 Technology Drive
Eden Prairie, MN  55344
877 539-7448 TTY
877 539-7445 Voice

DeafPagers.com
1002 Florida Avenue NE
Washington, DC 20002
http://deafpagers.com/

DEAFWORKS
P.O. Box 1265
Provo, UT  84603-1265
801 465-1957 TTY
801 465-1958 Fax
208.187.181.26 IP
801 465-1956 VP
http://deafworks.com/

DUARTEK, INC.
P.O. Box 1561
Fairfax, VA  22038-1561
703 968 3048 TTY
703 352-2285 Voice
800 382-7835 Toll Free
703 968-7432 Fax
http://synergy-emusic.com/duartek.html

General Technologies
7417 Winding Way
Fair Oaks, CA  95628
916 962-9225 Voice
800 328-6684 Toll Free
916 961-9823 Fax
http://devices4less.com/

HARC Mercantile, Ltd
1111 West Centre Avenue
Portage, MI 49024
269 324-1615 TTY/V
800 445-9968 Toll Free TTY/V
269 324-2387 Fax
http://harcmercantile.com/

Harris Communications
15155 Technology Drive
Eden Prairie, MN 55344
952 906-1198 TTY
800 825-9187 Toll Free TTY
952 906-1180 Voice
800 825-6758 Toll Free Voice
952 906-1099 Fax
http://harriscomm.com/
<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hartling Communications, Inc.</td>
<td>85 Wilmington Road, #16</td>
<td>781 270-6710 TTY, 800 672-9455 Toll Free TTY, 781 272-7634 Voice, 800 475-3183 Toll Free Voice, 781 229-9161 Fax</td>
</tr>
<tr>
<td>Life with Ease</td>
<td>P.O. Box 302, Newbury, NH 03255</td>
<td>603 938-5116 Voice, 800 966-5119 Toll Free Voice, 603 938 5090 Fax, <a href="http://lifewithease.com/">http://lifewithease.com/</a></td>
</tr>
</tbody>
</table>
Sound Clarity, Inc.
359 North 1st Avenue
Iowa City, IA 52245
319 354-5854 TTY/V
888 477-2995 Toll Free TTY/V
319 354-5851 Fax
http://soundclarity.com/

TecEar
30215 Woodgate Drive
Southfield, MI 48076
248 867-2759 Voice
http://www.tecear.com/

Teltex, Incorporated
404 East 13th Avenue
North Kansas City, MO 64116
888 515-8120 TTY/V
816 221-6316 Voice
816 221-6830 Fax
http://teltex.com/Home.asp

TTY-TDD Store
1250 Womack Avenue
Atlanta, GA 30344
800 578-7199 Toll Free TTY/V
404 752-7863 Fax
http://ttyweb.com/new/default.aspx

United TTY Sales and Service
21004 Brooke Knolls Road
Laytonsville, MD 20882
301 926-2365 TTY/V
866 889-4872 Toll Free TTY/V
301 963-0785 Fax
http://unitedtty.com/

Weitbrecht Communications, Inc.
926 Colorado Avenue
Santa Monica, CA 90401-2717
800 233-9130 Toll Free TTY/V
310 450-9918 Fax
http://weitbrecht.com/index.phtml

Technology Vendors: Telecommunications

These manufacturers offer a variety of telecommunications services and products, such as landline, cordless, pager and cellular, inductive telecoil and Bluetooth couplers, and relay services used by people with hearing loss or deafness. Please also see distributors in the Catalogue section for additional distributors.

The following links have information relevant to telecommunications regulations:
FCC Disability Rights Office
http://www.fcc.gov/cgb/dro/
Gallaudet University
http://tap.gallaudet.edu/
For accessible cellular phone guidance, please review the materials found at:
CTIA - The Wireless Association®
http://accesswireless.org/
FCC
http://www.fcc.gov/cgb/consumerfacts/accessiblewireless.html
The ATIS Incubator Solutions Program #4 (AISP.4)
http://atis.org/hac/index.asp

Artone Communication Solutions
Antwerp 22/7
Netania 42221
Israel
420 776390054 Voice
972 722128815 Fax
http://artonecs.com/

Audex
710 Standard Street
Longview, TX 75604
800 237-0716 Voice
http://audex.com/
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarity, a Division of Plantronics, Inc.</td>
<td>4289 Bonny Oaks Drive, Suite 106, Chattanooga, TN 37406</td>
<td>800 426-3738 Voice, 800 552-3368 Voice, 800 325-8871 Fax</td>
<td><a href="http://clarityproducts.com/">http://clarityproducts.com/</a></td>
</tr>
<tr>
<td>Phonic Ear, Inc.</td>
<td>3880 Cypress Drive, Petaluma, CA 94954</td>
<td>707 769-1110 Voice, 800 227-0735 Toll Free, 707 769-9624 Fax</td>
<td><a href="http://www.phonicear.dk/eprise/main/PhonicEar/DK_gb/_index">http://www.phonicear.dk/eprise/main/PhonicEar/DK_gb/_index</a></td>
</tr>
<tr>
<td>Ultratec, Inc.</td>
<td>450 Science Drive, Madison, WI 53711</td>
<td>608 238-5400 TTY/V, 800 482-2424 Toll Free TTY/V, 608 238-3008 Fax</td>
<td><a href="http://ultratec.com/">http://ultratec.com/</a></td>
</tr>
</tbody>
</table>
# MCDHH 2008 Resource Directory

## Williams Sound Corporation
10321 West 70th Street  
Eden Prairie, MN 55344-3446  
800 328-6190 Voice  
952 943-2252 Voice  
952 943-9675 TTY  
952 943-2174 Fax  
http://williamssound.com/home.aspx

## WWW Resources

Included here are internet sites of/for/by people with hearing loss and those that promote the interests of people with hearing loss which are general and have not already been listed in another category. Web design and hosting companies, professional organizations, and disability related resources are listed here.

### ADARA
Professionals Networking for Excellence in Service Delivery with Individuals Who Are Deaf or Hard of Hearing  
P.O. Box 480  
Myersville, MD 21773  
http://adara.org/

### Deaf Life
Online magazine  
www.deaflife.com

### Deaf Resource Library
http://deaflibrary.org/

### Deafness Research Foundation
280 Park Avenue Fl. 35  
New York, New York 10017  
617 426-7080 x301 Voice  
212 672-7080 Fax  
www.drf.org

### Deaf Vision, Inc.
P.O. Box 14431  
San Francisco, CA 94114  
415 449-3674 Fax  
http://deafvision.net/

### Massachusetts Network of Information Providers and the New England Index MNIP
UMMS Shriver Center  
200 Trapelo Road  
Waltham, MA 02452-6319  
800 642-0249 Toll Free  
800 764-0200 TTY  
781 642-0248 Voice  
781 642-0122 Fax  
http://www.disabilityinfo.org/

### Microsoft Resource Guide for Individuals with Hearing Difficulties and Impairments
www.microsoft.com/enable/guides/hearing.aspx

### Web Able
Disability-Related Internet Resources,  
http://webable.com/
# Appendices

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>State House Information</td>
<td>72</td>
</tr>
<tr>
<td>Access Signage</td>
<td>73</td>
</tr>
<tr>
<td>Closed Captions Overview</td>
<td>74</td>
</tr>
<tr>
<td>Emergency Preparedness Resources</td>
<td>77</td>
</tr>
<tr>
<td>Hearing Loss Simulators</td>
<td>78</td>
</tr>
<tr>
<td>Interpreting Information and Resources</td>
<td>79</td>
</tr>
<tr>
<td>Overview of Emergency Interpreter Services</td>
<td>81</td>
</tr>
<tr>
<td>Emergency Sign Language Interpreter Cards</td>
<td>82</td>
</tr>
<tr>
<td>Suggestions for Effective Use of Interpreters or Transliterators</td>
<td>83</td>
</tr>
<tr>
<td>Request an Interpreter</td>
<td>85</td>
</tr>
<tr>
<td>Intermediary Interpreters (Certified Deaf Interpreters)</td>
<td>87</td>
</tr>
<tr>
<td>Memorandum on New Requirements for Registration of Sign Language</td>
<td>89</td>
</tr>
<tr>
<td>Interpreters Who Work in Educational Settings</td>
<td>90</td>
</tr>
<tr>
<td>Educational Interpreters</td>
<td>92</td>
</tr>
<tr>
<td>Video Remote Interpreting and Video Relay Services (VRI and VRS)</td>
<td>93</td>
</tr>
<tr>
<td>Overview of CART Services</td>
<td>95</td>
</tr>
<tr>
<td>The Disability Rights Project</td>
<td>96</td>
</tr>
<tr>
<td>How to File a Consumer Complaint</td>
<td>98</td>
</tr>
<tr>
<td>Sign Language Information</td>
<td>101</td>
</tr>
<tr>
<td>TTY Overview</td>
<td>105</td>
</tr>
<tr>
<td>How to Use the TTY</td>
<td>106</td>
</tr>
<tr>
<td>How to Use MassRelay</td>
<td>107</td>
</tr>
<tr>
<td>MassRelay Service Numbers and Website</td>
<td></td>
</tr>
</tbody>
</table>
Statehouse information:

Deaf, Late Deafened and Hard of Hearing citizens of the Commonwealth may request communications access to Senate and House hearings as well as sessions held by the General Court. The following accommodations are available:

- ASL Interpreters
- Certified Deaf Interpreter - CDI
- Tactile
- CART Reporter
- FM System

ADA Coordinator

The ADA Coordinator works with the legislature, state agencies, and the citizens of the Commonwealth to facilitate the implementation of the Americans with Disabilities Act within the State House. This will cover many areas such as physical barriers, communications and information access, access to programs and services, dispute resolution, and accountability.

Carl O. Richardson III
State House ADA Coordinator
The Commonwealth Of Massachusetts
Bureau of State Office Buildings, State House, Room 1
Boston, MA 02133.
617-727-1100 x35502 voice telephone
Please use MassRelay or video relay to contact this number if you are Deaf or hard of hearing.
617-727-7700 Fax
Carl.Richardson@state.ma.us

FORM to Request Communications Access:
http://www.mass.gov/?pageID=eohhs2utilities&L=1&sid=Eeohhs2&U=state_house_communications_access_form
Access Signage

Signs indicating Communication Access have a blue background with white symbols and lettering or white on a black background or black on a white background. The Americans with Disabilities Act, ADA, specifies the design and meaning of the signs.

This is the International Symbol of Access for people with all types of disabilities for all access needs as defined in the ADA Accessibility Guidelines ADA-AG 703.7.2.1.

In 1985, the International Federation of Hard of Hearing People, with 45 member organizations of hard of hearing, late deafened and Deaf people in 29 countries, approved the recognition and worldwide use of the International Symbol of Access for Persons with Hearing Loss, which appears in the ADA-AG 703.7.2.4 as:

This symbol indicates the provision of all types of accommodations specifically for communication access for people who are Deaf, late deafened, or hard of hearing. It notifies people with hearing loss of the availability of all types of auxiliary aids and services for effective communication. Accommodations include sign language interpreters, CART providers, real time captioning, note taking, oral transliterators for speechreading, assistive listening devices and systems (ALDS), alerting devices and signaling systems (ADSS), hearing aid (telecoil) compatible amplified telephone, text telephone (TTY), etc.

When a message appears beneath the general symbol, it changes the meaning to indicate a specific accommodation is available. For example: using the general symbol with ALS or indicates the availability and use of an FM, people should inquire where to obtain an ALS receiver.

Additional information and the details of federal regulations can be found at this link: http://www.access-board.gov/adaag/about/bulletins/als-c.htm

Other symbols used in ADA Accessibility Guidelines for Buildings and Facilities (ADAAG), include 703.7.2.3, indicating the location of a volume controlled phone for hearing amplification

and 703.7.2.2, to identify the location of a text telephone, or TTY. .

Within the United States, while not included in ADA Accessibility Guidelines for Buildings and Facilities (ADAAG), it will be helpful to be familiar with a few other pictograms.

This pictogram denotes that a particular cellular telephone may be interfaced with a portable TTY.
This indicates availability of sign language interpreting services and captioning or CART providers.

This symbol is specific to sign language interpreting services.

Communication Access Realtime Translation or CART services will be specified by using the individual letters CART printed directly underneath the pictogram above.

Movies and televised programs indicate if they are open captioned, where everyone sees the captioning, by using this symbol.

or closed captioned, which requires using a decoder to make the captions visible.

Closed Captions Overview

What are Captions?
Like subtitles, captions display spoken words as printed words on a television screen. Unlike subtitles, captions are specifically designed for deaf and hard-of-hearing viewers. They are carefully timed and placed to identify speakers, on- and off-screen sound effects, music and laughter.

Closed captions are hidden data within the television signal that must be decoded before being displayed on the screen. For years, viewers had to purchase a set-top decoder box to access the captions. Fortunately, the federal Television Decoder Circuitry Act, passed in 1990 and implemented in 1993, mandates that all televisions with screens 13 inches or larger include a built-in decoder chip, thus greatly increasing accessibility. Twenty-nine million new televisions are sold each year, and every home is expected to have a caption-capable set by 2000.

Who watches Closed Captions?
An estimated twenty million Americans have enough of a hearing loss that they cannot fully understand the meaning of a television program. Although deaf and hard-of-hearing people comprise the main audience, the total audience for captioning also includes:

- elderly people whose hearing diminishes as part of the aging process;
- people learning English as a second language;
- anyone who appreciates the extra information captioning offers.

