



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](http://www.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



Heidi L. Reed

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 afore mentioned 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 **TeleTY**pewriter, 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.

MCDHH Statewide Offices

MCDHH Main Office

150 Mount Vernon St. Ste.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

MCDHH Southeast Region

61 Industrial Park Road
Plymouth, MA 02360
617 740-1700 TTY
617 740-1600 Voice
617 740-1810 FAX

MCDHH Pittsfield Office

75 South Church Street, 4th Floor
Pittsfield, MA 01201

MCDHH Central Region

340 Main Street Suite 700
Worcester, MA 01608
508 753-5921 TTY
508 755-4084 Voice
508 752-5441 FAX
71.243.120.82 IP

MCDHH Western Region

436 Dwight Street Ste 204
Springfield, MA 01103
413 788-6427 TTY/ Voice
413 731-5177 FAX
413 788-6427 VP

MCDHH Toll Free Numbers

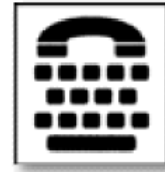
800 530-7570 TTY 800 882-1155 Voice

After Hours Emergency Interpreter/CART Service

800 249-9949 TTY / Voice

Landing Page on State Web Site

Mass.gov/mcdhh



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.

Table of Contents

Advocacy	7
AIDS Resources	8
American Sign Language and Deaf Awareness Consultants	9
Arts and Entertainment	9
Assistive Technology Research & Demonstration Centers	13
Audiology Services, Resources, and Aural Rehabilitation	15
Battery Vendors for Hearing Aids, Cochlear Implants and Assistive Technology	17
Captioning Services	18
Cochlear Implant Resources.....	19
Colleges, Universities, and Programs for Deaf and Hard of Hearing Students.....	20
Colleges and University Programs to Prepare for Careers Working with Deaf and Hard of Hearing People.....	21
Communication Access Realtime Translation – CART and Remote CART	22
C Print/Transcription Services.....	23
Cued Speech	24
Deaf Adult Education.....	24
Deaf-Blind Services	24
Deaf Clubs and Recreation	26
Domestic Violence Resources.....	26
Early Intervention Services	27
Employment Services.....	29
Financial Assistance, Exchange and Recycling Programs for Hearing Aids and Assistive Technology.....	29
General Pediatrics	31
Group Residences	32
Hearing Aid Insurance.....	33
Hearing Dog Service Centers.....	33
Independent Living Services	34
Interpreter Training Programs, Mentorship and Resources	36
Legal Services.....	38
Mental Health Resources	39
National and International Organizations and Resources.....	42
Parent Resources	45
Parent Support Groups	45

MCDHH 2008 Resource Directory

Relay Services.....	46
Religious Resources	47
Resources for Hard of Hearing People	49
Schools for Deaf and Hard of Hearing Children.....	51
Senior Resources	52
Sign Language Classes.....	53
Sign Language Teacher Resources	56
Speechreading Resources	57
State and Public Health Services	57
Substance Abuse Resources.....	58
Substance Abuse and Dual Diagnosis Educational and Treatment Materials and Regional Centers for Healthy Communities	59
Summer Camps.....	61
Supported Employment Programs.....	62
Technology Vendors	62
WWW Resources	70
Appendices.....	71

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

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

American Speech-Language-Hearing Association

10801 Rockville Pike

Rockville, Maryland 20852

<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

ADA National Access for Public Schools Project

ADA & Schools Technical Assistance Hotline

800 893-1225 x28 Toll Free TTY/Voice

<http://www.adaptenv.org/schools/tech.php>

Disabled Persons Protection Commission DPPC

50 Ross Way

Quincy, MA 02169

617 727-6465 Voice

Hotline:

800 426-9009 TTY/VOICE

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

http://mass.gov/?pageID=eopsterminal&L=4&L0=Home&L1=Consumer+Protection+%26+Business+Licensing&L2=License+Type+by+Business+Area&L3=Architectural+Access+Board&sid=Eeops&b=terminalcontent&f=dps_aab_page&csid=Eeops

Hard of Hearing Advocates

245 Prospect Street

Framingham, MA 01701

508 875-8662 Voice

508 875-0145 Fax

<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

<http://masscap.org/>

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/>

MCDHH 2008 Resource Directory

Office of the Massachusetts Attorney General

One Ashburton Place
Boston, MA 02108
617 727-4765 TTY
617 727-2200 Voice

<http://www.ago.state.ma.us/>

Western Massachusetts Office

1350 Main Street
Springfield, MA 01103
617 727-4765 TTY
413 784-1240 Voice

Central Massachusetts Office

One Exchange Place
Worcester, MA 01608
617 727-4765 TTY
508 792-7600 Voice

Southeastern Massachusetts Office

105 William Street
New Bedford, MA 02740
617 727-4765 TTY
508-990-9700 Voice

Consumers and Civil Rights Hotline

617 727-8400

www.ago.state.ma.us/sp.cfm?pageid=2373

File a Consumer Complaint

www.ago.state.ma.us/sp.cfm?pageid=2316

Disability Rights Project

www.ago.state.ma.us/sp.cfm?pageid=1195

United Cerebral Palsy of Berkshire County

208 West Street
Pittsfield, MA 01201
413 442-1562 TTY/VOICE
413 499-4077 Fax

<http://www.ucpberkshire.org/>

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>

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>

Center for Disease Control

National AIDS Hotline

888 232-6348 TTY
800 232-4636 Voice

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

<http://www.deafinonline.org/>

info@deafinonline.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

<http://www.mass.gov/dph/aids>

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

<http://doublepride.com/index.html>

info@doublepride.com

Karen Signs It

P.O. Box 302

Beverly, MA 01915

978 921-1573 Fax

KRGlickman@aol.com

The Deaf Reference Library

<http://www.deaflibrary.org/>

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>

The National Institute for Education through Visual Arts NIEVA

<http://aslculture.org/>

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.

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/maillinglist.html> or email Mary mary_watkins@wgbh.org.

Listings of current showings can also be found at <http://ncam.wgbh.org/mopix/>. **InSight Cinema** offers an email list and list of Open Captioned movies by state, visit <http://www.insightcinema.org>. For a more detailed description of the new DTS-CCS technology and the cinemas using it, visit <http://www.dtsonline.com/digitalcinema/dtsaccess/>. General information on the various captioning technologies can be found in the Appendix titled 'Overview of Closed Captioning' and on this web page: <http://www.captions.org/theater.cfm>.

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

MCDHH 2008 Resource Directory

AMC Loews Boston Common 19

175 Tremont Street
Boston, MA 02111
617 423-5801 Voice
www.moviewatcher.com/jsp/amq.jsp

OC

AMC Loews Methuen 20

90 Pleasant Valley St.
Methuen, MA 01844
978 738-8942 Voice
www.moviewatcher.com/theatres/theatre_information.jsp?unit=2660

OC, RW

Babson College Knight Auditorium

231 Forest Street
Babson Park, MA 02457
781 235-1200 Voice
fusion.babson.edu/HTML/ClassDeans/page.cfm?id=324

ALDS

Berkshire Museum

39 South Street Route 7
Pittsfield, MA 01201
413 443-7171 Voice
berkshiremuseum.org/index.html

ASL, ALD

Blackstone Valley 14 Cinema de Lux

Rte 146 & 122A
Millbury, MA 01527
508 853-7184 Voice
www.nationalamusements.com/showtimes/default.asp

RW

Boston Center for the Arts

539 Tremont Street
Boston, MA 02116
617 348-2926 TTY
617 426-7700 Voice
617 426-5336 Fax
<http://www.bcaonline.org/>

ASL, ALDS

Boston Children's Museum

300 Congress Street
Boston, MA 02210
617 426-5466 TTY
617 426-8855 Voice
617 426-1944 Fax

www.BostonKids.org

ASL, CC

Boston Public Library

700 Boylston Street
Boston, MA 02117
617 536-7055 TTY
617 859-2295 Access Services
617 536-5400 Voice

www.bpl.org/central/access.htm

ASL, ALDS, CC

Cambridge Arts Council

Cambridge, MA 02139
617 492-0235 TTY
617 349-4621 TTY
617 349-4380 Voice
617 349-4669 Fax

www.ci.cambridge.ma.us/CAC/

ASL

Captioned Media Program CMP

1447 East Main Street
Spartanburg, SC 29307
864 585-2617 TTY
800 237-6819 Toll Free TTY
864 585-1778 Voice
800 237-6213 Toll Free Voice
864 585-2611 Fax
800 538-5636 Toll Free Fax

<http://cfv.org/>

D

CitiCenter for Performing Arts

270 Tremont Street
Boston, MA 02116
617 482-5757 TTY
888 889-8527 Tele-charge TTY
617 482-9393 Voice
617 451-1436 Fax

<http://www.citicenter.org/>

ASL, ALDS

MCDHH 2008 Resource Directory

Concord Museum

200 Lexington Road
Concord, MA 01742
978 369-9763 Voice
978 369-9660 Fax
www.concordmuseum.org/

OC

Cultural Access Consortium

(Provides Technical Support, Information and Referral, and Outreach Programs for accessible cultural events)
50 Franklin Street, 4th Floor
Boston, MA 02110
617 338-8548 TTY
617 357-1864 Voice
617 357-1870 Fax
<http://culturalaccess.org/>

Foothills Theatre Company

100 Front Street Suite 137
Worcester, MA 01608
508 754-4018 TTY/Voice
508 754-3314 Voice/group rates
508 767-0676 Fax
<http://foothillstheatre.com/>

ASL, ALDS

Handel & Haydn Society

Horticultural Hall

300 Massachusetts Ave
Boston, MA 02115
617 266-3605 Voice box office
617 262-1815 Voice administration
617 266-4217 Fax
<http://handelandhaydn.org/>

ALDS

Hatch Shell Esplanade Park

Massachusetts Department of Conservation & Recreation

251 Causeway Street Suite 600
Boston, MA 02114-2104
617 626-1250 Voice
617 626-1351 Fax
http://www.mass.gov/dcr/hatch_events.htm

ASL

Huntington Theatre Company

264 Huntington Ave
Boston, MA 02115
617 424-0694 TTY
617 266-0800 Voice
617 421-9674 Fax
huntingtontheatre.org/index.aspx
ASL, ALDS

InSight Cinema

2800 28th Street Suite 380
Santa Monica, CA 90405
310 452-8700 Voice
310 452-8711 Fax
www.insightcinema.org
OC

Museum of Fine Arts

465 Huntington Ave
Boston, MA 02115
617 369-3188 Members Room TTY
617 369-3393 Box Office TTY
617 369-3189 Direct Access
617 267-9300 Voice
617 267-9328 Fax
[http://mfa.org/](http://mfa.org/access@mfa.org)
access@mfa.org
Valerie Burrows
617 267-9703 TTY
617 369-3302 Voice
ALDS, ASL

Museum of Science OMNI IMAX Theater, Planetarium, Museum Tours

Science Park
Boston, MA 02114
617 589-0417 TTY
617 723-2500 Voice
<http://mos.org/>
ASL, CC, ALDS

National Center for Accessible Media

NCAM (accessible media consultation)
1 Guest Street
Boston, MA 02135
617 300-3600 TTY
617 300-3400 Voice
617 300-1035 Fax
<http://ncam.wgbh.org/>

MCDHH 2008 Resource Directory

North Shore Music Theatre

P.O. Box 62
Beverly, MA 01915
978 921-7883 TTY
978 232-7200 Voice
978 921-6351 Fax
<http://www.nsmmt.org/>

ASL

Old Sturbridge Village

1 Old Sturbridge Village Road
Old Sturbridge, MA 01566
508 347-5383 TTY
508 347-3362 Voice
800 733-1830 Toll Free
<http://www.osv.org/>

ASL, OC

Regal Bellingham Stadium 14

259 Hartford Avenue
Bellingham, MA 02019
508-966-5096 Voice
regalcinemas.com/movies/open_cap.html#MA

OC

Regal Cape Cod Mall Stadium 12

793 Iyannough Rd. (Route 132)
Hyannis, MA 02601
508 771-7872 Voice
800 326-3264 Toll Free Voice
regalcinemas.com/movies/open_cap.html#MA

RW

Regal Theaters Fenway 13

201 Brookline Avenue
Boston, MA 02215
617 424-6266 Voice
617 424-6111 Guest Services Voice
regalcinemas.com/movies/open_cap.html#MA

RW

Regal Framingham 16

22 Flutie Pass
Framingham, MA 01701
508 875-6237 Voice
regalcinemas.com/movies/open_cap.html#MA

RW

Regal Swansea Stadium 12

207 Swansea Mall Drive
Swansea, MA 02777
508-674-6700
regalcinemas.com/movies/open_cap

RW

Showcase Cinemas Lowell

32 Reiss Avenue
Lowell, MA 01853
978 551-0060 Voice
nationalamusements.com/theatres/current_theatre.asp?theatre=3813

RW

Showcase Cinemas Randolph

73 Mazzeo Drive
Randolph, MA 02151
781 963-7330 Voice
www.nationalamusements.com/showtimes/default.asp

RW

Showcase Cinema Revere

565 Squire Road
Revere, MA 02151
781 284-5700 TTY/Voice
www.nationalamusements.com/showtimes/default.asp

RW

Showcase Cinemas West Springfield

864 Riverdale Road
West Springfield, MA 01089
413 733-8311 Voice
www.nationalamusements.com/showtimes/default.asp

RW

Showcase Cinema Worcester North

135 Brooks Street
Worcester, MA 01606
508 852-2944 Voice
www.nationalamusements.com/showtimes/default.asp

RW

MCDHH 2008 Resource Directory

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](http://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](http://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/>

MCDHH 2008 Resource Directory

Children's Hospital

Hearing Technology Center TD

Mary Ellen Curran, AuD, CCC-A
Audiologist and Director,
Kristin Pagliuca, MHA
Administrative Coordinator
781 216-3687 TTY
781 216-3681 Voice
781 216-3688 Fax

childrenshospital.org/clinicalservices/Site2003/mainpageS2003P16.html

Clarke School for the Deaf Center for Oral Education

Assistive Devices Center TD

45 Round Hill Road
Northampton, MA 01060
413 582-1175 TTY/Voice
413 587-0383 Fax

www.clarkeschool.org/content/assistive/index.php

Disability and Business Technical Assistance Centers TD

DBTAC-New England ADA Center

Adaptive Environments

180 - 200 Portland Street Suite 1
Boston, MA 02114
617 695-1225 TTY/Voice
800 949-4232 Toll free TTY/Voice
617 482-8099 Fax

<http://adaptiveenvironments.org/neada/site/home>

Easter Seals Massachusetts TD

State Headquarters:
484 Main Street
Worcester, MA 01608
800 564-9700 TTY
800 922-8290 Voice
508 831-9768 Fax

http://ma.easterseals.com/site/PageServer?pagename=MADR_homepage

Easter Seals Technology & Training Center Demonstration and Loan Regional Center

Katie Krusinski, DLRC Coordinator
89 South Street First Floor
Boston, MA 02111
617 226-2640 Voice
800 244-2756 Toll Free
617 737-9875 Fax

DLRC@eastersealsma.org TD

http://ma.easterseals.com/site/PageServer?pagename=MADR_DLRC

Hartling Communications, Inc. TD

85 Wilmington Road, Unit 16
Burlington, MA 01803
781 270-6710 TTY
800 672-9455 Toll Free TTY
781 272-7634 Voice
800 475-3183 Toll Free Voice
781 229-9161 Fax

www.hartling.com

Interpretype

3301 Brighton-Henrietta Townline Rd, Ste 200
Rochester, NY 14623
585 272-1434 TTY/Fax
585 272-1155 Voice
877 345-3182 Toll free

<http://www.interpretype.com/index.php>

Massachusetts Association of the Deaf MSAD

Western Office
143 Dwight Street
Springfield, MA 01103
413 734-9199 TTY
413 734-9100 Voice
413 739-9015 Fax
413 734-9199 VP

<http://msad.org/main.asp>

MCDHH Communication Access Training and Technology Services TD

150 Mount Vernon Street Ste. 550
Boston, MA 02125
617 740-1700 TTY
617 740-1600 Voice
617 740-1800 VP
70.22.152.162 IP

<http://mass.gov/mcdhh>

Microsoft Accessibility Resource Centers Massachusetts Assistive Technology Center

Spaulding Rehabilitation Hospital Room 250
125 Nashua Street
Boston, MA 02114
617 573-2928 Voice

www.spauldingrehab.org/atec

MCDHH 2008 Resource Directory

**Rochester Institute of Technology
PEPNet Northeast Regional Center
Northern Essex Community College**

100 Elliot Way
Haverhill, MA 01830
978 556-3341 TTY/V
978 556-3104 Fax

<http://pepnet.org/>
<http://www.netac.rit.edu/about.html>

**Rehabilitation Engineering Research
Center on Hearing Enhancement
Gallaudet University**

800 Florida Ave, NE, MTB 116
Washington, DC 20002
202 651-5335 TTY/Voice
202 651-5324 Fax
202 651-5555 VP

<http://hearingresearch.org/>

**Trace Research and Development Center
University of Wisconsin - Madison**

2107 Engineering Centers Building
1550 Engineering Drive
Madison, WI 53706
608 263-5408 TTY
608 262-6966 Voice
608 262-8848 Fax

<http://trace.wisc.edu/>

**United Cerebral Palsy of Berkshire County
AT Device Demonstration and Loan Center**

Dawn Perotti, Coordinator
208 West Street
Pittsfield, MA 01201
413 442-1562 TTY/Voice
413 499-4077 Fax

<http://www.ucpberkshire.org/> TD

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.

Academy of Doctors of Audiology

401 N. Michigan Ave., Suite 2200
Chicago, Illinois 60611
866 493-5544 Toll Free Voice
312 673-6725 Fax

<http://www.audiologist.org/>

**Health Connection – Boston's Public Health
Van**

1010 Massachusetts Avenue
Boston, MA 02118
617-534-2295 Voice

healthvan@bphc.org

**Speech Language and Hearing Center
Northeastern University**

Behrakis Health Sciences Center 503
30 Leon Street, 503
617 373-8927 TTY
617 373-2492 Voice
617 373-8756 FAX

<http://www.slpa.neu.edu/center.html>

**Braintree Rehabilitation Hospital
Audiology Department
Aural Rehabilitation**

250 Pond Street
Braintree, MA 02184
781-843-9021 TTY
781-348-2209 Voice

www.braintreerehabhospital.com/out_audiologydept.asp

MCDHH 2008 Resource Directory

**Center for Language, Speech and Hearing
Department of Communication Disorders
School of Public Health & Health Sciences
University of Massachusetts Amherst**

358 North Pleasant Street
Amherst, MA 01003-9296

413 545-2465 Voice

413 545-0803 Fax

www.umass.edu/sphhs/centers/speech.html

**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>

**The Hearing Aid Center at Fallon Clinic
Worcester Medical Center**

123 Summer Street

Worcester, MA 01608

508-368-3914 Voice

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/Index_HearingAid.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/>

MCDHH 2008 Resource Directory

**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
www.fac.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

Wing Medical Center – Ludlow
34 Hubbard Street
Ludlow, MA 01056
413 589-0583 Voice
Wing Medical Center – Palmer
40 Wright Street
Palmer, MA 01069
413 284-5400 Voice
www.umassmemorial.org/ummhc/hospitals/wing/services/audiology.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
<http://www.childrenshospital.org/clinicalservice/s/Site2003/mainpageS2003P15.html>

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
nemoc.org/ent/CIC%5Cdefault.asp

MCDHH 2008 Resource Directory

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/hospital/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>

http://www.ncbegin.com/school_issues/secondary.shtml

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/>

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/

Gallaudet University

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

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/>

MCDHH 2008 Resource Directory

Northeastern University American Sign Language Program

360 Huntington Avenue
405 Meserve Hall
Boston, MA 02115
617 373-3067 TTY
617 373-3064 Voice/VP
617 373-3065 Fax
800 944-5538 Toll Free
<http://www.asl.neu.edu/>

Northern Essex Community College English Language Cluster

100 Elliot Way A339
Haverhill, MA 01830
978 556-3658 TTY/ Voice
<http://www.necc.mass.edu/dhh/index.php>
cluster@necc.mass.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/
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

Bristol Community College

777 Elsbree Street
Fall River, MA 02720
508 730-3269 TTY
508 677-1230 TTY
508 678-2811 Voice
<http://srvweb.bristol.mass.edu/serena/>
American Sign Language/Deaf Studies
Coordinator, Sandra Lygren x-2748

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
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/

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

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
Interpreter/CART Referral Services**

150 Mount Vernon Street Suite 550
Boston, MA 02125

<http://mass.gov/mcdhh>

(click on link in the box titled 'What We Do' for Interpreter/CART Referral Services)

617 740-1700 TTY
617 740-1600 Voice
617 740-1810 FAX
617 740-1800 VP
70.22.152.162 IP

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>.

MCDHH 2008 Resource Directory

Caption First

P.O. Box 1924
888 957-5233 TTY
800 825-5234 Toll Free Voice
www.captionfirst.com

Caption Max

159 West 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/>

Gayl Hardeman.com

813 404-2488 Voice
727 547-9409 Fax
<http://www.gaylhardeman.com/>

Rapid Text, Inc.