Open and Closed Captions
Captions may be either open or closed. Open captions may be viewed on all television sets, without a decoder. Closed captions require specialized circuitry within the television, or in a set-top decoder box, in order to be seen.
How are programs Captioned?
Captioning is part of the post-production process where writers transcribe the audio portion of a program with a specially designed computer program. Depending on the complexity of the program, the captioning process can take 15-30 hours for a one-hour program.

For live broadcasts, real-time captioning couples the skills of a court stenographer with computer technology. Stenographers type words as they are spoken, producing captions which are broadcast simultaneously with the live program. Although most real-time captioning that is broadcast is 96% accurate, the audience will see occasional errors. In addition to live, real-time captioning, captions are being added to pre-recorded video, rental movies, and educational and training tapes.

How do you know if a program is captioned?
(CC) or symbols are commonly used in television listings or on the screen to indicate that a program is closed captioned. Another symbol, , is also used to denote captioned programs. In addition to these more familiar symbols, many television networks have developed their own symbols to identify captioned programs.

Who pays for Captioning?
Advertisers, producers, networks, cable services, the federal government, foundations, corporations, and individuals all participate in funding the cost of closed captioning.

Captioning and the ADA
With the passage of the Americans with Disabilities Act, the use of captioning has been expanding as a means to meet new communication access requirements. Entertainment, educational, informational and training materials are captioned for deaf and hard of hearing audiences at the time they are produced and distributed.

Helpful Hints when Purchasing a Caption-Decoder-Equipped Television Set

Font:
The font is the shape of the letters, numbers and symbols used in the captions. If you look carefully, you will notice important differences in the size and fonts of captions on various TV sets. When comparing TV decoders, look at the captions from the same distance you will watch at home.

Ask yourself:

- Can I easily make out all the letters?
- Can I tell the difference between capital O and capital D?
- Is the punctuation clear?
- Are the letters well-formed, or do they look like the old computer type with obvious dots and no round edges? (Study the B, C, P and R.)
- Will I be comfortable looking at this display for long periods, or is it a strain to try to read this particular font?

Other important questions when choosing a decoder-equipped television set include:

- How easily can captions be turned on and off? Is there a button on the remote that allows me to directly access the captioning, or do I have to scroll through a complicated set-up menu to turn them on or off?
- How smoothly do the captions roll on and off the screen?
- How many extra services does this TV have? (Color captions, caption "channels," etc.)
Some of the above information was reprinted from publications created by the Caption Center, including Michelle Maddalena's article *Reaching Out To A New Audience* (NIMA NEWS - Vol. IV, Number 7, July/August 1996) and *Captioning*, from the National Institute on Deafness and Other Communication Disorders.

This information is provided by the [Massachusetts Commission for the Deaf and Hard of Hearing](http://www.massdeaf.org).  

**Emergency Preparedness Resources**

If you do not have internet access, please contact the CATTS of the MCDHH for assistance with this information.

Communication Access, Training, and Technology Services  
Massachusetts Commission for the Deaf and Hard of Hearing  
150 MountVernon Street Suite 550  
Boston, MA 02125  
617 740-1700 TTY  
617 740-1600 Voice  
617 740-1810 FAX

American Red Cross  
‘TIPS FOR PEOPLE WITH SERVICE ANIMALS OR PETS’  
[http://www.prepare.org/disabilities/animaltips.htm](http://www.prepare.org/disabilities/animaltips.htm)  
‘Sign Language for Emergency Situations’  
[http://www.prepare.org/disabilities/signlanguage.pdf](http://www.prepare.org/disabilities/signlanguage.pdf)  
‘Tips for People with Communication Disabilities’  
[http://www.prepare.org/disabilities/communicatetips.htm](http://www.prepare.org/disabilities/communicatetips.htm)

U.S. Department of Homeland Security  
Disability Preparedness Resource Center  
Hearing Loss Simulators

Audibel
http://www.audibel.com/understanding/simulator.html

HearingCenterOnline.com
http://www.hearingcenteronline.com/sound.shtml

The National Institute for Occupational Safety and Health (NIOSH)
http://holmessafety.org/hlsim/

University of Wisconsin-Whitewater Department of Communicative Disorders
http://facstaff.uww.edu/bradleys/radio/hlsimulation/

NIOSH Mining Safety and Health Topic
http://www.cdc.gov/niosh/mining/topics/hearingloss/hlsoundslike.htm

Phonak
http://www.phonak.com/consumer/hearing/hearinglossdemo.htm

Brain Fitness Channel

Entente™ Aladdin Hearing Loss Simulation
http://www.hitech.se/development/products/entente.htm

To purchase audio tapes of the 'Unfair Hearing Test' contact:
Sight & Hearing Association
674 Transfer Road
St. Paul MN 55114-1402
800 992-0424 Toll Free
651 645-2546 Voice
651 645-2742 Fax
http://www.sightandhearing.org/ home page
http://www.sightandhearing.org/products/knownoise.asp ‘Unfair Hearing Test’
Interpreting Information and Resources

Interpreters FAQ

Can anyone who signs be an interpreter?
The biggest misconception by the general public is that anyone who has taken classes in American Sign Language (ASL) or Signed English or knows the manual alphabet is qualified to be an interpreter. Such an individual is referred to as a "signer". A signer is a person who may be able to communicate conversationally with deaf persons but who may not necessarily possess the skills and expertise to accurately interpret complex dialogue or information. A signer is not an interpreter, and using or hiring a signer in situations that clearly call for the provision of a professional interpreter can have serious legal consequences.

To become an interpreter, an individual must not only display bilingual and bicultural proficiency, but also have the ability to mediate meanings across languages and cultures, both simultaneously and consecutively. This takes years of intensive practice and professional training. In Massachusetts, the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) makes referrals only to nationally certified or MCDHH approved interpreters in an effort to provide the highest possible level of interpreter services.

What is the difference between interpreting and transliterating?
Interpreting is the cultural and linguistic transmission of a message from ASL to spoken English, or vice versa. Transliterating is the transmission of a message from spoken English to a visual, manually coded version of English.

What is the role of an interpreter?
It is virtually impossible to be both an active participant and a neutral communication facilitator between Deaf and hearing persons. For this reason, it is not within the realm of the interpreter's role to advise, edit, advocate, teach, or participate while in an interpreting situation. The interpreter must faithfully transmit the spirit and content of the speakers. Deaf and hearing persons using interpreter services have the right to control the communication interaction and make their own decisions and mistakes.

Are there job opportunities for interpreters?
There are many job opportunities in Massachusetts for interpreters seeking freelance work as well as full- and part-time employment. Free-lance interpreters are self-employed and contract their work through the Massachusetts Commission for the Deaf and Hard of Hearing Interpreter Referral Service, or with requesting agencies and organizations directly. Interpreters also work as full- or part-time employees in a variety of places such as colleges and universities, public schools, insurance companies, state agencies, mental health programs and computing companies.

Do interpreters specialize in certain areas?
Interpreters may have expertise and special training in some areas and not others. For example, some interpreters work primarily in medical settings, while others work mainly in court and legal settings. Familiarity with the subject and vocabulary is crucial for effective interpreting. Can any interpreter work in courts or for police situations? According to the Massachusetts General Laws, Chapter 221, section 92A, only interpreters who have been certified as legal interpreters by MCDHH may interpret in court or police situations.
Can Deaf people become interpreters?
Yes. The professional term is "relay" or "certified deaf interpreter". These interpreters work in conjunction with the hearing interpreter. There is a growing need for such interpreters in critical situations such as court proceedings, psychiatric evaluations and other situations where a Deaf consumer who may not be familiar with ASL relies on visual-gestural means to communicate.

This information is provided by the Massachusetts Commission for the Deaf and Hard of Hearing.
Overview of Emergency Interpreter Services

Please call **1-800-249-9949 TTY/Voice** for emergency interpreter service for deaf and hard of hearing people. This number should be used for all emergency calls, regardless of whether they occur on weekdays, weekends, after hours or on holidays.

**After- Hours Service**
During evenings, nights, weekends and holidays, the MCDHH Emergency Interpreter Service line is forwarded to an "after hours" answering service which pages interpreters on duty. At this time, interpreters sign up to be on-call in each of eight areas of the state:

- Southeast
- Cape Cod
- Boston
- Northeast
- Metro/Central
- Central
- West
- Berkshire County

All interpreters on duty are trained in medical, mental health, and/or legal emergency assignments. Although we strive to have one interpreter on call per area, interpreter participation in this system is voluntary; therefore there may be shifts when no one is on call for a particular area or areas.

**Week day requests**
For emergency requests for interpreters during regular workdays, Monday through Friday, 8:45 am to 5:00 pm, call 1-800-249-9949 TTY/Voice. This is a hotline for emergencies only and is answered by the staff of the MCDHH Interpreter Referral Service. During regular workdays when MCDHH office is open, MCDHH will seek to contact and refer qualified, available interpreters as soon as possible but does not currently have on-call interpreters waiting and dedicated for emergency purposes.

**Important Note**
The After-Hours Emergency Interpreter Service is only for medical, mental health, and legal emergencies requiring immediate interpreter services during hours when the MCDHH Referral Service is closed.

For all non-emergency situations, you must continue to call MCDHH at **617-740-1600** Voice and **617-740-1700** TTY Monday through Friday, 8:45 am to 5:00 pm. Requests for non-emergencies will not be accepted on the emergency line.

This information is provided by the [Massachusetts Commission for the Deaf and Hard of Hearing](https://www.maddh.org).
Emergency Sign Language Interpreter Cards

These cards are used to inform police and medical emergency service responders how and where to request interpreters for emergencies involving Deaf individuals who use American Sign Language. Please e-mail Dianne Shearer, dianne.shearer@state.ma.us to request card(s).

*IMPORTANT*

The Emergency INTERPRETER/CART Service is for EMERGENCIES ONLY!
Examples of emergencies are:
Arrests
Hospital emergency room visits
Emergency psychological evaluations
Admission to a detox or psychiatric facility

For all non-emergency calls for INTERPRETER/CART services, please call the MCDHH Interpreter Referral Department at 617-740-1600 Voice or 617-740-1700 TTY.
**Suggestions for Effective Use of Interpreters or Transliterators**

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**Do I need to speak slowly?**
Speak at your natural pace, but be aware that the interpreter/transliterator must hear and understand a complete thought before signing it. The interpreter will let you know if you should repeat or slow down. Also, taking turns in an interpreted conversation may be different from what you are used to. This is due to the slight time delay required for the interpretation process.

**Should I look at the interpreter/transliterator?**
Look at and speak directly to the Deaf person. Do not say "tell her" or "tell him". The Deaf person will be watching the interpreter and glancing back and forth at you.

**Where should I stand or sit?**
Usually it is best to position the interpreter/transliterator next to you (the hearing person), opposite the Deaf person. This makes it easy for the Deaf person to see you and the interpreter in one line of vision.

**What about group situations?**
Semicircles or circular seating arrangements are best for discussion formats. For large group situations such as conferences or performances, be sure to reserve a "deaf participants and their friends" seating area near the front for clear visibility of the interpreter.

**Do I need to meet with the interpreter/transliterator prior to the assignment?**
Meeting with the interpreter/transliterator fifteen to thirty minutes before the assignment begins is helpful. It is especially helpful at large conferences or meetings where a fair amount of participants are expected. If possible in advance of the assignment, provide the interpreter/transliterator with materials such as a brief outline, agenda, prepared speeches, or technical vocabulary, and background information on activities such as showing film, role playing, and meditation exercises.

**Do I need any special visual aids?**
Visual aids such as xeroxed handouts or writing on a chalkboard can be a tremendous help to both the interpreter/transliterator and the Deaf person, insuring correct spelling of technical terminology or names. Remember to pause before giving your explanation of the visual aid so that the Deaf person has time to see it, look back at the interpreter/transliterator and still "see" everything you said.

**Are there any suggestions on lighting?**
Interpreters/transliterator and hearing speakers should avoid standing with their backs to windows, bright lights or busy colorful designs. These backgrounds make it difficult to see and receive a clear message. A solid, dark colored backdrop or background is recommended. If slides or movies are to be shown, make sure the interpreter/transliterator is visible. A flexible arm desk lamp can be used as a spotlight, or a dimmer switch is often sufficient.

**Often two interpreters/transliterator are referred to one assignment, why is that?**
- The interpreting/translating process is very demanding. Two interpreters/translators will often be assigned for any job over an hour and half in length. Interpreters/translators working as a team will allow communication to flow smoothly, therefore minimizing distractions to the meeting process. In this interpreting/translating situation, one interpreter/transliterator would be actively interpreting/translating for 20 to 30 minutes while the other is providing backup to the active interpreter, then switching. If only one interpreter/transliterator is assigned to a job that lasts over an
hour and half, consider taking breaks at convenient times to allow the interpreter/transliterator to recover the appropriate quality of interpreting/transliterating.

- Sometimes an intermediary or relay interpreter who is deaf will be requested in addition to one or more hearing interpreters/transliterator for court proceedings, legal situations, competency evaluations, mental health treatment and medical settings. A skilled, hearing interpreter/transliterator who is not a native user of American Sign Language may determine that s/he is unable to interpret accurately for a deaf or hard of hearing person who uses natural or unusual gestures, or a mixture of gestures, American Sign Language, Signed the Deaf person and the hearing qualified interpreter/transliterator to ensure total accuracy of information and details between deaf and hearing persons.