1801 Dove Street Suite 101
Newport Beach, CA 92660
949 399-9200 Voice
<http://www.rapidtext.com/>

Jennifer Rodrigues

866 GO-4-CART Nationwide
510 888 9825 Local Voice
510 928 8055 Cell
510 885 1070 Fax
jenniferrod@compuserve.com
<http://jenniferrod.com/>

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>

MCDHH 2008 Resource Directory

Type Well

Transcription Service, Software & Training
815 301-3314 Fax
<http://www.typewell.com/home.html>
infocontact3@typewell.com

Viable Technologies, Inc.

9401 Fox Hollow Dr.
Potomac, MD 20854
877 219-0662 Voice
301 983-0358 Fax
<http://viabletechnologies.com>

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
<http://web7.mit.edu/CuedSpeech/>

National Cued Speech Association

5619 McLean Drive
Bethesda, MD 20814-1021
301 915-8009 TTY/ Voice
800 459-3529 Toll Free TTY/ Voice
<http://www.cuedspeech.org/>

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.deafinonline.org/>
info@deafinonline.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>

Valley Opportunity Council Community Action Agency

152 Center Street, 2nd Floor
Chicopee, MA 01013
413 612-0206 TTY/ Voice
<http://www.valleyopp.com/>

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/>

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/>
AADBListserv:
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 Ducharme, 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@deafinonline.org

Deafblind Contact Center

Susan Sjöholm, 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

New England Center Deaf-Blind Project

175 North Beacon Street
Watertown, MA 02472
617 924-5525 TTY
617 972-7515 Voice
617 972-7354 Fax
<http://www.necdbp.org/>

Perkins School for the Blind Deaf-Blind Program

175 North Beacon Street
Watertown, MA 02472
617 924-3434 Voice
617 926-2027 Fax
<http://perkins.org/>

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/>

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/>

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
<http://outdoorexplorations.org/>

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
<http://www.casamyrna.org/>

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
<http://www.geocities.com/finexhouse/>

MCDHH 2008 Resource Directory

HAWC

Help for Abused Women and Their Children

27 Congress Street, Suite 201
Salem, MA 01970
978 744-1818 TTY
978 744-8552 Voice
978 745-6886 Fax

24-hour hotline 978 744-6841

<http://helpabusedwomen.org/>

Jane Doe Inc.

Massachusetts Coalition Against Sexual Assault and Domestic Violence

14 Beacon Street, Suite 507
Boston, MA 02108
617 263-2200 TTY
617 248-0922 Voice
617 248-0902 Fax

<http://janedoe.org/>

National Domestic Violence Hotline

24-Hour Hotline
P.O. Box 161810
Austin, Texas 78716
800 787-3224 TTY
800 799-7233 Voice
512 453-8541 Fax

<http://ndvh.org/>

Jeanne Geiger Crisis Center

24-Hour Hotline
5 Market Square, Suite 109
Amesbury, MA 01913
978 388-1888 TTY/V

<http://www.jeannegeigercrisiscenter.org/>

Women's Resource Center

24-Hour Hotline
107 Winter Street
Haverhill, MA 01830
978 685-2480 TTY
978 373-4041 Voice
978-374-0196 Fax

Early Intervention Services

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.

Auditory-Verbal Communication Center

544 Washington Street
Gloucester, MA 01930
978 282-0025 TTY/ Voice
<http://www.avcclisten.com/>

Beverly School for the Deaf

6 Echo Avenue
Beverly, MA 01915
978 927-7200 TTY
978 927-7070 Voice
978 927-6536 Fax
<http://beverlyschoolforthedeaf.org/earlychildhood.shtml>

Children's Hospital Boston at Waltham Deaf and Hard of Hearing Program

Hope Avenue
Waltham, MA 02453
781 647-8913 TTY
781 216-2215 Voice
617 734-6042 Fax
www.childrenshospital.org/clinicalservices/Site2143/mainpageS2143P0.html

Clarke School for the Deaf Center for Oral Education

Round Hill Road
45 Northampton, MA 01060
413 584-3450 TTY/ Voice
413 584-8273 Fax
<http://www.clarkeschool.org/content/family/index.php>

MCDHH 2008 Resource Directory

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
<http://www.austine.pvt.k12.vt.us/index.php>

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>

WORK Inc

3 Arlington Street
Quincy, MA 02171
617 691-1500 Voice
617 691-1595 Fax
<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.

MCDHH 2008 Resource Directory

Additional resources:

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

MCDHH 2008 Resource Directory

Massachusetts Lions Club

District 33-S, Hearing Foundation
Richard Pessin, President
RBP360@aol.com
Gretchen Olney, Advocate
gretchen1398@hotmail.com
Please contact your local Lions Club for additional sources.

MA Rehabilitation Commission MRC

27 Wormwood Street Ste 600
Boston, MA 02210
617 204-3600 TTY/V
800 245-6543 Toll Free
617 727-1354 Fax
<http://mass.gov/MRC>

Miracle Ear Children's Foundation

P.O. Box 59261
Minneapolis, MN 55459
800 234-5422 Toll Free Voice
763 268-4295 Fax
http://www.miracle-ear.com/resources/children_request.asp

NUsed Pilot Program

A collaboration of the MCDHH and NU's Dept. of Speech, Language Pathology and Audiology for recycling hearing aids; Contact:
Sandra Cleveland, Director, Audiology
617-373-2496 Voice
sa.cleveland@neu.edu
Behrakis Health Sciences Center
30 Leon Street, 503
Boston, MA 02115

The Starkey Hearing Foundation Hear Now

6700 Washington Avenue South
Eden Prairie, MN 55344
866 354-3254 Voice
800 648-4327 Toll Free Voice
952 828-6946 Fax
<http://www.sotheworldmayhear.org/>
(funding and recycling)

Travelers Protective Association of America Scholarship Trust for the Deaf and Near Deaf

3755 Lindell Boulevard
St. Louis, MO 63108-3476
314 371-0533 Voice
314 371-0537 Fax
http://www.travelersprotectiveasn.com/deaf_scholarships.htm

United Cerebral Palsy of Berkshire County

208 West Street
Pittsfield, MA 01201
413 442-1562 TTY/ Voice
413 499-4077 Fax
<http://www.ucpberkshire.org/>

US Veterans Administration VA Outpatient Clinic

Audiology Department
150 South Huntington Avenue
Jamaica Plains, MA
617 232-9500 x4730 Voice
617 264-6703 Fax
Contact: Anne Hogan

General Pediatrics

New England Medical Center Deaf Family Clinic

750 Washington Street
Boston, MA 02111
617 636-5541 Voice
<http://www.nemc.org/home/>

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>

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

ESCO

Ear Service Corporation

3215 Fernbrook Lane North
Plymouth, MN 55447
800 992-3726 Toll Free
763 559-4247 Fax
<http://earserv.com/>

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/ppp/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>

MCDHH 2008 Resource Directory

Dogs for the Deaf

10175 Wheeler Road
Central Point, OR 97802
541 826-9220 TTY/ Voice
<http://dogsforthe deaf.org/>

Hearing Ear Dogs of New England, Ltd.

420 Groton Long Point Road
Groton, CT 06340
860 446-1576 Voice /Fax

Maplewood Assistance Partners, Inc Owner-Trainer Program

12 Maple Ave
Foxboro, MA 02035
katrin@maplewooddog.com
<http://www.maplewooddog.com/>

National Education of Assistance Dog Services, Inc NEADS

P.O. Box 213
West Boylston, MA 01583
978 422-9064 TTY/ Voice
978 422-3255 Fax
<http://www.neads.org/index.shtml>

NEADS National Campus

305 Redemption Rock Trail South
Princeton, MA 01541

National Hearing Dog Center, Inc

1116 South Main Street
Athol, MA 01331
978 249-9264 TTY/ Voice

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.

MCDHH 2008 Resource Directory

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
[http://www.deafinonline.org/
dhils@deafinonline.org](http://www.deafinonline.org/dhils@deafinonline.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
[http://www.deafinonline.org/
dhils@deafinonline.org](http://www.deafinonline.org/dhils@deafinonline.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
[http://www.deafinonline.org/
dhils@deafinonline.org](http://www.deafinonline.org/dhils@deafinonline.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
[http://www.deafinonline.org/
dhils@deafinonline.org](http://www.deafinonline.org/dhils@deafinonline.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
[http://www.cordonline.org/
tquin@cape.com](http://www.cordonline.org/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>
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
[http://www.adlibcil.org/
adlib@adlibcil.org](http://www.adlibcil.org/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>
pbatch@stavros.org

MCDHH 2008 Resource Directory

Center for Living & Working Deaf and Hard of Hearing IL Services

484 Main Street, Suite 340
Worcester, MA 01608
508 755-1003 TTY/Voice
508 755-1072 Fax
<http://www.centerlw.org/default.aspx>

Center for Living & Working Deaf and Hard of Hearing IL Services

24 Union Street Suite 4
Framingham, MA 01702
508 820-0493 TTY/V
508 875-7181 Fax
jphilip@centerlw.org

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>

Metrowest Center for Independent Living

280 Irving Street
Framingham, MA 01702
508 875-7853 TTY/ Voice
508 875-8359 Fax
<http://www.mwcil.org/>

Independent Associates, Inc

10 Oak Street, 2nd Floor
Taunton, MA 02780
508 880-5325 TTY/ Voice
508 880-6311 Fax
<http://www.iacil.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/>

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>

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.

MCDHH 2008 Resource Directory

ASL & English Resources for Interpreting in Medical Settings

CATIE Center

College of St. Catherine

2004 Randolph Avenue, #4280

St. Paul, MN 55105

651 690-6770 TTY

651 690-6338 Voice

651 690-6727 Fax

www.medicalinterpreting.org/

Cambridge College

1000 Massachusetts Avenue

Cambridge, MA 02138

Diane Lolli

Medical Interpreter Program Director

lolli@comcast.net or

Norma Green

Program Coordinator

Norma.Green@cambridgecollege.edu

617 873-0246 Voice

Institute for Deaf Ministry Development IDMD

P. O. Box 850755

Braintree, MA 02185

idmd4@hotmail.com

Interpreter/CART Referral Department Massachusetts State Screening 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

617 740-1880 FAX

mass.gov/mcdhh

Massachusetts Registry of Interpreters for the Deaf

MassRID

P.O. Box 750064

Arlington, MA 02475

<http://massrid.org/>

The Mentorship Program

P.O. Box 229

Manchester, MA 01944-0229

<http://massmentorship.org/>

Irma Kahle, MEd, CI CT, Director

irma.kahle@massmentorship.org

Christina Linehan LaRock, CI & CT, Coordinator

christina.linehan@massmentorship.org

Letitia N. Bynoe, Community Outreach Specialist

letitia.bynoe@massmentorship.org

National Interpreter Education Center Northeastern University

Meserve Hall, Room 405

360 Huntington Avenue

Boston, MA 02115-5000

877 881-6520 TTY

866 252-1199 Voice

617 373-3065 Fax

www.asl.neu.edu/niec

Northeastern University Interpreter Training Program

360 Huntington Ave.

405 Meserve Hall

Boston, MA 02115

617 373-3067 TTY

617 373-3064 Voice/VP

617 373-3065 Fax

800 944-5538 Toll Free Voice

<http://www.asl.neu.edu/>

asl@neu.edu

Northern Essex Community College Interpreter Training Program

100 Elliot Street

Haverhill, MA 01830

978 556-3673 TTY

978 556-3662 Voice

978 556-3740 Fax

<http://www.necc.mass.edu/programsassociatedegree/deafinterpreter.shtml>

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/>

Michel W. Ford, Esq.

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

Legal Advocacy and Resource Center, Inc.

LARC -Telephone service providing legal information, advice, and referral.

617 603-1700 HOTLINE

617 371-1226 TTY

617 371-1123 Voice

617 371-1188 Fax

<http://www.larcma.org/home>

Massachusetts Legal Websites Project

This is collaboration of the civil legal community which provides 3 statewide websites that are designed to educate, connect and support the general public and advocates thereby making justice more accessible to the lower income and disadvantaged population.

Mass Legal Help -provides basic legal information.

<http://www.masslegalhelp.org/>

Mass Legal Services -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 -connects private attorneys with legal aid programs to volunteer services
<http://www.massprobono.org/home.html>

Massachusetts General Laws Search Tool

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

436 Dwight Street, Rm. 220

Springfield, MA 01103

413 739-2145 Voice

MCDHH 2008 Resource Directory

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.smlegal.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

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

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/clinicalservices/Site2143/mainpageS2143P0.html>

MCDHH 2008 Resource Directory

Tina Buches, MSW, LICSW

234 Cabot Street, Suite 1
Beverly, MA 01915
978 927-1441 Voice

Cambridge Hospital

Adult Psychiatry Intake Office
Macht Building
1493 Cambridge St.
Cambridge, MA 02139
617 591-6033 Voice
<http://challiance.org/>

Cape Cod Hospital Behavioral Health Services Psychiatric Center

27 Park Street
Hyannis, MA 02601
508 862-5566 Voice
800 545-5014 Toll Free Voice
<http://capecodhealth.org/>

Child Guidance Center

110 Maple Street
Springfield, MA 01105
413 732-7419 Voice
413 781-1059 Fax
<http://www.e-behavioralcare.org/home/>

Lorna J. Davidson-Connelly, LMHC CAB Health and Recovery Services

Zero Centennial Drive
Peabody, MA 01960
978 745-8890 Voice
ldavcon@tmail.com for emergencies
<http://www.cabhealth.org/>

Frances Demiany, Ph.D.

6 Pleasant Street, #205
Malden, MA 02148
781 321-6421 Voice

Department of Mental Health

Lucille Traina, Coordinator
Deaf and Hard of Hearing Services
25 Staniford Street
Boston, MA 02114
617 727-9842 TTY
617 626-8073 Voice
<http://mass.gov/dmh>

Department of Mental Retardation

Please contact DMR for regional offices and facilities. Main Office:
500 Harrison Ave
Boston, MA 02118
617 624-7783 TTY
617 727-5608 Voice
617 624-7577 Fax
<http://mass.gov/dmr>

Division of Community Enterprises Project AIM

287 High Street, 3rd Floor
Holyoke, MA 01040
413 534-2940 TTY
413 536-4200 Voice
413 493-3969 Fax
cecook@choiceonemail.com
cenettles@choiceonemail.com

Tom Downes, LCSW

16 Trenton Street
Manchester, NH 03104
603 665-8126 Voice

Family Services of Central Massachusetts

31 Harvard Street
Worcester, MA 01609
508 756-4646 Voice
508 791-4755 Fax
<http://www.fscm.org/home/index.cfm>

Freedom Trail Clinic

Deaf and Hard of Hearing Services

Justine Stohl, Program Director
25 Staniford Street,
Boston, MA 02114
617 912-7897 TTY
617 912-7800 Voice
<http://www.northsuffolk.org/>

Kim Grebert, MSW, LICSW

Offices in Watertown and Westborough
781 266-8126 Voice

Margo P. Goldman, MD

5 Common Street
Wakefield, MA 01880
781 245-2070 Voice

MCDHH 2008 Resource Directory

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
<http://www.nsarc.org/frame/main/main.html>

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

MCDHH 2008 Resource Directory

South Shore Center for Guidance and Counseling

1030 Turnpike Street, Route 138
Canton, MA 02021
781 828-8666 Voice
781 575-1795 Fax

Sovner Center

Kathy Langone, M.Ed.
65 Newbury Street
Danvers, MA 01923
978 750-6684 Fax
978 750-6828 Voice
www.glmh.org/layer/SovnerCtr/welcome.htm

Tetty Gorfine, LCSW, LMHC

Life Course Counseling Center
P.O. Box 845
Northampton, MA 01061
413 585-1655 TTY/ Voice

Carolyn R. Watson-Peters, LCSW, MSW

8 Heather Drive
Framingham, MA 01701
508 879-0395 TTY/ Voice

Wayside Metrowest Counseling Center

Patti Thole LMHC

88 Lincoln Street
Framingham, MA 01702
508 620-1012 TTY
508 620-0010 Voice
508 626-7625 Fax
<http://waysideyouth.org/>

Wayside-Beaverbrook Counseling Center

118 Central Street
Waltham, MA 02453
781 891-3956 TTY
781 891-0555 Voice
781 647-1432 Fax
<http://waysideyouth.org/>

Westboro State Hospital

Michael Krajnak, Communication Specialist
The Deaf Unit
P.O. Box 288, Lyman Street
Westboro, MA 01581
508 616-2842 TTY
508 616-2322 Voice
508 616-2325 Voice mail
508 616-2843 Fax
michael.krajnak@state.ma.us

Willie Ross School for the Deaf

Outreach and Community Base Programs
32 Norway Street
Longmeadow, MA 01106
413 567-0374 TTY/ Voice
413 567-8808 Fax
<http://willierossschool.org/>

Jackie Woodside, LICSW

133 East Main Street,
Westborough, MA 01581
508 616-9555 TTY/ Voice
508 616-2958 Fax
Jackie@Jackiewoodside.com

Youth Opportunities Upheld, Inc.

81 Plantation Street
Worcester, MA 01604
508 849-5600 x214 Voice
<http://www.youinc.org/index1.htm>

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.

MCDHH 2008 Resource Directory

Alexander Graham Bell Association for the Deaf

3417 Volta Place, NW
Washington, DC 20007
202 337-5221 TTY
202 337-5220 Voice
202 337-8314 Fax

<http://agbell.org/DesktopDefault.aspx>

Massachusetts Chapter AGBell, Association

P.O. Box 53
Sharon, MA 02067
<http://massagbell.org/>

American School for the Deaf Alumni Association

Massachusetts Chapter
Box 824
139 North Main Street
West Hartford, CT 06107
<http://asd-1817.org/alumni/>

Association of Late Deafened Adults, Inc. ALDA Inc.

8038 MacIntosh Lane
Rockford, IL 61107
815 332-1515 V/TTY
866 402-2532 Toll Free V/TTY
<http://alda.org/>
ALDA Boston Chapter
<http://www.aldaboston.org/>

Auditory-Verbal Learning Institute, Inc.

7205 North Habana Avenue
Tampa, FL 33614
813 935-7944 TTY
813 932-1184 Voice
813 932-9583 Fax
<http://www.avli.org/>

Boys Town National Research Hospital

555 North 30th Street
Omaha, NE 68131
402 498-6511 Voice
<http://boystownhospital.org/home.asp>

Central Institute for the Deaf

4560 Clayton Ave
St. Louis, MO 63110
314 977-0037 TTY
314 977-0132 Voice
314 977-0023 Fax
877 444-4574 x135 Toll Free
<http://cid.edu/>

Children of Deaf Adults CODA

P.O. Box 30715
Santa Barbara, CA 93130
<http://www.coda-international.org/>

Clarke School for the Deaf Alumni Association

45 Round Hill Road
Northampton, MA 01060
www.clarkeschool.org/content/alumni/index.php

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/>

Deafness Research Foundation

641 Lexington Avenue Fl 15
New York, New York 10022
212 328-9480 Voice
<http://www.drf.org/>

Deaf Woman United

P.O. Box 152795
Austin, TX 78715
<http://www.dwu.org/>

MCDHH 2008 Resource Directory

Gallaudet University Alumni Association

Office of Alumni Relations
Gallaudet University
800 Florida Avenue NE
Washington, DC 20002
202 651-5060 TTY/V
202 651-5062 Fax
<http://www.gallaudet.edu/x438.xml>

GUAA Massachusetts Chapter

22 Grove Place #27
Winchester, MA 01890
781 729-9458 TTY
781 729-5154 Voice/Fax

International Catholic Deaf Association

ICDA-US Home Office
7202 Buchanan Street
Landover Hills, MD 20784
301 429-0697 TTY
301 429-0698 Fax
<http://www.icda-us.org/>
IDCA Chapter #121
101 Shephard Street
Chicopee, MA 01013
413 533-8923 TTY

National Asian Deaf Congress

NADC-USA
P.O. Box 17583
San Diego, CA 92177
<http://www.nadc-usa.org/>

Asian Deaf Association of New England

ADANE
adane_boston@yahoo.com

National Association for the Deaf

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>

National Black Deaf Advocates

P.O. Box 1126
Asheville, NC 28802
<http://www.nbda.org/index.html>

Boston Black Deaf Advocates

<http://www.nbda.org/chapters.html>

National Fraternal Society of the Deaf

1118 South Sixth Street
Springfield, IL 62703
217 789-7438 TTY
217 789-7429 Voice
217 789-7489 Fax
NFSD Springfield, MA Division #67
808 Grayson Drive
Springfield, MA 01119
NFSD Boston, MA Division #35
P.O. Box 419
Amesbury, MA 01913

New England Deaf Senior Citizens

75 Bethany Road
Framingham, MA 01702
508 879-7658 TTY
508 879-7651 Fax
<http://deafseniors.org/>

Telecommunications for the Deaf, Inc.