**Can I ask the interpreter/transliterator about the Deaf person or sign language?**
The interpreter/transliterator is present to facilitate communication. If you have questions about the deaf person or sign language, ask the Deaf person directly and the interpreter/transliterator will interpret your questions.

**Can I ask the interpreter/transliterator about the field of interpreting?**
Yes. The interpreter/transliterator is one of the best resources about the interpreting field; however, all questions should be asked before or after the interpreting/transliterating assignment so that the interpreter/transliterator is then finished with the actual interpreting/transliterating and is free to converse with you.

This information is provided by the [Massachusetts Commission for the Deaf and Hard of Hearing](https://www.mass.gov).
Requests for Interpreters are made either directly by Deaf, Deaf-Blind, late deafened, hard of hearing and hearing individuals and/or agencies, organizations, schools, employers, businesses, doctors, hospitals, police departments, courts and other entities seeking to make themselves accessible to the former.

It is generally the payee - the party legally responsible under state and federal law for provision and payment for such service - that initiates the request.

Where do I make the request?
Massachusetts Commission for the Deaf and Hard of Hearing
Interpreter/CART Referral Service
150 Mt. Vernon Street, Fifth Floor
Boston, MA 02125
617-740-1600 Voice
617-740-1700 TTY
617-740-1880 Fax
Toll Free: 800-530-7570 TTY
Toll Free: 800-882-1155 Voice
Hours: 8:45 a.m. - 5:00 PM, Monday - Friday

For medical, mental health and legal emergencies only, please call 1-800-249-9949 TTY/Voice everyday, 24 hours a day

What should I tell the Referral Specialist?

- Your name, telephone number and organization (if applicable)
- Date and time that you will need an interpreter, and length of assignment
- Address of the assignment including specifics: the name of the building, court or clinic, what floor, room number, etc.
- The nature and format of the meeting (i.e., medical appointment, platform lecture, staff meeting, civil or criminal court case, docket number, etc.)
- Number of participants, Deaf, Deaf-Blind, Hard of Hearing, Late Deafened and hearing
- Special equipment to be used (i.e., microphones, overhead projectors, video, etc.) for interpreters and/or CART providers; specify whether projection services will be required and what equipment, if any, you can or will provide (i.e. monitor, LCD projector, projection screen, etc.)
- Names of deaf participants and their preferred mode of communication (i.e., American Sign Language, oral, Signed English, etc.), if known; and names of participants who will be using CART services
- Names of preferred interpreters and CART providers. Often Deaf, Deaf-Blind, hard of hearing, and late deafened individuals provide the names of their preferred interpreters and/or CART providers. These individuals are contacted first in an attempt to honor these preferences. If there is an interpreter or CART provider you would prefer not to work with, feel free to inform MCDHH
- Payment information: the name, address, and telephone number of the person who will be paying for the interpreter and/or CART provider
- Name and telephone number of the contact person at the location of the assignment

Please call in your request as early as possible, as freelance interpreters and CART providers often book their schedules weeks if not months in advance. Every attempt will be made to fill your request; however, all requests are subject to the availability of interpreters and/or CART providers. Priority will be given to those requests involving urgent mental health, medical and legal matters. Generally, MCDHH will notify the requestor at least
two days prior to the assignment to inform them if an interpreter and/or CART provider has been scheduled. A one-week notification period will be used for requests for conferences, certain meetings, and other events in which rescheduling is difficult or impossible. Please note that only the requestor (the person paying for the service) will be notified regarding the availability of the interpreter/CART provider.

If it is an emergency request, what should I do?
The MCDHH After-hours Emergency Interpreter Service provides on-call interpreters in designated regions throughout the state to respond to emergencies evenings after 5:00 PM, and on weekends and holidays. MCDHH depends on freelance interpreters’ volunteering to staff this service, and therefore, cannot guarantee having on-call interpreters available in all regions at all times.

During regular daytime business hours, MCDHH is not able to provide on-call interpreters assigned only to emergency requests. However, during these regular hours, MCDHH coordinates emergency responses, when possible, through the freelance and MCDHH staff interpreter systems.

For all medical, mental health and legal emergency interpreter requests, day or night, call: **1-800-249-9949** TTY/Voice. Evenings after 5:00 PM, weekends, and holidays, you may also call 800-760-1625 TTY and 617-556-5286 Voice.

What if there is a cancellation or a change from the original request?
Please report any changes or cancellations as soon as possible. This is necessary regardless of whether you have received confirmation from MCDHH that an interpreter has been assigned. Since interpreters and CART providers are in high demand this information will assist in more efficient use of their services. If cancellations are not called in at least 48 business hours in advance of the assignment date, you may be billed in full for the interpreter's time.

How much does it cost to hire an interpreter?
As do other professionals who contract their services, interpreters charge fees based on qualifications, experience, and type of job assignment. The fees quoted below are approximate ranges; fees are set by the individual interpreters for jobs in the private sector.

Freelance interpreter a minimum fee ranging from $46 to $66 for the first two hours or any part thereof; for non-legal jobs: $23 to $53 per hour

Freelance interpreter a minimum fee ranging from $86 to $126 for the first two hours or any part thereof; for legal jobs: $43 to $63 per hour

Exact fees per job, cancellation policy, travel, and mileage are negotiated by the paying consumer and the freelance interpreter.

Can I give feedback about the interpreter?
Yes. You can share feedback, both positive and negative, with MCDHH. The relevant information regarding any complaint will be shared but the name of the complainant and specific details that could identify same will not be used without your express permission.

This information is provided by the [Massachusetts Commission for the Deaf and Hard of Hearing](http://www.mcdhh.state.ma.us).
Definitions of Interpreters:
According to MGL c. 221, §92A, an "intermediary interpreter" is a person who, because of an intimate acquaintance with deaf or hearing-impaired persons who use mainly natural or unusual gestures for communicating, can act as a mediator between the hearing impaired person and the qualified interpreter. Intermediary interpreters or as they are more commonly called, relay interpreters, are trained interpreters who are themselves deaf or hard of hearing persons. Intermediary interpreters must complete a rigorous interpreter training program and are required to pass a national certification test. Intermediary interpreters are usually native users of American Sign Language. American Sign Language (ASL) is a language in its own right; having its own phonology, morphology, syntax, semantics and discourse rules. It is a visual language. A deaf or hard of hearing person who has relied on visual communication all her/his life and is a native user of ASL has a richer command of all forms of visual language, a greater orientation to visual communication in general, and a greater understanding of the nuances of ASL than does a hearing qualified interpreter.

A "qualified interpreter," as the term is used in MGL c. 221, §92A, is a person skilled in sign language or oral interpretation and transliteration, has the ability to communicate accurately with a deaf or hearing-impaired person and is able to translate information to and from such hearing-impaired person, an interpreter shall be deemed qualified or intermediary as determined by the Commission for the Deaf and Hard of Hearing,...

Qualified interpreters are hearing interpreters; all but a small percentage have acquired American Sign Language (ASL) as a second language. In most situations and with most deaf and hard of hearing people, their American Sign Language skills and interpreting skills match the person's language needs and they are able to render an accurate interpretation.

Rationale for Use of Intermediary Interpreters:
There are some Deaf, Deaf blind, late deafened, and hard of hearing people who use mainly natural or unusual gestures to communicate and do not have full competency in a formal language, such as English or ASL, for example. In other cases, individuals may communicate with a mixture of vocabulary and structures from English, ASL, Signed English, gestures and facial/body language. This may be due to several factors such as their educational experience or lack thereof, cultural background, lack of communication during childhood, or additional language or learning disabilities. An interpreter who is not a native user of ASL may not be able to interpret completely accurately for these individuals. If this happens, an intermediary [http://www.asl.neu.edu](http://www.asl.neu.edu)

and a qualified interpreter work together as a team. The deaf intermediary interpreter acts as a relay between the deaf person and the hearing qualified interpreter, ensuring total accuracy of information and details between the hearing and deaf persons.

The use of qualified interpreters is required by MGL c. 221, §92A, likewise, the use of intermediary interpreters is also required since in some situations, a qualified interpreter cannot effectively interpret without the use of an intermediary interpreter.

Intermediary or relay interpreters work in various settings such as court proceedings, legal situations, competency evaluations, mental health treatment, and medical settings where complete accuracy of communication between the deaf and hearing persons is a vital factor to the legitimacy of decisions being made.

Who determines the need for an Intermediary Interpreter?
The MCDHH Interpreter Service determines the need for intermediary interpreters based on the information and/or request from the hearing interpreter who has worked with the deaf or hard of hearing person. The
MCDHH Interpreter Service also relies on information received from deafness professionals or from first hand experience of the deaf and hard of hearing person's communication.

The National Registry of Interpreters for the Deaf, Inc. has established a professional Code of Ethics that all certified interpreters must follow. One of the principals within the Code of Ethics states that interpreters shall accept interpreting assignments based on their skill level and type of situation. The MCDHH assigns only nationally certified interpreters with legal competency to courtroom and related proceedings. If at any time during the interpreting assignment, the interpreter feels that she/he, as a hearing qualified interpreter, is not able to interpret accurately or not able to communicate, she/he, based on professional expertise, may request to work with an intermediary interpreter.

This information is provided by the Massachusetts Commission for the Deaf and Hard of Hearing.
**Memorandum on New Requirements for Registration of Sign Language Interpreters Who Work in Educational Settings**

**To:** Special Education Administrators, Directors of Private Special Education Schools, Charter School Directors and other Interested Parties  

**From:** Marcia Mittnacht, State Director of Special Education, and Heidi Reed, Commissioner, Massachusetts Commission for the Deaf and Hard of Hearing

The Department of Education (DOE), in conjunction with the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), announces new requirements for registration of sign language interpreters who work in educational settings.

Beginning immediately, any staff members providing educational interpreting[1] for students who are deaf or hard of hearing in schools, including private special education schools or collaborative schools, must be registered through the MCDHH. Existing staff members providing educational interpreting services must register before the end of this school year. New hires must register no later than one week after employment begins and may register prior to employment at any time. Educational interpreters will receive documentation of registration and must provide this documentation to school districts, private special education schools, or collaborative schools to be maintained with documentation of other staff licensure. Beginning in the school year 2007-8, Program Quality Assurance, as part of its monitoring activity, will review evidence of registration of educational interpreters employed in educational settings.

This initial registration activity results from several years of cooperative efforts between the DOE, MCDHH, professionals and stakeholders in the educational community to improve knowledge and quality of sign language interpretation provided by educational interpreters. Registration through MCDHH will ensure that DOE and MCDHH are aware of the use of educational interpreters across the Commonwealth and will ensure that educational interpreters are aware of training opportunities. Additionally, DOE and MCDHH will be communicating with educational interpreters as we develop specific requirements to ensure that educational interpreters possess the appropriate training, experience, and skill levels to meet the communication needs of Deaf/Hard of Hearing students.

We appreciate your cooperation with this requirement and welcome your input as we continue to move forward to ensure that all of our students, including those who are deaf or hard of hearing, have the best opportunities to learn that this Commonwealth can provide.

To register with MCDHH, please go to [http://mass.gov/mcdhh](http://mass.gov/mcdhh) and follow the link for “Educational Interpreter Registration,” or contact Janice Cagan-Teuber at 617-740-1665 or [janice.cagan-teuber@mcd.state.ma.us](mailto:janice.cagan-teuber@mcd.state.ma.us).

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[1] This may include a staff member who is identified as an educational interpreter or an oral transliterator or someone who fulfills that role, but is not identified as an interpreter.

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This information is provided by the [Massachusetts Commission for the Deaf and Hard of Hearing](http://mass.gov/mcdhh).
The Department of Education (DOE), in conjunction with the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), announces new requirements for registration of sign language interpreters who work in educational settings.

**What is the Educational Interpreter Registry?**

The Educational Interpreter Registry is a database of interpreters who are qualified to work in educational settings in Massachusetts. This database is maintained by the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

**Who needs to register?**

Any staff members providing educational interpreting for students who are deaf or hard of hearing in schools, including private special education schools or collaborative schools, must be registered through the MCDHH.

This includes personnel who may not be identified as interpreters but who provide sign language support services in an educational setting, including paraprofessionals, signing aides, tutors, language or communication facilitators, and others.

**How do Educational Interpreters register?**

To register with MCDHH, please go to mass.gov/mcdhh and follow the link for “Educational Interpreter Registration,” or contact Janice Cagan-Teuber at 617-740-1665 or janice.cagan-teuber@state.ma.us.

**How will schools/administrators know that an interpreter is registered?**

Educational interpreters will receive documentation of registration and must provide this documentation to school districts, private special education schools, or collaborative schools.

Employers will be able to access a list of registered educational interpreters on the MCDHH website.

**Please note:** Beginning in the school year 2007-8, the Department of Education’s Program Quality Assurance Department, as part of its monitoring activity, will review evidence of registration of educational interpreters employed in educational settings.

**Additional Information**

For additional information regarding educational interpreting please go to: http://www.classroominterpreting.org/.

The role of an educational interpreter is often misunderstood by individuals who are not experienced in deaf education and the general field of interpreting. The term itself is misleading due to the fact that interpreters do not explain, but rather transmit information from one language or code to another. The role is further complicated by the various communication needs of the student.
Mode of Communication
Deaf students vary considerably regarding their communication preferences. Some may use American Sign Language (ASL), which is a unique language with its own syntax and grammar that is different and distinct from English. Others may use an English-based signed system such as Signing Exact English (SEE), or some form of Pidgin Signed English that may incorporate features of both languages. Finding the most appropriate Educational Interpreter is not a “one suit fits all” situation. Each prospective interpreter must be evaluated in terms of the communication needs of the student.