8630 Fenton Street, Suite 604
Silver Spring, MA 20910
301 589-3006 TTY
301 589-3786 Voice
301 589-3797 Fax
<http://tdi-online.org/>

The United States Access Board

1331 F Street, NW, Ste 1000
Washington, DC 20004
202 272-0082 TTY
800 872-2253 Toll Free TTY
202 272-0080 Voice
800 993-2822 Toll Free Voice
202 272-0081 Fax
<http://www.access-board.gov/>

World Federation of the Deaf

P.O. Box 65, FIN-00401
Helsinki, Finland
358 9 580 3572 Fax
Info@wfdeaf.org
<http://www.wfdeaf.org/>

Parent Resources

American Society for Deaf Children

3820 Hartzdale Drive
Camp Hill, PA 17011
717 703-0073 TTY/V
866 895-4206 Toll Free
717 909-5599 Fax
800 942-2732 Hot Line
<http://deafchildren.org/>

Beverly School for the Deaf

Family/Parent Support
6 Echo Avenue
Beverly, MA 01915
978 927-7200 TTY
978 927-7070 Voice
978 927-6536 Fax
<http://www.beverlyschoolforthe deaf.org/parentfamily.shtml>

**Bureau of Family and Community Health
Universal Newborn Hearing Screening Program**

250 Washington Street
Boston, MA 02108
617 624-5992 TTY
617 624-5959 V
800-882-1435 Toll Free
617 994-9822 Fax
http://www.mass.gov/?pageID=eohhs2terminal&L=5&L0=Home&L1=Government&L2=Departments+and+Divisions&L3=Department+of+Public+Health&L4=Programs+and+Services+T+-+Z&sid=Eeohhs2&b=terminalcontent&f=dph_com_health_prego_newborn_g_hear_screen&sid=Eeohhs2

Massachusetts Department of Education

Main Office
350 Main Street
Malden, MA 02148-5023
800 439 2370 TTY
781 338-3000 V
<http://www.doe.mass.edu/>

**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/>

**Universal Newborn Hearing Screening
Program**

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/hospital/med_center/services/audio-services.cfm

Parent Support Groups

**Beginnings for Parents of
Hearing Impaired Children,
Inc.**

P.O. Box 17646
Raleigh, NC 27619
919 850-2746 TTY/V
919 850-2804 Fax
WWW.beginningssvcs.com

Deaf Autism

<http://deafautism.com/index.html>

D.E.A.F. Inc.

Parents' Support Group
215 Brighton Ave.
Allston, MA 02134
617-254-4041 TTY/Voice
800 886-5195 Toll free TTY/V
617-254-7091 Fax
<http://www.deafinonline.org/info@deafinonline.org>

Relay Services

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

MCDHH 2008 Resource Directory

Sprint IP Relay

<https://www.sprintip.com/index.jsp>

Sprint Video Relay

<http://www.sprintvrs.com/>

Viable VRS Viable, Inc.

5320 Marinelli Road

Rockville, MD 20852

240-205-4571 Voice

<http://www.viable.net/vrs>

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/>

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

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

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

Emmanuel Baptist Deaf Chapel

38 Front Street

West Springfield, MA 01089

413 737-4488 TTY/V

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

First Assembly of God Handelujah Deaf Church

30 Tyler-Prentice Rd

Worcester, MA 01605

508 852-5733 Voice

508 854-8116508 Fax

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

Immanuel Deaf Church

557 Cambridge Street

Allston, MA 02138

617 782-8120 TTY

617 562-0220 Voice

**Institute for Deaf Ministry Development
IDMD**

P. O. Box 850755
Braintree, MA 02185
idmd4@hotmail.com

Kingdom Hall of Jehovah's Witness

291 Salem Street
Malden, MA 02148
781 322-4928 Voice

**Ministry with the Deaf
Springfield Diocese**

Sister Carol Lareau, SSJ, Director
21 Maple Street
Chicopee, MA. 01020-2626
413 592-4071 TTY/V
413 592-8702 Fax
www.diospringfield.org/deaf%20ministry/index.html

The New Testament Church

1120 Long Pond Road
Plymouth, Ma. 02360
508 888-1879 Voice
<http://www.tntchurch.net/>

Osterville Baptist Church

830 Main Street
Osterville, MA 02655
508 428-2787 Voice
508 428-2789 Fax
<http://ostervillebaptist.org/>
ALDS, ASL
Interpreted Service Sun. 10:45 am ONLY

Reform Temple Beth David

1060 Randolph Street
Canton, MA 02021
781 828-2275
781 821-3997 Fax
<http://templebethdavid.com/>

Sacred Heart Church

340 Centre Street
Middleboro, MA 02346
508 947-0444 Voice
508 947-2364 Fax
<http://deafcatholic.org/index.htm>

St. Anthony Parish

Religious Education for the Deaf
893 Central Street
Lowell, MA 01852
<http://deafcatholic.org/reled.htm>

St. Augustine Parish

ASL Interpreted Mass
43 Essex Street
Andover, MA 01810
978 475-0050 Voice
<http://staugustineparish.org/>

St. Bernadette Church

Mass in Signed English
1026 North Main Street
Randolph, MA 02368
781 963-1327 Voice
781 963-0198 Fax

St. Dominic's Church

1277 Grand Army Highway
P.O. Box 205
Swansea, MA 02777
508 675-7206 Voice
508 675-4626 Fax

St. Patrick Catholic Church

ASL Interpreted Mass
71 Central Street
Stoneham, MA 02180
781 438-0960

St. Theresa Deaf Church

Office of Religious Education
Mass in ASL
444 MountAuburn Street
Watertown, Massachusetts 02172
617 787-5083 TTY
617 746-5645 Voice
617 746-5646 Fax
<http://www.deafcatholic.org/reled.htm>

Temple Emanuel

385 Ward Street
Newton Center, MA 02459
617 558-8100 Voice
617 558-8150 Fax
<http://www.templemanuel.com/>

MCDHH 2008 Resource Directory

Temple Israel

477 Longwood Avenue
Boston, MA 02215
617 566-3960 Voice
617 731-3711 Fax
<http://tisrael.org/>

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/>

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

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

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

Trinity Episcopal Church

3 Goddard Avenue
Rockland, MA 02370
781 871-0096 Voice
781 878-6755 Fax

Vision New England

468 Great Road
Acton, MA 01720
978 929-9800 Voice
978 929-9898 Fax
<http://www.VisionNewEngland.com>

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

MCDHH 2008 Resource Directory

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/>

ALDA Boston Chapter

<http://www.aldaboston.org/>

Association of Medical Professionals with Hearing Losses AMPHL

amphl.org

Audiology Net

<http://audiologynet.com/>

Beyond Hearing Aids, Inc.

463 Erlanger Rd., Suite 1

Erlanger, KY 41018

800 838-1649 Toll Free TTY/V

859 342-4641 TTY/V

859 342-4979 Fax

<http://www.beyondhearingaids.com/>

National Institute on Deafness and Other Communication Disorders

National Institutes of Health

31 Center Drive, MSC 2320

Bethesda, MD 20892-2320

301 402-0252 TTY

301 496-7243 Voice

301 402-0018 Fax

<http://www.nidcd.nih.gov/index.asp>

NIDCD Information Clearing House

1 Communication Avenue

Bethesda, MD 20892-3456

800 241-1055 TTY

800 241-1044 Voice

<http://www.nidcd.nih.gov/health/misc/clearinghouse.asp>

Say What Club

World-Wide Internet/Email Based

Discussion Forum

<http://saywhatclub.com/>

Hearing Loss Association of America National Organization

7910 Woodmont Avenue, Suite 1200

Bethesda, MD 20814

301 657-2248 TTY/V

301 913-9413 Fax

<http://www.shhh.org/>

Greater Boston Chapter

Laura Meier, President

617 479-1106 TTY

Lmeier8339@yahoo.com

North Boston Chapter

Helen Fleming, President

Lynn, MA 01904

781 592-6936 TTY/V

Nellie.may@verizon.net

Cape Cod Chapter

Ellen Taylor, President

East Bridgewater, MA 02333

508 378-1132 TTY/V

ellen@shhhcapecod.org

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/deaf_prog.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.beverlyschoolforthe deaf.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

CAPS Educational Collaborative

53 School Street
Gardner, MA 01440
978 632-2208 Voice
978 632-2212 Fax
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

**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/>

Clarke School East

1 Whitman Road
Canton, MA 02021
781 821-3499 TTY/V
781 821-3905 Fax
<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>

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

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/>

MCDHH 2008 Resource Directory

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.tlcdeaf.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/ma-about/a2003-08-12-ma-stateoffice.html>
ma@aarp.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/>

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/>

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>

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=Elders>
800-Age-Info
800 243-4636 Toll Free TTY
<http://www.800ageinfo.com/>
Elder Abuse Hot Line
800 922-2275 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/>

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>

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

Merrimack Valley Deaf Senior Citizen Center

South Congregational Church
198 South Broadway
South Lawrence, MA 01843
978 683-9163 TTY/V

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://nehomesdeaf.org/>

North Shore Elder Services

152 Sylvan Street
Danvers, MA 01923
978 624-2244 TTY
978 750-4540 Voice
978 750-8053 Fax
<http://www.nselder.org/>

North Shore Deaf Senior Citizens Center

New England Homes for the Deaf (see contact info for NEHD)

South Shore Deaf Senior Citizens Center

Atlantic Neighborhood Center
11 Hollis Street
Quincy, MA 02171
617 773-9280 V/TTY

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 your 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

MCDHH 2008 Resource Directory

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.deafinonline.org/>
info@deafinonline.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/>

MCDHH 2008 Resource Directory

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/EC%20and%20Elementary.htm>

Lighthouse Song & Sign Ministry

280 Chestnut St.
Gardner, MA 01440
978-632-1488 Voice
<http://lighthouseministry.org/>

Massachusetts American Sign Language Teachers Association

ASL Teacher Resource
<http://aslta.org/>

Family Sign Language Program

FSLP/MSAD
TLC for the Deaf
848 Central Street
Framingham, MA 01710
781 388-9115 TTY
781 388-9114 Voice
781 388-9015 Fax
<http://msad.org/fslp@msad.org>

MSAD Western Office

143 Dwight Street
Springfield, MA 01103
413 734-9199 TTY
413 734-9100 Voice
413 739-9015 Fax
<http://msad.org/familyslprogram.asp>
msadwest@msad.org

Massachusetts Bay Community College

50 Oakland Street
Wellesley Hills, MA 02481
781 239-2267 TTY
781 239-3000 Voice
781 239-1047 Fax
<http://www.massbay.edu/>

Minuteman Regional High School

758 Marrett Road
Lexington, MA 02421
781 861-6500 Voice
781 863-1747 Fax
<http://www.minuteman.org/>

Mount Wachusett Community College

ASL Deaf Studies Program
444 Green Street
Gardner, MA 01140
978 630-9156 Voice
978 630-9224 Fax
<http://www.mwcc.edu/>