Additionally, the age and language abilities of the student must be considered. The literacy level of a high school student will be quite different as compared to that of an elementary student. The interpreting needs of students will need to be adjusted relative to the sophistication of their language.

Credentials
In most cases, those who have the authority to hire educational interpreters have little expertise regarding the evaluation of suitable candidates for the position of Educational Interpreter. The ability to “sign” does not automatically qualify an individual as an interpreter. The field of interpreting is recognized as a profession with a rigorous set of training standards and clearly defined code of ethics. An educational interpreter should, minimally, be screened by the Massachusetts Commission for the Deaf and Hard of Hearing. Additionally, the candidate should also have experience and/or training in child development and education. The candidate should also be evaluated in terms of the needs of the learner as discussed above. Attention also must be given to the content and grade level of the interpreting assignment. Interpreting for a Fourth Grade math class as opposed to an Eleventh Grade Trigonometry class require different levels of interpreting skill.

It is imperative that the hiring agency use a qualified evaluator to determine the skill level of any person applying for such a position. The Massachusetts Commission for the Deaf and Hard of Hearing will be happy to assist in this endeavor.

Job Description
It is important that a clear job description be developed for the educational interpreter prior to advertising for the position. The role of individual educational team members is separate and distinct. It is confusing and often counterproductive for students to have staff assuming different responsibilities. Whenever possible, a teacher should not be used as an interpreter, nor should the interpreter’s role be used to replace a qualified teacher or tutor. If the position calls for shared responsibilities they should be clearly stated in the job description.

At the present time, there is a severe shortage of qualified interpreters. It is important that a search for appropriate candidates begin well in advance of the anticipated start of services (for example, a search may begin in the spring for an anticipated need for the following fall). A job search for qualified applicant should include:

- Local and regional newspapers
- Interpreter Training Programs
- Professional interpreter organizations
- Professional journals and deaf-related publications
- MCDHH

The State of Massachusetts presently does not require formal “certification” for the position of Educational Interpreter. However, it is strongly recommended that commensuration for such a position be the equivalent of other professional educational staff.
Points to Remember

- Interpreting is a physically and psychologically challenging profession. Be aware that an interpreting assignment that lasts for over one hour (e.g., school plays, block teaching periods, etc.) may require the services of a second interpreter.
- Develop a plan for interpreter use when the student is absent from school. This should be discussed during the hiring process to eliminate any misconceptions regarding unforeseen scheduling needs.
- Plan ahead for situations where the interpreter will be absent (e.g., sick days, personal days, etc.) It is wise to develop a "sub" list of individuals that will be able to fill in for the interpreter on those days. It may also be possible to cover such situations through in-house recruiting of staff.
- In many rural, mainstreamed environments, an educational interpreter can become professionally isolated. You will need to determine who will provide supervision for your interpreter/s, and how they will they be evaluated regarding their professional growth. This needs to be done with sensitivity towards current collective bargaining regulations, as well as generally accepted rules of professional etiquette.
- Interpreters serve as an important part of the educational team. Any meeting involving the team should actively encourage participation on the part of the interpreter: they should not be required to interpret for such meetings (an example of this would be an IEP meeting involving an interpreter that has worked closely with student. In such a situation, the interpreter should be involved as a Team member while someone else interprets for the meeting.)
- Be prepared for special events (school plays, parent teacher meetings, field trips, graduation ceremonies, etc.) Always keeps “interpreting needs” on your mind whenever the school plans events where a deaf student or a deaf parent may be in attendance. Depending on your contractual agreement, your staff interpreter may, or may not be able to do this.

This information is provided by the Massachusetts Commission for the Deaf and Hard of Hearing.

Video Remote Interpreting and Video Relay Services (VRI and VRS)

FCC information sheet on Video Relay Services
http://www.fcc.gov/cgb/consumerfacts/videorelay.html

FCC information sheet on IP Relay Services
http://www.fcc.gov/cgb/consumerfacts/iprelay.html

TDI Fact Sheet on Video Relay Options
http://www.tdi-online.org/tdi/fs_videorelayservices.asp
Overview of CART Services

What is CART Service?
Communication Access Realtime Translation (CART) Services are provided by court providers who have additional training and/or experience in realtime reporting and in aspects of providing translation for deaf, late deafened and hard of hearing people. The CART provider types into a stenographic machine which is connected to a computer. The computer, using special software translates the stenotype shorthand into English which is simultaneously displayed on a computer monitor or can be projected onto a large wall screen.

Who uses CART services?
CART service enables communication access for deaf and hard of hearing persons who are competent in English, both written and oral, and who either (a) are not able to use ASL interpreters, sign language transliterators and/or oral interpreters in general or (b) do not choose to do so in the particular situation. In general, persons who choose to use CART service are late deafened adults, oral deaf persons and some hard of hearing persons.

Is a CART Provider a kind of "interpreter"?
An "interpreter" translates one language into another, like English into American Sign Language. CART Providers convert spoken English into a printed English format. The CART Provider does not "interpret" from one language to another, but is more similar to a Transliterator who changes spoken English communication into a visually enhanced English-based format or Signed English transliteration. CART providers, ASL Interpreters, Signed English Translitterators and Oral Translitterators all provide communication access services, each through its own mode, for particular deaf, hard of hearing and late deafened people.

When can I use CART Service?
CART Service can be used in any situation. CART Services are often used in group meetings - legislative hearings, workshops, classroom settings, on-the-job training, advisory council or board meetings, court proceedings, and so on. CART Service can also be used in job interviews, supervisor-employee meetings, doctor appointments, meetings with lawyers and other service persons, in school, in adult education settings, in therapy sessions, in church and so on.

What is CART Projection Service?
The basic CART service is CART Translation Service which enables on-site communication between one or more persons with a hearing loss and one or more hearing persons. CART Translation Service provides the laptop computer screen which one or two consumers who have a hearing loss can read. If CART Translation is to be provided for more than two consumers or for a consumer with low vision, some type of CART Projection Service will need to be purchased also. Types of CART Projection Service include:

- an overhead display;
- display via computer monitor(s) provided by the CART Provider;
- display via computer monitor(s) provided by the requester with a connecting capability to the computer provided by the CART Provider (referred to as "splitter only" service); or
- display on a TV monitor provided by the requester with the connecting cable provided by the CART Provider.

Projection Service fees are additional to the basic CART Translation fee.
In situations where a late deafened, deaf or hard of hearing CART user is chairing a meeting and wishes to use the diskette on his/her computer for purposes of review of the meeting proceedings at a later date or for similar use by deaf or hard of hearing participants who seek to use the diskette for purposes of receiving notes of the proceedings due to unavailability of any other note-taking service for the event, a rough-edited diskette may be requested prior to the actual event. An additional fee is charged for this service. If a requester seeks to have a transcript of the auditory proceedings of the event in lieu of or in addition to a rough-edited diskette, the CART provider will only provide the transcript according to the terms of his or her rates as a court provider providing a transcript.

Who pays for CART services?
According to several state and federal laws, state and federal agencies, the courts, consultants, doctors, lawyers, therapists, hospitals, museums, libraries, police departments, fire departments, colleges, universities, events of a town, employers, and many other entities are required to provide effective communication for deaf, late deafened and hard of hearing people. The Americans with Disabilities Act (ADA) lists CART Service as one type of auxiliary aid which may be needed to enable effective communication to take place.

How much does it cost to hire a CART Provider?
As do other professionals who contract their services, CART providers charge fees based on qualifications, experience, and type of job assignment. The fees quoted below are approximate ranges; fees are set by the individual CART providers for jobs in the private sector.

Freelance CART Provider: a minimum fee ranging from $150 to $195 for the first two hours or any part thereof; $50 to $65 per hour; additional charges for provision of projection equipment and provision of ASCII file.

Exact fees per job, cancellation policy, travel, and mileage are negotiated by the paying consumer and the freelance CART Provider.

Where do I request a CART Provider or ask for more information?
The MCDHH Interpreter Service handles requests for CART providers. When you call MCDHH, ask for the CART referral specialist in the Department for Interpreter Services.

Can I give feedback about the CART Provider?
Yes. You can share feedback, both compliments and complaints, with the Director of Interpreter Services at the Commission. This information will be shared but your name will not be used without your permission.

Useful CART links: Communication Access Information Center

This information is provided by the Massachusetts Commission for the Deaf and Hard of Hearing.
The Disability Rights Project

The Attorney General's Office provides the following information on the Disability Rights Project. The information is taken from [http://www.ago.state.ma.us/sp.cfm?pageid=1195](http://www.ago.state.ma.us/sp.cfm?pageid=1195).

The Attorney General's Disability Rights Project was established in June 1993 to enforce federal and state laws regarding the rights of individuals with disabilities. Our focus has included enforcing Titles II and III of the Americans with Disabilities Act and eliminating discriminatory barriers to services, programs, and ensuring accommodations for individuals with physical and mental disabilities.

The Attorney General works collaboratively with other state attorneys general and the Civil Rights Division of the United States Department of Justice on disability rights. To develop enforcement initiatives and projects, the Attorney General’s Office also works cooperatively with a network of local disability rights advocates, commissions, independent living centers, community access monitors, and others in the disability community.

Among the many issues we work to address are the following:

- Fair housing rights for individuals with disabilities.
- Access to municipal meetings and other governmental programs and services.
- Access to public accommodations, including hotels, restaurants, retail establishments, entertainment facilities, and food stores.
How to File a Consumer Complaint

The Attorney General’s Office provides the following information on the complaint process. The information is taken from http://www.ago.state.ma.us/sp.cfm?pageid=2316

Complaint Process

When we receive your complaint, our staff will review it and, depending on the nature of the complaint, we may take the following actions:

We may refer your complaint to another state or federal agency. If we refer your complaint, we will notify you by mail of the name and address of the referral agency or group, so that you may contact them for information about your complaint.

If your complaint is appropriate for this Office, we will record the information in the Attorney General’s Consumer Complaint and Information Section. If the problem you describe should develop into a trend of unfair and deceptive business practices, we will be back in touch with you, seeking further detail and documentation. Please note that due to the volume of complaints the Attorney General receives, it may take a considerable amount of time to review your complaint. We ask for and appreciate your patience. Meanwhile, we suggest that you contact the individuals involved in this dispute, if you have not done so already, to try to resolve your dispute directly with the business, if possible.

In some cases, we are able to provide an informal voluntary mediation service aimed at resolving disputes between individual consumers and businesses. If your complaint is suitable for mediation, we will attempt to mediate your dispute through the services of our Consumer Complaint and Information Section. In order to expedite the processing and resolution of your complaint, we may refer it to a local consumer group that serves your area. There are nineteen local consumer programs that we fund with grants and they provide mediation services throughout Massachusetts. Once your complaint is processed, a Mediator will contact you by telephone and will explain the mediation process in more detail.

If mediation efforts do not resolve the matter, you may wish to seek relief through a private attorney or through the small claims court process. The Attorney General represents the public interest and the Commonwealth of Massachusetts, but is not empowered to represent individual persons. While the actions we file address patterns or practices of unfair or deceptive conduct, we cannot offer individual legal advice. We do, however, take note of each complaint filed with our office, and look for trends or patterns of unfair or deceptive conduct for possible legal action.

Other Assistance

If you have questions concerning the specific application or interpretation of the law, you should consult a private attorney. If you do not have an attorney you can call the Massachusetts Lawyer Referral Service at 617-654-0400 or 800-392-6164 or the Boston Bar Association’s Lawyer Referral at 617-742-0625. If you cannot afford an attorney you may be eligible for assistance through your local Legal Services Office.

Consumer Complaint Form

If your complaint involves an urgent matter, please call 617-727-8400 or 617-727-4765 (TTY) to speak with a live operator. To file a complaint against a merchant or a business, please answer the following questions. If you wish to download a hard copy to print out and file, please click on one of these links:
• Office of the Attorney General Consumer Complaint Form (PDF File: 188 KB)
• El Formulario de Queja Consumidor está disponible en español (PDF File: 141 KB)

These forms are available as Adobe Acrobat documents in PDF format. If you do not have Adobe Acrobat Reader, visit http://www.adobe.com/products/acrobat/readermain.html to download Free Adobe Reader.
Selecting a Sign Language Class: Introduction:

Sign Language courses differ from each other in several ways:

* courses labeled as "Sign Language Courses" may actually offer instruction in American Sign Language or in a Signed System (Signed English);
* teachers themselves may vary in degree of Sign Language competency;
* courses are structured very differently and offer very different curricula depending on whether the course is:
  * for professional preparation, usually for credit, or
  * for general conversational preparation, usually not for credit.

The information presented here may be helpful to you in selecting a Sign Language course for your particular needs.

What is ASL?

American Sign Language (ASL) is the natural, native visual gestural language primarily used by members of the Deaf culture in the United States and Canada. It is the fourth most commonly used language in the U.S. ASL is not based on, nor is it derived from English or any spoken language. It has its own grammar, lexicons, facial expressions and body shifts. It is not a universal language nor does it have a written form.

What is Signed English?

Signed English, as used in the MCDHH Sign Class listings, refers to coding systems which attempt to represent English visually. These systems are usually referred to as forms of Manually Coded English. There are several forms of Manually Coded English or Signed Systems (for example, Signed English, SEE I, SEE II, and others). These Signed Systems borrow signs from American Sign Language but use them with English sentence structure. Some of the Sign Systems also invent new sign symbols to represent English words and grammatical markers such as "ed", "ness", and so on. Unlike ASL, facial expression or body movement to indicate grammatical functions are not used with signed systems.

What is Deaf Culture?

Many Deaf people in the U.S. do not consider deafness as a physical condition; rather, they see it as an ethnic identity. Those who accept this identity see themselves as members of a proud and distinctive subcultural group known as the Deaf Community. The Deaf Community is composed of people who use ASL as their primary means of communication; in addition, the Deaf Community, like any other subcultural groups, adheres to certain particular social norms and values that are passed from generation to generation.

Which should I take, ASL or Signed English?

It depends on what your goals are, personally and/or professionally. It also depends on the communication needs of the Deaf community. If you want to communicate with a wide variety of deaf people or to learn a new language and culture, ASL would be the answer. If you are working in or plan to work in a profession or job situation that involves deaf people who communicate in ASL, taking ASL courses would be appropriate and beneficial.

Signed English is useful for people whose primary language is English and who will be using English supported by Signed English. People who lose their hearing later in life, hard of hearing people, and elderly persons who want to learn sign language as a supplementary means of communication would be inclined to choose and use Signed English.
If I complete several courses in Sign Language, does it mean I will be ready to interpret?
No! The most important first step towards becoming an interpreter is achieving near-native fluency in ASL. This requires at least two years of continuing ASL instruction and frequent, daily contact with deaf people who use ASL. It is difficult to acquire fluency and competency by just attending formal classes. To develop mastery in ASL requires understanding the linguistic components of ASL and Deaf Culture, as well as constant exposure to and interactions with members of the Deaf Community. To become an interpreter, it is necessary not only to be bilingual and bicultural, but to have the ability to mediate meanings across languages and cultures, both simultaneously and consecutively. This often takes years of practice and training.

Are there any other career opportunities where I could utilize signing skills which I might acquire?
Yes! You can use your skills in any field in which you might interact with deaf people and especially in specialized services for deaf people, such as Teachers of Deaf children, Rehabilitation Counselors for the Deaf (RCDs), Social Workers for the Deaf, Case Managers for the Deaf, Substance Abuse Counselors specializing in deafness, or Supervisors of Residence Programs for the Deaf. There are opportunities in other professions like legal services and community services where American Sign Language proficiency can be extremely useful. Deaf people work in different sectors of employment, and have supervisors, coworkers, and/or subordinates who use or are taking Sign Language to foster communication.

A strong language base is fundamental when approaching any of these career opportunities. It is encouraged to maintain contact with the Deaf community, not only for language but for the understanding of Deaf Culture and how it relates to these professions.

If I am interested in becoming an interpreter, an RCD, or another kind of specialized worker related to services for the deaf, where can I get more information?
You can call the Massachusetts Commission for the Deaf and Hard of Hearing. We have a list of interpreter training programs and information about other deafness-related programs for training and advanced study in Massachusetts and throughout the US. Our numbers are as follows: (617) 740-1600 Voice, (617) 740-1700 TTY, and (617) 740 - 1880 Fax.

If there is no class near my home, what should I do?
Community colleges and continuing education programs are interested in responding to the needs of persons in their communities. If they get enough requests for a Sign Language course or program, they may be interested in setting one up and should be encouraged to contact MCDHH for information. This also applies to ASL classes for children. There are classes that are offered that are geared toward children, but if there is enough interest to set one up, again, contact MCDHH for more information.

The Massachusetts State Association of the Deaf, Inc. (MSAD) also may be interested in establishing a new class in a region in which it does not currently hold classes. So, if you cannot find one, you can contact MSAD, 535 Franklin St., Malden, MA 02176, at 781-388-9115 Fax, 781-388-9114 Voice/TTY, or send an e-mail to: MSADeaf@aol.com

Special Note: If you notice a course offering called "PSE" in a sign language program, the following offers a description of what PSE really is: Pidgin Sign English, or PSE, is a term used to describe sign language varieties that occur when ASL and English users try to interact with each other. It occurs when two people of two different languages and cultures, namely deaf and hearing people, attempt to
Choosing a Signed Language class should be a process. There are many ideologies surrounding that choice. Language is viewed in a continuum that ranges from American Sign Language to Signed English. There are different needs in each community.

Using Discretion
Choosing a Signed Language class should be a process. There are many ideologies surrounding that choice. Language is viewed in a continuum that ranges from American Sign Language to Signed English. There are different needs in each community.

Lists and books that will instruct American Sign Language will never replace the learning that is done through interaction with the Deaf community. There is a cultural identity that is shared by the users of American Sign Language. Similar to spoken foreign language instruction, learning from a "native" speaker/signer will enhance your results. As well, interaction with the community can also be useful to strengthening your skills. Volunteer opportunities within the community in which you live may provide resources that will support and reinforce your language base.

Information on Structure of American Sign Language


Deaf Culture

Baker, C. and Battison, R. Sign Language and the Deaf Community: Essays In Honor of William C. Stokoe, National Association of the Deaf, Silver Spring, MD.


This information is provided by the Massachusetts Commission for the Deaf and Hard of Hearing.
TTY Overview

What is a TTY?
A TTY is a device that enables Deaf and hard of hearing people who cannot hear and/or understand voice conversations over regular telephones to communicate by typing back and forth and reading each other's responses on a small LED or backlit LCD screen. At its most basic, two individuals with TTY's can communicate directly with one another in such a manner; there are also other, more complex communication methods using TTY's, such as Voice Carry Over and Hearing Carry Over. These are discussed on the website for the Massachusetts Relay Service, which provides these services as well as "conventional" text - to - voice and voice - to - text translation.

You may encounter three different terms referring to this portable telecommunication device: TTY, TDD, or text telephone. TTY is the historical term which is a remnant of the days when access to the telephone was first provided for Deaf people by the use of the Western Union Teletypewriter, originally used for provision of telegraph service. This initial access to the telephone was obviously vitally important to Deaf people - a first step to freedom in a sense -, and the term "TTY" took on that importance also. Many deaf people still prefer to use the term "TTY" because of its expression of heritage and because it is easier to pronounce, fingerspell, and speechread. For these reasons, most Deaf people in Massachusetts continue to use the term "TTY" although the more recent term TDD (Telecommunication Device for the Deaf), which is fairly self-explanatory, is often used.

A still newer term, "Text Telephone", began to appear with the passage of the Americans with Disabilities Act but has yet to gain widespread acceptance because its application was never standardized. For simplicity's sake, MCDHH encourages users of the TTY/TDD to pick one terminology and stay with it consistently when publicizing the availability of said communication device.

Using the TTY

There are essentially two ways to use a TTY:

- **Acoustic Mode**
- **Direct Connect Mode**

Acoustic Mode is, as the name implies, accomplished by using a regular telephone to dial the call, except that the telephone handset is placed on the acoustic couplers of the TTY. When using a TTY in acoustic mode, care must be taken to match the shape of the telephone handset to the shape of the TTY's acoustic couplers to allow for a tight seal, which prevents external noise interference. Also, there must be an electric outlet close enough to the telephone to allow the TTY's power adapter to be plugged into it.

- **Turn on** the TTY
- **Place** the telephone handset in the TTY coupler. Be aware that the cord end of the handset has to be placed in the coupler on the left side of the TTY.
- **Dial** the telephone in the usual manner.
- **Check** the "signal" light near the screen. A steady blink indicates the phone is ringing. A rapid blink indicates the phone is busy, while an erratic blink indicates that you have either reached a person or an answering machine at the other end. .
- **Type** your messages. Consult **TTY Etiquette** section for more details.
- **Hang-up** the telephone when the conversation is finished.
- **Turn off** the TTY.
• To answer an incoming call: pick up the phone handset at the ring and listen for the characteristic TTY tones before placing handset on TTY coupler and turning TTY on.

**Direct Connect** is the preferred mode of using TTY's because it guarantees freedom from any type of external noise interference and also optimizes the features of contemporary TTY's. In this mode, the TTY will have at least one - and often two - telephone line jack(s), one for the phone line from the wall outlet and one for a telephone. By connecting the TTY directly to the wall jack, the TTY essentially "becomes" the telephone, allowing users to dial directly from the TTY. A typical call sequence is given below:

- **Turn on** the TTY.
- **Press and hold "Ctrl" key, then press "Dial" key at the same time.**
- **Dial** the number by typing in a stored Directory name (when applicable), or simply type out the phone number you wish to reach.
- **Hit Return.** The TTY will dial the number itself. When other TTY user answers, type back and forth. Consult **TTY Etiquette** section for more details.
- **Most TTY's** will tell you whether the line is "ringing" or "busy" on the other end. As above, an erratic blink indicates that you have either reached a person or an answering machine at the other end.
- **To end** the phone call, press "Ctrl" and "Hang-up" (or similar), or simply turn off the TTY.
- **To answer an incoming call:** at the signal from the TTY alert light or external device monitor, turn the TTY on and type your greeting. **TTY's do not have built-in ringers.** Audible and visible alerting devices can be purchased at your local specialty store or RadioShack.

This is the preferred method of making a **business** or **service** accessible. If your agency receives frequent TTY calls and/or has a heavy load on the answering desk, it may be helpful to get a dedicated telephone line reserved exclusively for receiving TTY calls. This line can be a totally separate number or a particular extension on your telephone. When that particular line rings, the person at the extension or switchboard will automatically know that there is an incoming TTY call. Additionally, many features on modern TTY's, such as AutoAnswer, Direct Dialing, Speed Dialing and others, are only possible with Direct Connect TTY's.

**Please Note:** AutoAnswer is not to be used as a substitute for live assistance. If you provide live assistance to voice callers and a TTY AutoAnswer message to Deaf callers, you are providing two separate and unequal levels of service.

Recently, some TTY's have become available that are **cellular-phone** compatible. These are generally lightweight and battery-operated, and are either designed to accept direct input from certain cellular phones directly or require a cellular interface adapter. Some of them also allow for acoustic coupling with a cellular phone, which can be difficult given the many non-standard cellular phone sizes and the noisy environments in which they are often used.

**Publicizing your TTY number**

Have your TTY number printed on all business letterhead, brochures, business cards, posters and other promotional materials. For example:

- 617-123-4567 **TTY/V** (indicating that the number is accessible by TTY and voice)
- 508-123-4567 **TTY** (indicating that the number is accessible by TTY only)

Finally, have your TTY number advertised in publications geared specifically for Deaf and hard of hearing people. Please contact the Massachusetts Commission for the Deaf and Hard of Hearing for a listing of these publications.
It is not necessary to notify the local telephone company that you have a TTY. The TTY itself will not interfere with any of your telephone calls or voice answering machines.

**Special Features of a TTY**

Most basic TTYs have fairly standard features such as a display screen and a 3 or 4 row keyboard. However, there are many other additional options available which may suit your needs.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASCII TTY:</td>
<td>This TTY is able to communicate with a personal computer if the computer has the appropriate software and a modem.</td>
</tr>
<tr>
<td>Auto Answer:</td>
<td>This feature automatically answers calls with your personal auto-answer message.</td>
</tr>
<tr>
<td>Auto ID:</td>
<td>This automatically sends TTY tones to alert the answering party that it is a TTY call.</td>
</tr>
<tr>
<td>Direct Connect:</td>
<td>This connects the TTY directly to your phone line which allows you to dial directly from the TTY keyboard.</td>
</tr>
<tr>
<td>Large Print:</td>
<td>Some models come with a built-in high speed printer that gives you a choice of standard, condensed or large letter sizes for easy reading.</td>
</tr>
<tr>
<td>Memory:</td>
<td>Some TTYs have memory capability. This allows you to save and store your TTY conversations for later review, and enables you to type very quickly.</td>
</tr>
<tr>
<td>Printer:</td>
<td>A paper printout of your TTY conversation can be important especially for agencies and safety service providers to verify information and to minimize delays in service delivery.</td>
</tr>
<tr>
<td>Voice Announcer:</td>
<td>Some TTYs can be programmed to alert the person receiving the call that it is a TTY call. The caller taps the space bar which activates an &quot;artificial&quot; voice announcing the incoming TTY call to the person receiving it.</td>
</tr>
<tr>
<td>Large Text Display:</td>
<td>Some TTYs have large text displays for visually impaired users. These can be integrated into (internal) or connected to (external) the TTY.</td>
</tr>
</tbody>
</table>

**TTY Etiquette**

**Answer by saying:** HELLO, THIS IS (NAME and AGENCY) GA. Indicate that it is the other person's turn to respond by typing GA "go ahead." While many current TTYs are equipped with "Turbo Code," which enables the users to communicate as fast as they can type (older TTY's had significant delay issues, sending information slower than it could be typed) and even interrupt one another when they need to, it is still wise to take turns.

**Punctuation marks are not commonly used during TTY conversations.** Simply skip a couple of spaces between sentences.

**Don't worry about spelling errors or "bad typing."** Continue on with the conversation without backtracking to make corrections. If you do wish to make corrections, you can either type out a line of X's (XXXXXX) and then retype the correct information, or you can use the **backspace** key to go back and "fix" your error as long as it still appears on the screen.
To end a TTY conversation, use GA or SK which means "Go Ahead or Stop Keying." This indicates to the other person that you are ready to end the conversation but allows an opportunity for additional comments. When the conversation is complete, both parties will type SKSK.