North Shore Community College

1 Ferncroft Road
Danvers, MA 01923
978 762-4000 Voice
<http://www.northshore.edu/>

Perkins School for the Blind

175 North Beacon Street
Watertown, MA 02472
617 924-3434 Voice
617 926-2027 Fax
<http://www.perkins.org/>

Quinsigamond Community College

670 West Boylston Street
Worcester, MA 01606
508 853-2300 Voice
<http://www.qcc.edu/>

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/>

Sandwich Community School

365 Quaker Meeting House Rd
East Sandwich, MA 02537
508 888-5300 Voice
508 888-8095 Fax
<http://www.scslearn.org/>

MCDHH 2008 Resource Directory

The Learning Center for the Deaf

848 Central Street
Framingham, MA 01701
508 879-5110 TTY/V
<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/>

University of Massachusetts/Amherst

Division of Continuing Education
100 Venture Way
Hadley, MA 01035
413 545-2414 Voice
413 545-3838 Fax
<https://www.umasslearn.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
<http://www.willierossschool.org/>

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/>

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
<http://www.bu.edu/asllrp/index.html>

American Sign Language Teachers Association (ASLTA)

<http://aslta.org/>
Regional Chapter:
Brenda Rennie, President
maaslt2002@aol.com
Alma Bournazian
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

ASL University

<http://lifeprint.com/asl101/index.htm>
William G. Vicars, EdD
Director, ASL University / Lifeprint Institute
8506 Everglade Dr.
Sacramento, CA 95826-3617
Preferred contact: BillVicars@aol.com

Teach ASL Listserv

<http://home.cfl.rr.com/teachasl/>

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=057fc7aec33df00VgnVCM1000000f0c19acRCRD

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/sectionid/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>

MCDHH 2008 Resource Directory

Gosnold on Cape Cod

P.O. Box 929
200 Ter Heun Drive
Falmouth, MA 02540
508 540-6550 TTY/V
800 444-1554 Toll Free
508 540-7480 Fax
<http://gosnold.org/index.html>

Hairston House

25 Graves Ave
Northampton, MA 01060
413 585-8390 TTY/V
413 585-8670 Fax
<http://www.cooley-dickinson.org/services/behav health/hairston.php>

Mental Health & Substance Abuse Services of the Berkshires

131 Bradford Street
Pittsfield, MA 01201
413 499-1000 Voice
and
333 East Street
Pittsfield, MA 01201
413 499-0412 Voice
413 448-2198 Fax
<http://www.briencenter.org/index.html>

Narcotics Anonymous

<http://www.na.org/>
<http://www.newenglandna.org/home/index.cfm>

BCANA Berkshire County Area

P.O. Box 359
Pittsfield, MA 01202
413 443-4377

PVANA Pioneer Valley Area

P.O. Box 1564
Northampton, MA 01060
800 481-6871

WMANA Western Region

P.O.Box 422
Chicopee, MA 01020
800 481-6871

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

MCDHH 2008 Resource Directory

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

email: Fswweeney@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.

MCDHH 2008 Resource Directory

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 Armington 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

<http://www.advocatesinc.org/DeafServices.htm>

Deaf Services

27 Hollis Street

Framingham, MA 01702

508 935-0769 Voice

508 661-0232 Fax

Community Enterprises

287 High Street

Holyoke, MA 01040

413 534-2940 TTY

413 536-4200 Voice

413 534-4839 Fax

<http://communityenterprises.com/>

Community Work Services, Inc.

174 Portland Street

Boston, MA 02114

617 720-2233 TTY/V

617 367-4759 Fax

<http://cwsbos.com/>

Employment Options, Inc.

82 Brigham Street

Marlborough, MA 01752

508 485-5051 Voice

508 485-8807 Fax

<http://employmentoptions.org/>

WORK, Inc.

3 Arlington Street

Quincy, MA 02171

617 691-1500 Voice

617 691-1595 Fax

<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.

MCDHH 2008 Resource Directory

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.a](http://audioenhancement.com/ae/SiteDefault.aspx)
[spx](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
<http://www.etymotic.com/Default.aspx>

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

MCDHH 2008 Resource Directory

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/>
ADSS

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/>
ADSS

LexisFM

<http://www.lexisfm.com/>
ALDS

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/>
ALDS

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/>
ALDS

massAV

80 Cambridge Street
Burlington, MA 01803
800 423-7830 Voice
781 270-0027 Voice
781 270-0037 Fax
<http://massav.com/>
ALDS, (ALS Rental)

MedBio Research Centre

87-1000 Kaiho'olulu Street
Waianae, HI 96792
808 664-2339 Voice
<http://medbio.com/>
ALDS

Oticon, Inc.

29 Schoolhouse Road
Somerset, NJ 08873
800 526-3921 Voice
732 560-0029 Fax
<http://oticonusa.com/oticon/consumers/product/s/amigo.html>
ALDS

Oval Window Audio

33 Wildflower Court
Nederland, CO 80466
303 447-3607 Voice/TTY/Fax
<http://ovalwindowaudio.com/>
ALDS

Phonak Inc, USA

4520 Weaver Parkway
Warrenville, IL 60555-3927
800 679-4871 Voice
630 821-5000 Voice
630 393-7400 Fax
<http://www.phonak-us.com/ccit/consumer/products/fm.htm>
ALDS

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
ADSS, ALDS

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/>
ALDS

MCDHH 2008 Resource Directory

Signtel, Inc.

79 Bayard Avenue
North Haven, CT 06473
203 248-0600 Voice
<http://www.signtelinc.com/main1/>

ALDS

Silent Call Communications Corporation

5095 Williams Lake Road
Waterford, MI 48329
800 572-5227 Voice/TTY
248 673-7353 Voice/TTY
248 673-7360 Fax
www.silentcall.com/catalog/index.php?intro=1

ADSS

Sonic Alert, Inc.

1050 East Maple Road
Troy, MI 48083
800 566-3210 Voice
248 577-5400 TTY/V
248 577-5433 Fax
<http://www.sonicalert.com/>

ADSS

Sonovation, Inc.

7636 Executive Drive
Eden Prairie, MN 55344
800 462-8336 Voice
952 934-3111 Voice
952 934-3033 Fax
<http://avrsono.com/>

ALDS

Starkey Laboratories, Inc.

6700 Washington Avenue South
Eden Prairie, MN 55344-3476
800 328-8602 Voice
952 941-6401 Voice
952 828-9251 Fax
<http://hearwireless.com/>

ALDS

Telex Communications, Inc.

Wireless Assistive Listening Service
Department
8601 East Cornhusker Highway
Lincoln, NE 68507
800 553-5992 Voice
402 467-5321 Voice
402 467-3279 Fax
<http://wirelessmicrophones.telex.com/wirelessMicrophones/products.nsf/pages/producttype=assistive%20listening>

ALDS

Terry Hanley Audio Systems, Inc.

20 Industrial Parkway
Woburn, MA 01801
781 932-5300 Voice
781 932-5354 Fax
<http://terryhanleyaudio.com/>

ALDS, (ALS Rental)

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>

ADSS, ALDS

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.

MCDHH 2008 Resource Directory

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
<http://www.clearsounds.com/Default.asp>

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
<http://www.deafbuy.com/catalog-deafbuy/default.php>

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/>

MCDHH 2008 Resource Directory

Hartling Communications, Inc.

85 Wilmington Road, #16
Burlington, MA 01803
781 270-6710 TTY
800 672-9455 Toll Free TTY
781 272-7634 Voice
800 475-3183 Toll Free Voice
781 229-9161 Fax
<http://www.hearitbetter.com/channels/home/2005/1116853906/index.shtm>

Hearing Loss Help Company

75 Townsend Street, First Floor, Left
Worcester, MA 01609-1979
508 755-1120 Voice
508 546-8000 Fax
<http://hearing-loss-help-co.com/>

HearingPlanet, Inc.

100 Westwood Place # 300
Brentwood, TN 37027
615 248-5910 Voice
800 432-7669 Toll Free
615 248-5903 FAX
<http://www.hearingplanet.com/products.html>

Hearing Resources

4311 NE Tillamook Street
Portland, OR 97213
503 774-3668 TTY/VCO/V
800 531-2139 Toll Free TTY/VCO/V
503 774-7247 Fax
<http://earlink.com/>

HEAR-MORE

42 Executive Boulevard
Farmingdale, NY 11735
631 752-0738 TTY
631 752-1137 TTY
631 752-1145 TTY
800 281-3555 Toll Free TTY
631 752-3277 TTY text messaging service
800 881-4327 Toll Free Voice
631 752-0689 Fax
<http://hearmore.com/store/default.asp>

HITEC

8160 South Madison Street
Burr Ridge, IL 60527
800 536-8890 Toll Free TTY
800 288-8303 Toll Free Voice
888 758-6056 Toll Free Spanish
888 654-9219 Fax
<http://www.hitec.com/Default.asp>

Life with Ease

P.O. Box 302
Newbury, NH 03255
603 938-5116 Voice
800 966-5119 Toll Free Voice
603 938 5090 Fax
<http://lifewithease.com/>

LS&S, LLC

1808-G Janke Drive
Northbrook, IL 60062
866 317-8533 Toll Free TTY
800 468-4789 Toll Free Voice
877 498-1482 fax
<http://www.lssproducts.com/>

Maxi-Aids, Inc.

42 Executive Boulevard
Farmingdale, NY 11735
631 752-0738 TTY
631 752-0521 Voice
800 522-6294 Toll Free Voice
631 752-0689 Fax
<http://maxiaids.com/store/default.asp>

Potomac Technology, Inc.

One Church Street, Suite 101
Rockville, MD 20850-4158
800 433-2838 Voice/TTY
301 762-1892 Fax
<http://potomactech.com/index.phtml>

Sound Bytes

P.O. Box 9022
Hicksville, NY 11802
516 937-3546 TTY
888 816-8191 Voice
516 938-1513 Fax
<http://www.soundbytes.com/>

MCDHH 2008 Resource Directory

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
404 755-0256 TTY/V
800 578-7189 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

Antwerpn 22/7
Netaniya 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/>

MCDHH 2008 Resource Directory

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/>

DiRAD Technologies

14 Computer Drive East
Albany, NY 12205
518 459-6710 TTY
518 438-6000 Voice
800 778-2927 Toll Free
518 458-2782 Fax
<http://dirad.com/>

DXsoft

<http://www.dxsoft.com/en/products/calltty/>

ETO Engineering, PLLC

303 Cary Pines Drive
Cary, NC 27513
877 285-7529 Fax
<http://etoengineering.com/>

HATIS Corporation

Sales and Marketing Division
231 Market Place, Suite 377
San Ramon, CA 94583-4743
925 736-7984 Voice
925 736-1524 Fax
<http://hatis.com/>

Krown Manufacturing, Inc.

3408 Indale Road
Fort Worth TX 76116
817 738-2485 TTY/VP/V
800 366-9950 Toll Free TTY/VP/V
817 738-1970 Fax
<http://krownmfg.com/>

Massachusetts Equipment Distribution Program MassEDP

c/o Verizon Center for Customers with
Disabilities
800 300-5658 Voice/TTY
<http://massedp.com/>

NXI Communications, Inc.