Express emotions in words. A TTY conversation may seem impersonal or awkward if you are not familiar with this particular method of communication. Because the TTY does not pick up vocal cues, it is sometimes important to express your feelings or moods. This can be done by typing responses such as SMILE, GRRRR, SIGH, HAHA and so forth.

Some common abbreviations: Although you don't have to use them, you will find that certain abbreviations are quite helpful. Listed below are some commonly used ones:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTG</td>
<td>Meeting</td>
</tr>
<tr>
<td>Q</td>
<td>Question</td>
</tr>
<tr>
<td>HD</td>
<td>Mark</td>
</tr>
<tr>
<td>U</td>
<td>Hold on</td>
</tr>
<tr>
<td>THX</td>
<td>You</td>
</tr>
<tr>
<td>UR</td>
<td>Thank you</td>
</tr>
<tr>
<td>MSG</td>
<td>Your</td>
</tr>
<tr>
<td>PLS</td>
<td>Please</td>
</tr>
<tr>
<td>NBR</td>
<td>NBR</td>
</tr>
<tr>
<td>R</td>
<td>Are</td>
</tr>
<tr>
<td>CLD</td>
<td>Could</td>
</tr>
<tr>
<td>SHD</td>
<td>Should</td>
</tr>
<tr>
<td>TMW</td>
<td>Tomorrow</td>
</tr>
<tr>
<td>MSG</td>
<td>Message</td>
</tr>
</tbody>
</table>

People who regularly converse together may also invent additional abbreviations for their own use. Abbreviations help reduce the amount of time spent communicating on the TTY. A 5 minute voiced conversation, for example, may take up to 20 minutes on the TTY because of typing speed and communication style. A fast typist can type only about 80 words per minute. People commonly speak at approximately 180 to 240 words per minute.

Alternative Technology

There is computer software technology available that allows personal computers to have TTY characteristics. This technology involves the use of an external or internal modem. Some manufacturers have designed modems with TTY, FAX, and other data capabilities. Other manufacturers have developed specific computer software or keyboards with built-in TTY capability. Features vary among these products. Please contact the Commission for a current list of manufacturers of Computer/TTY or modem/software products.

This information is provided by the Massachusetts Commission for the Deaf and Hard of Hearing.
How to use a TTY

A TTY is a telephone device used by individuals who cannot hear or understand voice conversations over regular telephones. TTYs are also used for Voice Carry Over (VCO) and Hearing Carry Over (HCO) conversations. More information is available by contacting MassRelay. Please consult the following pages for that contact information.

Using the TTY in Acoustic and Direct Connect Modes:

In the **Acoustic Mode** the telephone handset is placed on the acoustic couplers of the TTY. It is important to match the shape of the handset with the couplers to ensure minimal noise interference.

- **Turn on** the TTY
- **Place** the telephone handset in the coupler keeping the handset cord to the left of the TTY
- **Dial** the number you wish to call on the telephone
- **Check** the "signal" light near the screen
  - Steady blinking - ringing
  - Rapid blinking - line busy
  - Erratic blinking - either person speaking or voice answering machine picked up
- **Type** your messages
- **Hang-up** the telephone when the conversation is finished
- **Turn Off** the TTY
- **To Answer an Incoming Call:** Turn on the TTY, place the telephone handset into the coupler on the TTY and start typing

**Direct Connect** is the best way to use the TTY to reduce noise interference as well as to maximize the features available on many TTY.

- **Turn on** the TTY
- **Press and hold "Ctrl" key, then press "Dial" key at the same time**
- **Either type** in the Directory name when applicable, or the phone number
- **Press “Return” and wait for the other TTY user to respond**
- **At the end** of the phone call, press "Ctrl" and "Hang-up" or simply turn off the TTY.
- **To answer an incoming call: turn on the TTY and type your greeting**

Please note: Most TTYs do not have built-in audible ringers. However, some have flashing lights built in the device itself. Separate audible and visual alerting devices may be purchased at your local specialty store or Radio Shack.
How to use the MassRelay Service

The Relay Service is a 24-hour, 365 days a year, **FREE** public service for anyone that wants to make a call to a TTY user and vice versa.

**Simply Dial**
- 711 Voice or TTY
- or
- 800 439-2370 TTY
- or
- 800-439-0183 Voice

• Give the Relay Operator the Number that you wish to call.

• The operator will connect you.

• During the conversation, be sure to say “Go Ahead” or “GA” when you are finished with your part to alert the other caller that it’s his/her turn to speak/type.

• Please refrain from saying “Tell Her/Him” as if the operator was part of the conversation.
### MassRelay Service Numbers and Website

**Massachusetts Relay Service (MassRelay)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal Access</td>
<td>711</td>
</tr>
<tr>
<td>TTY/ASCII/VCO/HCO</td>
<td>800 439-2370</td>
</tr>
<tr>
<td>Voice</td>
<td>800 439-0183</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>800 439-6459</td>
</tr>
<tr>
<td>900 Services</td>
<td>900 230-8989</td>
</tr>
<tr>
<td>Spanish</td>
<td>800 439-7096</td>
</tr>
<tr>
<td>International TTY</td>
<td>605 224-1837</td>
</tr>
</tbody>
</table>

**Massachusetts Relay Customer Service**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY</td>
<td>800 720-3480</td>
</tr>
<tr>
<td>Voice</td>
<td>800 720-3479</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:custserv@massrelay.org">custserv@massrelay.org</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.massrelay.com">www.massrelay.com</a></td>
</tr>
</tbody>
</table>

Mailing address:
MassRelay Customer Service
489 Whitney Ave. # 100
Holyoke, MA 01040

**AT&T 900 Pay Per Call Relay Service**

<table>
<thead>
<tr>
<th>Language</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>English TTY</td>
<td>900 344-3322</td>
</tr>
<tr>
<td>Spanish TTY</td>
<td>900 344-4889</td>
</tr>
</tbody>
</table>
### AT&T National Relay Service

<table>
<thead>
<tr>
<th>Service Type</th>
<th>User Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Users</td>
<td></td>
<td>711</td>
</tr>
<tr>
<td>TTY</td>
<td></td>
<td>800 855-2880</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>800 855-2881</td>
</tr>
<tr>
<td>ASCII</td>
<td></td>
<td>800 855-2882</td>
</tr>
<tr>
<td>Telebraille</td>
<td></td>
<td>800 855-2883</td>
</tr>
<tr>
<td>TTY Spanish</td>
<td></td>
<td>800 855-2884</td>
</tr>
<tr>
<td>Voice Spanish</td>
<td></td>
<td>800 855-2885</td>
</tr>
<tr>
<td>PC Spanish</td>
<td></td>
<td>800 855-2886</td>
</tr>
<tr>
<td>English Speech to Speech (STS)</td>
<td></td>
<td>800 229-5746</td>
</tr>
<tr>
<td>Spanish Speech to Speech (STS)</td>
<td></td>
<td>866 260-9470</td>
</tr>
</tbody>
</table>

### Sprint National Relay Service Long Distance

<table>
<thead>
<tr>
<th>Service Type</th>
<th>User Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/ASCII</td>
<td></td>
<td>800 877-8973</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>800 877-8973</td>
</tr>
<tr>
<td>Hearing Carry over (HCO)</td>
<td></td>
<td>800 877-8973</td>
</tr>
<tr>
<td>Voice Carry Over (VCO)</td>
<td></td>
<td>800 826-2255</td>
</tr>
<tr>
<td>Speech to Speech (STS)</td>
<td></td>
<td>877 787-2660</td>
</tr>
<tr>
<td>Telebraille</td>
<td></td>
<td>800 877-8973</td>
</tr>
<tr>
<td>Spanish 800</td>
<td></td>
<td>800 435-8590</td>
</tr>
</tbody>
</table>

### Video Relay Service

Requires computer, web camera with CCD sensor and high-speed broadband internet connection using cable or DSL.

- AT&T Video Relay: [consumer.att.com/relay/index](http://consumer.att.com/relay/index)
- Sorenson VRS: [sorensonvrs.com](http://sorensonvrs.com)
- Sprint Video Relay: [sprintvrs.com](http://sprintvrs.com)
- Hamilton Video Relay: [hamiltonrelay.com](http://hamiltonrelay.com)
- Hands On Video Relay Services, Inc: [hovrs.com](http://hovrs.com)
- MCI IP-Relay: [MCI IP-RELAY.com](http://MCI IP-RELAY.com)

### Internet Relay Service

Requires computer and internet connection.

- AT&T Internet Relay: [www.relaycall.com/national/index](http://www.relaycall.com/national/index)
- Hamilton Internet Relay: [www.hiprelay.com](http://www.hiprelay.com)
- MCI Internet Relay: [www.ip-relay.com](http://www.ip-relay.com)
- Sprint Internet Relay: [www.sprintrelayonline.com](http://www.sprintrelayonline.com)
## INDEX

### A

<table>
<thead>
<tr>
<th>Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA Berkshire/Pittsfield Region</td>
<td>59</td>
</tr>
<tr>
<td>AA Cape Cod Intergroup</td>
<td>59</td>
</tr>
<tr>
<td>AA Central Service Committee of Eastern Massachusetts</td>
<td>59</td>
</tr>
<tr>
<td>AA Western Massachusetts Intergroup Office</td>
<td>59</td>
</tr>
<tr>
<td>AA Worcester Area Intergroup</td>
<td>59</td>
</tr>
<tr>
<td>AADBListserv</td>
<td>24</td>
</tr>
<tr>
<td>AARP</td>
<td>53</td>
</tr>
<tr>
<td>AARP MA State Office</td>
<td>53</td>
</tr>
<tr>
<td>Academy of Doctors of Audiology</td>
<td>15</td>
</tr>
<tr>
<td>ADA National Access for Public Schools Project</td>
<td>7</td>
</tr>
<tr>
<td>Adaptive Environments, Inc.</td>
<td>7</td>
</tr>
<tr>
<td>ADARA</td>
<td>70</td>
</tr>
<tr>
<td>ADCO Hearing Products, Inc.</td>
<td>66</td>
</tr>
<tr>
<td>AdLib Center for Independent Living</td>
<td>35</td>
</tr>
<tr>
<td>Adult Education</td>
<td>24</td>
</tr>
<tr>
<td>Advanced Biometrics Corporation</td>
<td>19</td>
</tr>
<tr>
<td>Advocates Inc.</td>
<td>32, 39, 62</td>
</tr>
<tr>
<td>AIDS Action Committee</td>
<td>8</td>
</tr>
<tr>
<td>AIDS Bureau</td>
<td>8</td>
</tr>
<tr>
<td>Alcoholics Anonymous</td>
<td>59</td>
</tr>
<tr>
<td>ALDA Boston Chapter</td>
<td>43, 51, 53</td>
</tr>
<tr>
<td>ALDA Inc.</td>
<td>43, 51, 53</td>
</tr>
<tr>
<td>Alexander Graham Bell Association for the Deaf</td>
<td>43</td>
</tr>
<tr>
<td>AllHear, Inc.</td>
<td>19</td>
</tr>
<tr>
<td>Allied Rehabilitation Associates</td>
<td>55</td>
</tr>
<tr>
<td>Alternative Communication Services</td>
<td>18</td>
</tr>
<tr>
<td>AMC Loews Boston Common 19</td>
<td>10</td>
</tr>
<tr>
<td>AMC Loews Methuen 20</td>
<td>10</td>
</tr>
<tr>
<td>American Academy of Otolaryngology – Head and Neck Surgery</td>
<td>49</td>
</tr>
<tr>
<td>American Association of People with Disabilities AAPD</td>
<td>7</td>
</tr>
<tr>
<td>American Association of the Deaf-Blind</td>
<td>24</td>
</tr>
<tr>
<td>American Medical Resources Foundation</td>
<td>30</td>
</tr>
<tr>
<td>American School for the Deaf Alumni Association</td>
<td>43</td>
</tr>
<tr>
<td>American Sign Language Linguistic Research Project</td>
<td>57</td>
</tr>
<tr>
<td>American Sign Language Program</td>
<td>21</td>
</tr>
<tr>
<td>American Sign Language Teachers Association (ASLTA)</td>
<td>57</td>
</tr>
<tr>
<td>American Society for Deaf Children</td>
<td>45</td>
</tr>
<tr>
<td>American Speech-Language-Hearing Association</td>
<td>7</td>
</tr>
<tr>
<td>American Tinnitus Association ATA</td>
<td>49</td>
</tr>
<tr>
<td>Amherst Leisure Services and Supplemental Education</td>
<td>55</td>
</tr>
<tr>
<td>Amherst Program for the Deaf and Hard of Hearing</td>
<td>51</td>
</tr>
<tr>
<td>Archdiocesan Ministry with the Deaf and Hard of Hearing Communities</td>
<td>47</td>
</tr>
<tr>
<td>Artone Communication Solutions</td>
<td>67</td>
</tr>
<tr>
<td>ASHA Action Center</td>
<td>7</td>
</tr>
<tr>
<td>Asian Deaf Association of New England</td>
<td>43</td>
</tr>
<tr>
<td>ASL &amp; English Resources for Interpreting in Medical Settings</td>
<td>37</td>
</tr>
<tr>
<td>ASL University</td>
<td>57</td>
</tr>
<tr>
<td>ASL/Deaf Studies Program</td>
<td>20, 21</td>
</tr>
<tr>
<td>Assistance Dog United Campaign</td>
<td>33</td>
</tr>
<tr>
<td>Assisted Access – NFSS, Inc.</td>
<td>66</td>
</tr>
<tr>
<td>Assistive Devices Center TD</td>
<td>14</td>
</tr>
<tr>
<td>Assistive Listening Device Program</td>
<td>13</td>
</tr>
<tr>
<td>Assistive Technology Exchange in New England</td>
<td>30</td>
</tr>
<tr>
<td>AssistiveAudio</td>
<td>62</td>
</tr>
<tr>
<td>Association of Late Deafened Adults, Inc.</td>
<td>43, 51, 53</td>
</tr>
<tr>
<td>Association of Medical Professionals with Hearing Losses AMPHIL</td>
<td>51</td>
</tr>
<tr>
<td>AT Device Demonstration and Loan Center</td>
<td>15</td>
</tr>
<tr>
<td>ATT Internet, TTY, Video Relay Service</td>
<td>47</td>
</tr>
<tr>
<td>Audex</td>
<td>62, 68</td>
</tr>
<tr>
<td>Audient Program</td>
<td>30</td>
</tr>
<tr>
<td>Audio Enhancement</td>
<td>63</td>
</tr>
<tr>
<td>Audiological Engineering Corporation</td>
<td>63</td>
</tr>
<tr>
<td>Audiology Net</td>
<td>51</td>
</tr>
<tr>
<td>Audisoft Technologies (AudioSee)</td>
<td>63</td>
</tr>
<tr>
<td>Auditory-Verbal Communication Center</td>
<td>27</td>
</tr>
<tr>
<td>Auditory-Verbal Learning Institute, Inc.</td>
<td>43</td>
</tr>
</tbody>
</table>

### B

<table>
<thead>
<tr>
<th>Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babson College Knight Auditorium</td>
<td>10</td>
</tr>
<tr>
<td>BCANA Berkshire County Area</td>
<td>60</td>
</tr>
<tr>
<td>BCIL</td>
<td>36</td>
</tr>
<tr>
<td>Beacon House for Men</td>
<td>59</td>
</tr>
<tr>
<td>Beacon Programs of Franklin Center</td>
<td>59</td>
</tr>
<tr>
<td>Beginnings for Parents of Hearing Impaired Children, Inc.</td>
<td>45</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>40</td>
</tr>
<tr>
<td>Berkshire Museum</td>
<td>10</td>
</tr>
<tr>
<td>Beth El Temple Center</td>
<td>48</td>
</tr>
<tr>
<td>Beverly School for the Deaf</td>
<td>27, 45, 52</td>
</tr>
<tr>
<td>Beyond Hearing Aids, Inc.</td>
<td>51</td>
</tr>
<tr>
<td>Blackstone Valley 14 Cinema de Lux</td>
<td>10</td>
</tr>
<tr>
<td>Boston Arts Academy</td>
<td>52</td>
</tr>
<tr>
<td>Boston Center for Adult Education</td>
<td>55</td>
</tr>
<tr>
<td>Boston Center for Independent Living</td>
<td>36</td>
</tr>
<tr>
<td>Boston Center for the Arts</td>
<td>10</td>
</tr>
<tr>
<td>Boston Children's Hospital at Waltham</td>
<td>19</td>
</tr>
<tr>
<td>Boston Children's Museum</td>
<td>10</td>
</tr>
<tr>
<td>Boston Deaf Professional Happy Hour</td>
<td>26</td>
</tr>
<tr>
<td>Boston Guild for Hard of Hearing</td>
<td>13, 15, 30, 58</td>
</tr>
<tr>
<td>Boston Living Center</td>
<td>8</td>
</tr>
<tr>
<td>Boston Public Health Commission</td>
<td>58</td>
</tr>
<tr>
<td>Boston Public Library</td>
<td>10</td>
</tr>
<tr>
<td>Boston University</td>
<td>21</td>
</tr>
<tr>
<td>Boys Town National Research Hospital</td>
<td>43</td>
</tr>
<tr>
<td>Braintree Rehabilitation Hospital</td>
<td>15</td>
</tr>
<tr>
<td>Bridgewater State College</td>
<td>55</td>
</tr>
<tr>
<td>Bristol Community College</td>
<td>21</td>
</tr>
<tr>
<td>Brookline Adult and Community Education</td>
<td>55</td>
</tr>
<tr>
<td>Bureau of Family and Community Health</td>
<td>28, 45</td>
</tr>
</tbody>
</table>

### C

<table>
<thead>
<tr>
<th>Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.A.S.E. Collaborative Program</td>
<td>52</td>
</tr>
<tr>
<td>C.O.R.D.</td>
<td>35</td>
</tr>
<tr>
<td>CAB Health &amp; Recovery Services, Inc</td>
<td>59</td>
</tr>
<tr>
<td>CAB Health and Recovery Services</td>
<td>40</td>
</tr>
<tr>
<td>California State University, Northridge</td>
<td>20</td>
</tr>
<tr>
<td>Cambridge Arts Council</td>
<td>10</td>
</tr>
<tr>
<td>Cambridge College</td>
<td>37</td>
</tr>
<tr>
<td>Cambridge Hospital</td>
<td>40, 41</td>
</tr>
<tr>
<td>Cape Cod Chapter</td>
<td>51</td>
</tr>
<tr>
<td>Cape Cod Collaborative</td>
<td>52</td>
</tr>
<tr>
<td>Cape Cod Community College</td>
<td>55</td>
</tr>
<tr>
<td>Cape Cod Hospital</td>
<td>40</td>
</tr>
<tr>
<td>Cape Organization for the Rights of the Disabled</td>
<td>35</td>
</tr>
<tr>
<td>CAPS Collaborative</td>
<td>52</td>
</tr>
<tr>
<td>Caption First</td>
<td>23</td>
</tr>
<tr>
<td>Caption Max</td>
<td>18, 23</td>
</tr>
<tr>
<td>Captioned Media Program CMP</td>
<td>10</td>
</tr>
</tbody>
</table>
### G

<table>
<thead>
<tr>
<th>Gallaudet University</th>
<th>15, 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gallaudet University Alumni Association</td>
<td>44</td>
</tr>
<tr>
<td>Gallaudet University Regional Center at Northern Essex Community College</td>
<td>24</td>
</tr>
<tr>
<td>Gayl Hardeman.com</td>
<td>23</td>
</tr>
<tr>
<td>General Technologies</td>
<td>66</td>
</tr>
<tr>
<td>Global Assistive Devices, Inc</td>
<td>63</td>
</tr>
<tr>
<td>Goodwill Industries</td>
<td>32</td>
</tr>
<tr>
<td>Gosnold on Cape Cod</td>
<td>60</td>
</tr>
<tr>
<td>Graduate Teacher Education Program</td>
<td>21</td>
</tr>
<tr>
<td>Greater Boston Chapter</td>
<td>51</td>
</tr>
<tr>
<td>Greater Boston D.E.A.F., Inc</td>
<td>35</td>
</tr>
<tr>
<td>GUAA Massachusetts Chapter</td>
<td>44</td>
</tr>
</tbody>
</table>

### H

<table>
<thead>
<tr>
<th>Habilitative Audiology Program</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hairston House</td>
<td>60</td>
</tr>
<tr>
<td>Hamilton Relay</td>
<td>47</td>
</tr>
<tr>
<td>Handel &amp; Haydn Society</td>
<td>11</td>
</tr>
<tr>
<td>Handelujah Deaf Church</td>
<td>48</td>
</tr>
<tr>
<td>Hands On VRS</td>
<td>47</td>
</tr>
<tr>
<td>HARC Mercantile, Ltd</td>
<td>66</td>
</tr>
<tr>
<td>Hard of Hearing Advocates</td>
<td>7</td>
</tr>
<tr>
<td>Harris Communications</td>
<td>66</td>
</tr>
<tr>
<td>Hartling Communications, Inc</td>
<td>14, 67</td>
</tr>
<tr>
<td>HATIS Corporation</td>
<td>69</td>
</tr>
<tr>
<td>HAWC</td>
<td>27</td>
</tr>
<tr>
<td>Hawk Relay</td>
<td>47</td>
</tr>
<tr>
<td>Hear USA – Home Visits</td>
<td>16</td>
</tr>
<tr>
<td>Hearing Care Center</td>
<td>41</td>
</tr>
<tr>
<td>Hearing Care Network</td>
<td>33</td>
</tr>
<tr>
<td>Hearing Loss Association of America</td>
<td>51</td>
</tr>
<tr>
<td>Hearing Loss Help Company</td>
<td>67</td>
</tr>
<tr>
<td>Hearing Rehabilitation Foundation</td>
<td>24</td>
</tr>
<tr>
<td>Hearing Resources</td>
<td>67</td>
</tr>
<tr>
<td>Hearing Technology Center TD</td>
<td>14</td>
</tr>
<tr>
<td>hearing-aids-batteries-co.com</td>
<td>17</td>
</tr>
<tr>
<td>HearingPlanet, Inc</td>
<td>17, 67</td>
</tr>
<tr>
<td>HearingUSA</td>
<td>17</td>
</tr>
<tr>
<td>HEAR-MORE</td>
<td>67</td>
</tr>
<tr>
<td>HearUSA</td>
<td>16</td>
</tr>
<tr>
<td>Helen Keller National Center</td>
<td>25</td>
</tr>
<tr>
<td>Help for Abused Women and Their Children</td>
<td>27</td>
</tr>
<tr>
<td>HITEC</td>
<td>67</td>
</tr>
<tr>
<td>HIV Hotline</td>
<td>8</td>
</tr>
<tr>
<td>Holy Ghost Parish Center</td>
<td>46</td>
</tr>
<tr>
<td>Holyoke Athletic &amp; Social Club of the Deaf</td>
<td>26</td>
</tr>
<tr>
<td>Holyoke Community College</td>
<td>55</td>
</tr>
<tr>
<td>Horace Mann School for the Deaf and Hard of Hearing, 28, 52, 56, 61</td>
<td>19</td>
</tr>
<tr>
<td>House Ear Institute</td>
<td>19</td>
</tr>
<tr>
<td>Huntington Theatre Company</td>
<td>11</td>
</tr>
</tbody>
</table>

### J

| Jackie Woodside, LICSW | 42 |
| Jane Doe Inc | 27 |
| Jeanne Geiger Crisis Center | 27 |
| Jennifer Rodrigues | 23 |
| Joan Robin, L.M.H.C. | 41 |
| John Anderson | 39 |
| Jubilee Christian Church | 50 |

### K

| Karen Signs It | 9 |
| Kim Grebért, MSW, LICSW | 40 |
| Kingdom Hall of Jehovah's Witness | 39 |
| Knights of Columbus | 30 |
| Krown Manufacturing, Inc | 64, 69 |

### L

| Lahey Clinic Medical Center | 16 |
| Lahey Clinic Medical Center North Shore | 16 |
| LARC | 38 |
| Laura Heideman, LICSW | 41 |
| Legal Advocacy and Resource Center, Inc | 38 |
| LexisFM | 64 |
| Life Links | 41, 47 |
| Life with Ease | 67 |
| Lighthouse Song & Sign Ministry | 56 |
| LightSPEED Technologies, Inc | 64 |
| Lions Club Massachusetts | 31 |
| Listen Technologies Corporation | 64 |
| Loma J. Davidson-Connelly, LMHC | 40 |
| Lowell Public Schools | 53 |
| LS&S, LLC | 67 |

### M

| Mainstream Adjustment Counselor | 39 |
| Maplewood Assistance Partners, Inc | 34 |
| Margo P. Goldman, MD | 40 |
| Mary L. Bird, LCSW | 39 |
| Mass Health Customer Service Center | 58 |
| Mass Legal Help | 38 |
| Mass Legal Services | 38 |
| Massachusetts Architectural Access Board | 7 |
| Massachusetts Association for Community Action | 7 |
| Massachusetts Association for the Blind | 25 |
| Massachusetts Association of Home Care Programs | 54 |
| Massachusetts Association of the Deaf MSAD | 14 |
| Massachusetts Attorney General | 8 |
| Massachusetts Bay Community College | 56 |
| Massachusetts Chapter AGBell Association | 43 |
| Massachusetts Coalition Against Sexual Assault and Domestic Violence | 27 |
| Massachusetts Commission Against Discrimination | 38 |
| Massachusetts Commission for the Blind | 25 |
MCDHH 2008 Resource Directory