4504 S. Wasatch Blvd. Suite 120
Eagle Plaza Center
Salt Lake City, UT 84124
801 274-6004 TTY
801 274-6001 Voice
801 274-6002 Fax
<http://nxicom.com/>

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

SComm, Inc.

4224 South Hocker Drive, Suite 260
Independence, MO 64055
816 350-7008 TTY/V
866 505-7008 Toll Free TTY/V
816 350-7001 VP
816 350-7009 Fax
<http://scommonline.com/>

Starkey Laboratories, Inc.

6700 Washington Avenue South
Eden Prairie, MN 55344-3476
800 328-8602 Voice
952 941-6401 Voice
952 828-9251 Fax
<http://hearwireless.com/>

Ultratec, Inc.

450 Science Drive
Madison, WI 53711
608 238-5400 TTY/V
800 482-2424 Toll Free TTY/V
608 238-3008 Fax
<http://ultratec.com/>

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

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

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=statehouse_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: Assistive Listening System printed under it Infrared or Induction Loop technology and receiver.



using the general symbol with ALS or indicates the availability and use of an FM, people should inquire where to obtain an ALS

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 **C A R T** 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.)

MCDHH 2008 Resource Directory

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](#).

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>
'Sign Language for Emergency Situations'
<http://www.prepare.org/disabilities/signlanguage.pdf>
'Tips for People with Communication Disabilities'
<http://www.prepare.org/disabilities/communicatetips.htm>

U.S. Department of Homeland Security
Disability Preparedness Resource Center
<http://www.disabilitypreparedness.gov/>

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

<http://bfc.positscience.com/eval/snr.php>

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

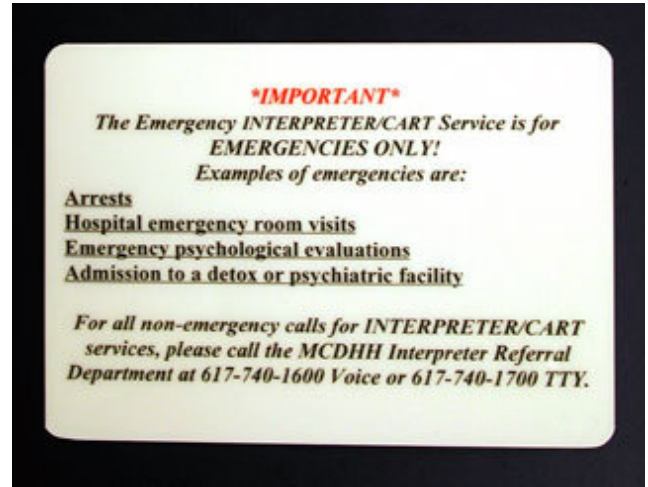
The After-Hours Emergency Interpreter Service is only for medical, mental health, and legal emergencies requiring immediate interpreter services during hours when the MCDHH Referral Service is closed.

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](#).

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).



Suggestions for Effective Use of Interpreters or Transliterators

Do I need to speak slowly?

Speak at your natural pace, but be aware that the interpreter/transliterators 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/transliterators?

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/transliterators 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/transliterators prior to the assignment?

Meeting with the interpreter/transliterators 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/transliterators 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/transliterators 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/transliterators and still "see" everything you said.

Are there any suggestions on lighting?

Interpreters/transliterators 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/transliterators is visible. A flexible arm desk lamp can be used as a spotlight, or a dimmer switch is often sufficient.

Often two interpreters/transliterators are referred to one assignment, why is that?

- The interpreting/transliterating process is very demanding. Two interpreters/transliterators will often be assigned for any job over an hour and half in length. Interpreters/transliterators working as a team will allow communication to flow smoothly, therefore minimizing distractions to the meeting process. In this interpreting/transliterating situation, one interpreter/transliterators would be actively interpreting/transliterating for 20 to 30 minutes while the other is providing backup to the active interpreter, then switching. If only one interpreter/transliterators is assigned to a job that lasts over an

hour and half, consider taking breaks at convenient times to allow the interpreter/transliterators 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/transliterators for court proceedings, legal situations, competency evaluations, mental health treatment and medical settings. A skilled, hearing interpreter/transliterators 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/transliterators to ensure total accuracy of information and details between deaf and hearing persons.

Can I ask the interpreter/transliterators about the Deaf person or sign language?

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

Can I ask the interpreter/transliterators about the field of interpreting?

Yes. The interpreter/transliterators 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/transliterators 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](#).

Request an Interpreter

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

MCDHH 2008 Resource Directory

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](#).

Intermediary Interpreters (Certified Deaf Interpreters)

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/>

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 2008 Resource Directory

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> 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.

^[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.

This information is provided by the [Massachusetts Commission for the Deaf and Hard of Hearing](#).

Educational Interpreters Information Regarding the Educational Interpreter Registry

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/tidi/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 Transliterators who changes spoken English communication into a visually enhanced English-based format or Signed English transliteration. CART providers, ASL Interpreters, Signed English Transliterations and Oral Transliterations 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.

MCDHH 2008 Resource Directory

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>.

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:

MCDHH 2008 Resource Directory

- 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.

Sign Language Information

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

communicate using a mixture of features and structures of each language. It is not a pure language but a communication system to facilitate understanding each other. The system of communication varies from one person to another, depending on one's skill and knowledge of the other's language.

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

Baker, C. and Cokely, D. American Sign Language: A Teachers Resource Text on Grammar and Culture, TJ Publishers, Silver Spring, MD; 1980.

Baker, C. and Padden, C. American Sign Language: A Look at Its History, Structure, and Community, TJ Publishers, Silver Spring, MD: 1978.

Klima, E. and Bellugi, U. The Signs of Language, Harvard University Press, Cambridge, MA: 1979.

Siple, P. (Ed.). Understanding Language Through Sign Language Research, Academic Press, New York: 1978.

Wilbur, R. American Sign Language and Sign Systems, University Park Press, Baltimore, MD: 1979.

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.

Gannon, Jack R. Deaf Heritage: A Narrative History of Deaf America, National Association of the Deaf, Silver Spring, MD: 1981.

Jacobs, Leo M. A Deaf Adult Speaks Out, Gallaudet University Press: Washington, DC: 1980

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 **D**evice for the **D**eaf), 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.

MCDHH 2008 Resource Directory

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.

ASCII TTY:	This TTY is able to communicate with a personal computer if the computer has the appropriate software and a modem.
Auto Answer:	This feature automatically answers calls with your personal auto-answer message.
Auto ID:	This automatically sends TTY tones to alert the answering party that it is a TTY call.
Direct Connect:	This connects the TTY directly to your phone line which allows you to dial directly from the TTY keyboard.
Large Print:	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.
Memory:	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.
Printer:	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.
Voice Announcer:	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 "artificial" voice announcing the incoming TTY call to the person receiving it.
Large Text Display:	Some TTY's have large text displays for visually impaired users. These can be integrated into (internal) or connected to (external) the TTY.

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.

MCDHH 2008 Resource Directory

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:

MTG	Meeting	PLS	Please
Q	question	NBR	NBR
HD	mark	R	Are
U	Hold on	CLD	Could
THX	You	SHD	Should
UR	Thank you	TMW	Tomorrow
MSG	Your Message		

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 hearing and / 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



Voice Caller

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



Relay Service Operator

- 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.



TTY User

MassRelay Service Numbers and Website

Massachusetts Relay Service (MassRelay)

Universal Access	711
TTY/ASCII/VCO/HCO	800 439-2370
Voice	800 439-0183
Speech to Speech	800 439-6459
900 Services	900 230-8989
Spanish	800 439-7096
International TTY	605 224-1837

Massachusetts Relay Customer Service

TTY	800 720-3480
Voice	800 720-3479
Email	custserv@massrelay.org
Website	www.massrelay.com

Mailing address:

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

AT&T 900 Pay Per Call Relay Service

English TTY	900 344-3322
Spanish TTY	900 344-4889



AT&T National Relay Service

All Users	711
TTY	800 855-2880
Voice	800 855-2881
ASCII	800 855-2882
Telebraille	800 855-2883
TTY Spanish	800 855-2884
Voice Spanish	800 855-2885
PC Spanish	800 855-2886
English Speech to Speech (STS)	800 229-5746
Spanish Speech to Speech (STS)	866 260-9470

Sprint National Relay Service Long Distance

TTY/ASCII	800 877-8973
Voice	800 877-8973
Hearing Carry over (HCO)	800 877-8973
Voice Carry Over (VCO)	800 826-2255
Speech to Speech (STS)	877 787-2660
Telebraille	800 877-8973
Spanish 800	800 435-8590

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
Sorenson VRS	sorensonvrs.com
Sprint Video Relay	sprintvrs.com
Hamilton Video Relay	hamiltonrelay.com
Hands On Video Relay Services, Inc.	hovrs.com
MCI IP-Relay	MCI IP-RELAY.com

Internet Relay Service

Requires computer and internet connection.

AT&T Internet Relay	www.relaycall.com/national/index
Hamilton Internet Relay	www.hiprelay.com
MCI Internet Relay	www.ip-relay.com
Sprint Internet Relay	www.sprintrelayonline.com

INDEX

A

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

ATT Internet, TTY, Video Relay Service	47
Audex	62, 68
Audient Program	30
Audio Enhancement	63
Audiological Engineering Corporation	63
Audiology Net	51
Audisoft Technologies (AudioSee)	63
Auditory-Verbal Communication Center	27
Auditory-Verbal Learning Institute, Inc.	43

B

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

C

C.A.S.E. Collaborative Program	52
C.O.R.D.	35
CAB Health & Recovery Services, Inc.	59
CAB Health and Recovery Services	40
California State University, Northridge	20
Cambridge Arts Council	10
Cambridge College	37
Cambridge Hospital	40, 41
Cape Cod Chapter	51
Cape Cod Collaborative	52
Cape Cod Community College	55
Cape Cod Hospital	40
Cape Organization for the Rights of the Disabled	35
CAPS Collaborative	52
Caption First	23
Caption Max	18, 23
Captioned Media Program CMP	10