Massachusetts Commission for the Deaf and Hard of Hearing ......................................................... 9, 22, 37
Narcotics Anonymous ......................................................................................................................... 60
Massachusetts Court Reporters Association ....................................................................................... 22
National AIDS Hotline .................................................................................................................... 8
Massachusetts Deaf Senior Citizens Center ....................................................................................... 54
National Asian Deaf Congress ........................................................................................................... 44
Massachusetts Deafblind Family Alliance ........................................................................................... 25
National Association for the Deaf ........................................................................................................ 39, 44
Massachusetts Department of Public Health ........................................................................................ 8, 28, 58
National Black Deaf Advocates ......................................................................................................... 44
Massachusetts Developmental Disabilities Council ............................................................................ 41
National Braille Press ......................................................................................................................... 25
Massachusetts Ear & Eye Infirmary ......................................................................................... 16, 19
National Captioning Institute ............................................................................................................. 18
Massachusetts Equipment Distribution Program MassEDP ............................................................... 69
National Court Reporters Association ............................................................................................... 22
Massachusetts General Laws Search Tool ........................................................................................ 38
National Cued Speech Association ................................................................................................... 24
Massachusetts Justice Project ............................................................................................................. 39
National Domestic Violence Hotline ................................................................................................. 27
Massachusetts Legal Websites Project .............................................................................................. 38
National Ear Care Plan ....................................................................................................................... 33
Massachusetts Network of Information Providers and the .............................................................. 70
National Education of Assistance Dog Services, Inc. ..................................................................... 34
Massachusetts Registry of Interpreters for the Deaf ......................................................................... 37
National Family Association for Deaf-Blind ...................................................................................... 25
Massachusetts Rehabilitation Commission MRC ............................................................................. 29
National Fraternal Society of the Deaf ............................................................................................... 44
Massachusetts Relay Service .............................................................................................................. 47
National Hearing Dog Center, Inc. ...................................................................................................... 34
Massachusetts State Association of the Deaf ..................................................................................... 28, 57
National Institute on Deafness and Other Communication Disorders ............................................. 51
Massachusetts State Screening .......................................................................................................... 37
National Institutes of Health ............................................................................................................. 51
Mass av .................................................................................................................................................. 64
National Interpreter Education Center ............................................................................................... 37
Massachusetts State Association of the Deaf ..................................................................................... 28, 57
National Technical Institute for the Deaf .......................................................................................... 23
Massachusetts State Association of the Deaf ..................................................................................... 28, 57
National Technical Institute for the Deaf .......................................................................................... 20
Massachusetts State Association of the Deaf ..................................................................................... 28, 57
NCAM ................................................................................................................................................ 11
NEADS ............................................................................................................................................... 34
NCAM ................................................................................................................................................ 11
NEADS National Campus ................................................................................................................... 34
NETSTAKE LLC ................................................................................................................................. 66
New Bedford and Fall River D.E.A.F., Inc. ......................................................................................... 35
New Bedford Public Schools .............................................................................................................. 53
New England Center for Deaf-Blind Project ....................................................................................... 26
New England Center for Hearing Rehabilitation NECHER ................................................................ 16, 28
New England Cued Speech Services ................................................................................................. 24
New England Deaf Senior Citizens ................................................................................................. 44
MassEDP ............................................................................................................................................ 69
New England Homes for the Deaf ...................................................................................................... 25, 54
MCDHH Communication Access Training and Technology Services ............................................... 14
New England Index MNIP .................................................................................................................. 70
McLean Hospital ................................................................................................................................. 41
New England Medical Center ............................................................................................................ 28, 31, 41
MedBio Research Centre ..................................................................................................................... 64
New England Regional Office ............................................................................................................ 25
Med-EL Corporation ........................................................................................................................... 19
Newton North High School ............................................................................................................... 52
Microsoft Access Group at WGBH ................................................................................................. 18
NIDCD Information Clearing House ................................................................................................. 51
Media Captioning Services, Inc. ......................................................................................................... 18
NIEVA .................................................................................................................................................. 9
Mental Health & Substance Abuse Services of the Berkshires ........................................................... 41, 60
North Boston Chapter .......................................................................................................................... 51
Merrimack Valley Deaf Senior Citizen Center ................................................................................... 54
North Shore ARC ............................................................................................................................. 32
MetroWest Center for Independent Living ....................................................................................... 36
North Shore Association for Retarded Citizens ............................................................................... 32, 41
Michael Harvey, Ph.D. ....................................................................................................................... 41
North Shore Community College ....................................................................................................... 56
Michel W. Ford, Esq. ........................................................................................................................... 38
North Shore Deaf Senior Citizens Center .......................................................................................... 54
Micropower Battery Company .......................................................................................................... 17
North Shore Elder Services .................................................................................................................. 54
Microsoft Accessibility Resource Centers Massachusetts Assistive Technology Center ................. 14
North Shore Music Theatre .................................................................................................................. 12
Microsoft Resource Guide for Individuals with Hearing Difficulties ............................................ 70
North Shore Salem D.E.A.F., Inc. ....................................................................................................... 35
Midwest Hearing Industries ............................................................................................................... 33
North Suburban Center ..................................................................................................................... 19
Ministry with the Deaf .......................................................................................................................... 48, 49
North Suburban Center (Mass Eye and Ear) .................................................................................... 16
Minuteman Implant Club (Local Chapter) ....................................................................................... 19
North Suffolk Mental Health Association ......................................................................................... 41
Minuteman Regional High School ..................................................................................................... 56
Northeast Independent Living Program ............................................................................................ 35
Miracle Ear Children's Foundation .................................................................................................... 31
Northeastern University ...................................................................................................................... 15, 21, 30, 37, 38, 58
Mount Wachusett Community College ............................................................................................ 56
Northern Essex Community College .................................................................................................. 13, 22, 23, 37
MSAD Western Office ......................................................................................................................... 56
NUseD Pilot Program .......................................................................................................................... 31
Museum of Fine Arts .......................................................................................................................... 11
NXI Communications, Inc. .................................................................................................................. 69
Museum of Science OMNI IMAX Theater, Planetarium, Museum Tours ..................................... 11
Museum of Science OMNI IMAX Theater, Planetarium, Museum Tours ..................................... 11
Museum Technology Source, Inc. ....................................................................................................... 18
Myrelay ............................................................................................................................................... 47

O

Office of Public Health Preparedness ............................................................................................... 58
Office on Health and Disability ........................................................................................................ 28
Old Sturbridge Village ........................................................................................................................ 12
Osterville Baptist Church ................................................................................................................... 49
Oticon, Inc. ........................................................................................................................................... 64
Outdoor Explorations ......................................................................................................................... 26
Outreach Training and Oral Transliterating Services ....................................................................... 21
Oval Window Audio .......................................................................................................................... 64
Owner-Trainer Program .................................................................................................................... 34

P

Parents’ Support Group .................................................................................................................... 45
Patti Thole LMHC ............................................................................................................................... 42
PEPNet Northeast Regional Center ................................................................................................. 15
| Q | Perkins School for the Blind .......................................................... 26, 56 |
| R | Phonak Inc, USA ................................................................................. 64 |
| R | Sorenson VRS .................................................................................. 47 |
| R | Sorenson Communications ............................................................... 47 |
| R | Smith College & Clarke School for the D & H H ................................................. 21 |
| R | Signtel, Inc........................................................................................ 65 |
| R | Sanjay Gulati ..................................................................................... 41 |
| R | Speech-Language-Hearing Clinic..................................................... 17 |
| R | Psychiatric Center........................................................................... 40 |
| R | PVANA Pioneer Valley Area ............................................................ 60 |
| S | Quinsigamond Community College ................................................ 56 |
| S | Rapid Text, Inc.............................................................. 18, 23 |
| S | READS Collaborative ........................................................................ 28, 53, 56 |
| S | RealTime Captioning......................................................................... 23 |
| S | Red House .......................................................................................... 32 |
| S | Reform Temple Beth David ............................................................ 49 |
| S | Regal Bellingham Stadium 14 ......................................................... 12 |
| S | Regal Cape Cod Mall Stadium 12 ................................................. 12 |
| S | Regal Framingham 16 ...................................................................... 12 |
| S | Regal Swansea Stadium 12 ............................................................. 12 |
| S | Regal Theaters Fenway 13 ............................................................. 12 |
| S | Regional Interpreter Education Center ......................................... 38 |
| S | Registry of Interpreters for the Deaf ............................................. 38 |
| S | Rehabilitation Engineering Research ............................................ 15 |
| S | Rochester Institute of Technology ............................................... 15, 23 |
| S | Ryan Place Apartment .................................................................... 32 |
| T | Sacred Heart Church.......................................................................... 49 |
| T | SafeLink 24-Hour Hotline ................................................................ 26 |
| T | Sandwich Community School ...................................................... 56 |
| T | Sanjay Gulati ..................................................................................... 41 |
| T | Say What Club ................................................................................ 51 |
| T | Scholarship Trust for the Deaf and Near Deaf.............................. 31 |
| T | School of Public Health & Health Sciences .................................... 16 |
| T | SComm, Inc....................................................................................... 69 |
| T | Sennheiser Electronic Corporation ................................................ 64 |
| T | Seven Hills Foundation ................................................................. 32 |
| T | Showcase Cinema Revere ............................................................... 12 |
| T | Showcase Cinema Worcester North .............................................. 12 |
| T | Showcase Cinemas Lowell ............................................................... 12 |
| T | Showcase Cinemas Randolph ........................................................ 12 |
| T | Showcase Cinemas West Springfield .............................................. 12 |
| T | SignTel, Inc....................................................................................... 65 |
| T | Silent Call Communications Corporation ....................................... 65 |
| T | Smith College & Clarke School for the D & H H ................................................. 21 |
| T | Sonic Alert, Inc................................................................................ 65 |
| T | Sonovation, Inc.............................................................................. 65 |
| T | Sorenson Communications ............................................................. 47 |
| T | Sorenson VRS ................................................................................ 47 |
| T | Sound Bytes .................................................................................... 67 |
| T | Sound Clarity, Inc............................................................................ 68 |
| T | South Middlesex Legal Services .................................................. 39 |
| T | South Shore Deaf Senior Citizens Center ...................................... 54 |
| T | Southeast Center for Independent Living .................................... 36 |
| T | Southeast Region D.E.A.F., Inc. ...................................................... 35 |
| T | Sovner Center .................................................................................. 42 |
| T | Speech-Language-Hearing Clinic .................................................. 17 |
| T | Speech-to-Text Services Network ................................................ 23 |
| T | Sprint IP Relay ................................................................................ 48 |
| U | ULTECH, LLC ................................................................................... 18 |
| U | Ultracee, Inc..................................................................................... 69 |
| U | UMass Memorial Audiology Department ....................................... 17, 45 |
| U | UMass Memorial Rehabilitation Group ........................................ 20 |
| U | United Cerebral Palsy of Berkshire County .................................... 8, 15, 31 |
| U | United TTY Sales and Service ...................................................... 68 |
| U | Universal Newborn Hearing Screening Program ............................ 46 |
| U | University of Massachusetts/Amherst ........................................... 16, 57, 58 |
| U | University of Wisconsin-Madison ............................................... 15 |
### V

<table>
<thead>
<tr>
<th>Organization</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valley Opportunity Council Community Action Agency</td>
<td>24</td>
</tr>
<tr>
<td>Vermont Center for the Deaf and Hard of Hearing, Inc.</td>
<td>28</td>
</tr>
<tr>
<td>Viable Technologies, Inc.</td>
<td>24</td>
</tr>
<tr>
<td>Viable VRS Viable, Inc.</td>
<td>48</td>
</tr>
<tr>
<td>Vision New England</td>
<td>50</td>
</tr>
<tr>
<td>Visual Data Media Services</td>
<td>18</td>
</tr>
<tr>
<td>ViTAC</td>
<td>18</td>
</tr>
<tr>
<td>Voucher Program &amp; Scholarships</td>
<td>33</td>
</tr>
<tr>
<td>VSA Arts of Massachusetts</td>
<td>13</td>
</tr>
</tbody>
</table>

### W

<table>
<thead>
<tr>
<th>Organization</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waltham Committee, Inc. WCI</td>
<td>32</td>
</tr>
<tr>
<td>Wayside Metrowest Counseling Center</td>
<td>42</td>
</tr>
<tr>
<td>Wayside-Beaverbrook Counseling Center</td>
<td>42</td>
</tr>
<tr>
<td>Web Able</td>
<td>70</td>
</tr>
<tr>
<td>Weitbrecht Communications, Inc.</td>
<td>68</td>
</tr>
<tr>
<td>Westboro State Hospital</td>
<td>42</td>
</tr>
<tr>
<td>Western Massachusetts Legal Services WMLS</td>
<td>39</td>
</tr>
<tr>
<td>Wheelock Family Theatre</td>
<td>13</td>
</tr>
<tr>
<td>Williams Sound Corporation</td>
<td>65, 70</td>
</tr>
<tr>
<td>Willie Ross School for the Deaf</td>
<td>28, 42, 53, 57</td>
</tr>
<tr>
<td>Wing Medical Center – Ludlow</td>
<td>17</td>
</tr>
<tr>
<td>Wing Medical Center – Palmer</td>
<td>17</td>
</tr>
<tr>
<td>WMANA Western Region</td>
<td>60</td>
</tr>
<tr>
<td>Women's Resource Center</td>
<td>27</td>
</tr>
<tr>
<td>Worcester Historical Museum</td>
<td>13</td>
</tr>
<tr>
<td>Worcester Public Library</td>
<td>13</td>
</tr>
<tr>
<td>Worcester State College</td>
<td>17, 56, 57</td>
</tr>
<tr>
<td>WORK, Inc.</td>
<td>29, 62</td>
</tr>
<tr>
<td>World Federation of the Deaf</td>
<td>44</td>
</tr>
<tr>
<td><a href="http://www.BatteriesHear.com">www.BatteriesHear.com</a></td>
<td>17</td>
</tr>
</tbody>
</table>

### Y

<table>
<thead>
<tr>
<th>Organization</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>You-do-it Electronics Center</td>
<td>17</td>
</tr>
<tr>
<td>Youth Opportunities Upheld, Inc.</td>
<td>42</td>
</tr>
</tbody>
</table>