MCDHH 2008 Resource Directory

Carolyn R. Watson-Peters, LCSW, MSW	42
Carroll Center for the Blind.....	25
Casa Myrna Vazquez, Inc.....	26
CASPAR, Inc	59
Cathedral of the Holy Cross	48
CATIE Center.....	37
Center for Applied Special Technology CAST	13
Center for Audiological Services.....	16
Center for Disease Control	8
Center for Language, Speech and Hearing	58
Center for Living & Working	36
Center for Oral Education.....	14, 21
Center on Hearing Enhancement	15
Central Institute for the Deaf	43
Central Mass Deaf Senior Center	53
Centrum Sound.....	63
Child Guidance Center	40
Children of Deaf Adults	43
Children's Hospital.....	14
Children's Hospital Boston	16
Children's Hospital Boston at Waltham.....	16, 27, 39
CitiCenter for Performing Arts.....	10
Clarity, a Division of Plantronics, Inc	69
Clarity, a Division of Plantronics, Inc.	63
Clarke School East	28, 52
Clarke School for the Deaf	14, 16, 27, 39
Clarke School for the Deaf and Hard of Hearing.....	52, 61
Clarke School for the Deaf and Hard of Hearing Alumni Association	43
ClearSounds.....	66
Closed Caption Maker.....	18
Cochlear Corporation	19
Cochlear Implant Association, Inc.....	19
Cochlear Implant Center.....	19
College of St. Catherine.....	37
College of the Holy Cross	20
College scholarship information.....	20
Commonwealth of Massachusetts Division of Professional Licensure	16
Communication Access Training and Technology Services.....	9
Communication Sciences and Disorders Department.....	17
Communication Service for the Deaf	43, 47
Community Enterprises	62
Community Healthlink	59
Community Work Services, Inc.....	62
Compu TTY, Inc.	66
COMTEK Communications Technology, Inc.	63
Concord Museum	11
Concord-Carlisle Adult Community Education.....	55
Connections Unlimited, Inc.	63
Consumers and Civil Rights Hotline	8
Cordless Workz	66
C-Print Development & Training	23
Crocker Farm School.....	52
Cultural Access Consortium	11

D

D.E.A.F. Inc.	8, 24, 45, 55
Davis Museum and Cultural Center.....	13
DB-LINK	25
DBTAC-New England ADA Center	14
Deaf and Hard of Hearing IL Services	36
Deaf and Hard of Hearing Program.....	28
Deaf and Hard of Hearing Services	23, 40, 41
Deaf Autism	45

Deaf Community Center DCC	32
Deaf Family Clinic.....	28, 31, 41
Deaf Life	70
Deaf Ministry Grace Chapel.....	48
Deaf Resource Library	70
Deaf Services	32, 39, 62
Deaf Vision, Inc.	70
Deaf Woman United.....	43
Deafblind Contact Center.....	25
Deaf-Blind Program	26
DeafBuy	66
Deafness Research Foundation.....	43, 70
DeafPagers.com	66
DEAFWORKS	66
Delta Society	33
Department of Communication Disorders	16, 58
Department of Education.....	45
Department of Mental Health.....	40
Department of Mental Retardation	40
Diocese of Springfield.....	48
DiRAD Technologies.....	69
Disability and Business Technical Assistance Centers.....	14
Disability Law Center, Inc.	38
Disability Rights Project	8
Disabled Children's Relief Fund.....	30
Disabled Persons Protection Commission	7
Discovery Hearing Aid Coop	33
Division of Community Enterprises.....	40
Division of Medical Assistance.....	58
Dogs for the Deaf	34
Doublepride.....	9
DPPC.....	7
DUARTEK, INC.	66
Duxbury Middle School.....	52
DXsoft.....	69

E

Ear Service Corporation.....	33
Early Intervention Services	28
East Longmeadow Council on the Aging.....	54
Easter Seals Massachusetts	14
Easter Seals Technology & Training Center	14
EDCO Program for the Deaf and Hard of Hearing	52
Emerson College.....	28, 55
Emmanuel Baptist Deaf Chapel	48
Employment Options, Inc.....	62
English Language Cluster	21
ESCO	33
ETO Engineering, PLLC.....	69
Etymotic Research, Inc.	63
Executive Office of Elder Affairs.....	54

F

Faith Baptist Church.....	48
Family Center of the Berkshires.....	41
Family Services of Central Massachusetts	40
Family Sign Language Program.....	28, 56
Finex House	26
First Assembly of God	48
Foothills Theatre Company	11
Frances Demiany, Ph.D.....	40
Freedom Trail Clinic	40
FrontRow	63

MCDHH 2008 Resource Directory

G

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

H

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

I

i711	47
IDMD	37, 49
Immanuel Deaf Church	48
Independent Associates, Inc	36
Independent Living Center of the North Shore and Cape Ann, Inc.	36
InSight Cinema.....	11
Institute for Deaf Ministry Development.....	37, 49

International Catholic Deaf Association.....	44
Interpreter Training Program.....	37
Interpreter/CART Referral Services.....	22, 37
Interpretype	14
IP-Relay	47

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 Grebert, MSW, LICSW.....	40
Kingdom Hall of Jehovah's Witness.....	49
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
Lorna J. Davidson-Connelly, LMHC	40
Lowell Public Schools.....	53
LS&S, LLC	67

M

Mainstream Adjustment Councilor	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

Narcotics Anonymous	60
National AIDS Hotline	8
National Asian Deaf Congress.....	44
National Association for the Deaf	39, 44
National Black Deaf Advocates.....	44
National Braille Press	25
National Captioning Institute.....	18
National Center for Accessible Media.....	11, 18
National Center on Deafness	20
National Consortium on Deaf-Blindness	25

N

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

O

P

Parents' Support Group	45
Patti Thole LMHC.....	42
PEPNet Northeast Regional Center.....	15

MCDHH 2008 Resource Directory

Perkins School for the Blind.....	26, 56
Phonak Inc, USA.....	64
Phonic Ear, Inc.	64, 69
Potomac Technology, Inc.	67
Project AIM.....	40
Psychiatric Center.....	40
PVANA Pioneer Valley Area.....	60

Q

Quinsigamond Community College	56
--------------------------------------	----

R

Rapid Text, Inc.	18, 23
READS Collaborative	28, 53, 56
RealTime Captioning.....	23
Red House	32
Reform Temple Beth David.....	49
Regal Bellingham Stadium 14.....	12
Regal Cape Cod Mall Stadium 12.....	12
Regal Framingham 16.....	12
Regal Swansea Stadium 12.....	12
Regal Theaters Fenway 13.....	12
Regional Interpreter Education Center	38
Registry of Interpreters for the Deaf.....	38
Rehabilitation Engineering Research.....	15
Rochester Institute of Technology.....	15, 23
Ryan Place Apartment.....	32

S

Sacred Heart Church.....	49
SafeLink 24-Hour Hotline	26
Sandwich Community School	56
Sanjay Gulati	41
Say What Club.....	51
Scholarship Trust for the Deaf and Near Deaf.....	31
School of Public Health & Health Sciences.....	16
SComm, Inc.....	69
Sennheiser Electronic Corporation	64
Seven Hills Foundation	32
Showcase Cinema Revere.....	12
Showcase Cinema Worcester North	12
Showcase Cinemas Lowell.....	12
Showcase Cinemas Randolph.....	12
Showcase Cinemas West Springfield	12
Sigtel, Inc.....	65
Silent Call Communications Corporation.....	65
Smith College & Clarke School for the D & HH.....	21
Sonic Alert, Inc.....	65
Sonovation, Inc.....	65
Sorenson Communications	47
Sorenson VRS	47
Sound Bytes.....	67
Sound Clarity, Inc.....	68
South Middlesex Legal Services.....	39
South Shore Deaf Senior Citizens Center.....	54
Southeast Center for Independent Living	36
Southeast Region D.E.A.F., Inc.....	35
Sovner Center	42
Speech-Language-Hearing Clinic.....	17
Speech-to-Text Services Network	23
Sprint IP Relay	48

St. Anthony Parish	49
St. Augustine Parish	49
St. Bernadette Church	49
St. Dominic's Church	49
St. Patrick Catholic Church.....	49
St. Theresa Deaf Church	49
Starkey Laboratories, Inc.	65, 69
Stavros Center for Independent Living	35
STSN.org.....	23
Swampscott Women's Apartment.....	32
Swim Lessons for Deaf Adults and Children	26

T

TD Banknorth Garden.....	13
Teach ASL Listserv.....	57
TecEar	68
Telecommunications for the Deaf, Inc.	44
Telex Communications, Inc.	65
Teltex, Incorporated	68
Temple Emanuel	49
Temple Israel.....	50
Terry Hanley Audio Systems, Inc.	65
Tetty Gorfine, LCSW, LMHC.....	42
Thayer Lindsley Parent Centered Nursery	28
The C-Print Connection	23
The Deaf Reference Library	9
The First Church - Boxford.....	50
The First Congregational Church	50
The First Parish in Cambridge.....	50
The Hearing Aid Center	16
The Hearing Impaired Kids Endowment Fund.....	30
The HIKE Fund, Inc.....	30
The Learning Center for Deaf Children	28, 53, 57, 61
The Mentorship Program	37
The National Institute for Education through Visual Arts.....	9
The New Testament Church.....	49
The Starkey Hearing Foundation.....	31
The United States Access Board	44
The Womenplace Program	59
Tina Buches, MSW, LICSW	40
Tom Downes, LCSW	40
Trace Research and Development Center.....	15
Travelers Protective Association of America	31
Trinity Episcopal Church	50
TTY-TDD Store	68
Tufts University	57
Tufts-New England Medical Center.....	19
Turning Point, Inc.	32
Type Well.....	23

U

ULTECH, LLC	18
Ultratec, Inc.....	69
UMass Memorial Audiology Department	17, 45
UMass Memorial Rehabilitation Group	20
United Cerebral Palsy of Berkshire County	8, 15, 31
United TTY Sales and Service	68
Universal Newborn Hearing Screening Program	46
University of Massachusetts/Amherst.....	16, 57, 58
University of Wisconsin-Madison.....	15

MCDHH 2008 Resource Directory

V

Valley Opportunity Council Community Action Agency.....	24
Vermont Center for the Deaf and Hard of Hearing, Inc.....	28
Viable Technologies, Inc.	24
Viable VRS Viable, Inc.	48
Vision New England.....	50
Visual Data Media Services.....	18
ViTAC.....	18
Voucher Program & Scholarships	33
VSA Arts of Massachusetts	13

W

Waltham Committee, Inc. WCI.....	32
Wayside Metrowest Counseling Center.....	42
Wayside-Beaverbrook Counseling Center.....	42
Web Able.....	70
Weitbrecht Communications, Inc	68

Westboro State Hospital.....	42
Western Massachusetts Legal Services WMLS	39
Wheelock Family Theatre	13
Williams Sound Corporation.....	65, 70
Willie Ross School for the Deaf.....	28, 42, 53, 57
Wing Medical Center – Ludlow	17
Wing Medical Center – Palmer	17
WMANA Western Region	60
Women's Resource Center	27
Worcester Historical Museum.....	13
Worcester Public Library	13
Worcester State College	17, 56, 57
WORK, Inc.	29, 62
World Federation of the Deaf.....	44
www.BatteriesHear.com	17

Y

You-do-it Electronics Center.....	17
Youth Opportunities Upheld, Inc.	42

