

Make Your Shelter Accessible!



Produced By
The Ontario Association of the Deaf
Funded by United Way
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Ontario Association of the Deaf

Mission: Working together to ensure a better future for Deaf Ontarians.

Mandate: Provide leadership, resources and activities that promote and protect rights, equality and access of Deaf Ontarians.



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Statistics

There are 200-300 Deaf, Deafened & Hard of Hearing people who are homeless and living on the streets, under-housed, marginally housed or using emergency shelters. Some are on long waiting lists for supportive housing. In the midst of the housing crisis/emergency in Toronto, the needs of many Deaf people have gone unmet by our overworked agencies.

According to our survey of 18 agencies/organizations in the GTA; **84%** of the agencies/organizations have had problems in communicating with Deaf homeless people; **47%** of them have never worked with interpreters before; **89%** have no knowledge of Deaf Culture; **89%** have no knowledge of Technical Devices; **58%** have no knowledge of Bell Canada Relay Service (BCRS); **68%** wants to learn and improve their services to Deaf homeless people because in the past, **26%** could not provide service to Deaf homeless people. We also found that **26%** of the agencies/organizations don't refer clients to proper agencies that would better serve them.

Drop-in Centres throughout the GTA have many Deaf individuals using their facilities (including PARC & Sistering). Language, communication and literacy issues present barriers to accessing temporary and permanent housing opportunities. Misunderstandings and failed communication can result in unsatisfactory and potentially violent living arrangements.

Introduction

In 2001, the Ontario Association of the Deaf (OAD) received a grant from United Way to address issues affecting Deaf homeless people. The purpose of this project was to reduce barriers that Deaf people experience in trying to access shelters. Another goal of this project was to develop partnerships between Deaf organizations and those agencies working with the homeless and under housed communities.

OAD would like to thank the following who were on the Deaf Homeless Project Committee: Gilbert Lillie & Mike McAuley from Silent Voice, Sheree Wells from Humewood House, Jim Hardman from The Canadian Hearing Society (CHS), Laura Prong from CONNECT Counseling Services and Jessica Cano-Jáuregui from the Bob Rumball Centre for the Deaf. Thanks to these individuals for their participation and hard work in developing this kit.

Our survey told us that there have been numerous barriers experienced by Deaf people in shelters, including barriers to access & communication, as well as a lack of knowledge and understanding of the Deaf Culture & community among shelter staff. The word "access" does not simply mean entry, it means access to TTY (teletypewriters) and sign language interpreters.

Our goals are to develop this kit to include: instructions on how to work with Deaf people; how to provide support and gain knowledge of Deaf Culture; which agencies are appropriate for referring Deaf clients; how to use BCRS (Bell Canada Relay Service) if you do not have a TTY (teletypewriter), [also known as TDD (Teletype Devices for the Deaf)]. Another goal was to develop a hands on workshop for shelter staff and professionals, to learn how to meet Deaf people's needs. The focus will be on training and educating workers in agencies to help them gain the skills needed in order to improve the shelter system for Deaf people.

Terminology/Definition

We use the terms - Deaf, Hard of Hearing and Deafened. Many people find these other terms inappropriate: Hearing Impaired, Deaf and Mute, Deaf and Dumb, and Hearing Handicapped.

People who are Deaf, Hard of Hearing or Deafened have their own language and culture. Deaf people do not feel they are disabled, but rather that they face barriers to full participation in society. The barrier they face is a communication barrier, not a physical barrier. Only ten percent of Deaf people have Deaf parents and acquire their cultural norms and values through the family unit; the remaining ninety percent adopt the culture in later life. Several groups within the Deaf community include culturally Deaf people, oral Deaf people and those who became Deaf later in life.

American Sign Language (ASL):

- * ASL is a linguistically complete language in visual-gestural form.
- * ASL has its own vocabulary, idioms, grammar and syntax that are different from the English language.
- * The elements of ASL consist of handshapes, positions, movement and orientation of the hands to the body.
- * 70% of ASL is expressed by facial expressions & 30% by hand signs
- * ASL also uses space, direction and speed of movements and facial expressions to help convey meaning.
- * To understand ASL, we need to understand the context in which the Deaf community exists.

* ASL embodies the thoughts and experiences of Deaf users through culture-sharing and learning.

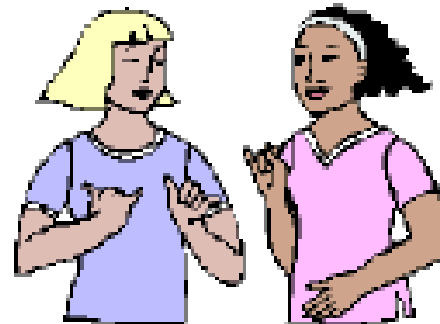
* ASL is considered the native language of many Deaf people in North America.

* Not all Deaf people identify with ASL as their primary language.

* Most important of all, ASL can be understood only through signing, not writing.

* ASL is not universal. Different countries have different sign languages.

Deaf people tend to think in visual and logical concepts, not in auditory terms. Of the information acquired by hearing people, seventy-five percent of the information acquired by hearing people comes from radio, television and other people's conversations; this information is rarely accessible to Deaf people.



Unique Factors of Deaf Homelessness

The reasons for homelessness, whether one is Deaf or Hearing, are largely the same. There are, however, barriers unique to the Deaf experience that contribute to homelessness and increase the challenges faced when trying to get off the streets.

Homelessness by reason of Deafness:

Issues include communication barriers in the family home and/or abuse where Deafness is used as a point of vulnerability. This can force people to run away from home or be cast out onto the street.

Unemployment and poverty due to disability discrimination.

Landlords' stereotypes can prevent Deaf people from becoming tenants.

Deaf and Homeless:

Issues include:

Inability to communicate with untrained shelter staff due to lower English literacy levels and a lack of available interpreters.

Inability to find shelters and/or aid due to text-laden promotional posters and resources. There is little use of graphics, maps or accessibility symbols.

Without English/ASL interpretations, support group and services are totally inaccessible. This denies the Deaf individual opportunities to address alcoholism, drug addiction, recidivism, and mental illnesses.

There is a common misconception that Deaf people are 'Deaf and Dumb' and cannot do more than pan handle and collect welfare or disability.

For Hard of Hearing or Deafened homeless individuals, being without hearing aids and accessories (tubes, batteries, ear mold) cuts off any information they could have received.



Service providers can help reduce the barriers

BREAKING BARRIERS IN ADDRESSING DEAF HOMELESSNESS



MISINFORMATION & MISCOMMUNICATION:

A Deaf tenant had been in her new apartment for almost a year. She signed a lease and expected to be there for many years to come. She later received a letter stating that there would be a rent increase and that she had to renew her lease or move out. She did not understand the letter. She thought it was just a community information letter so she threw it in the garbage. On the very last day of her lease, the landlord told her she had to leave because she didn't renew the lease. She is completely shocked and had nowhere to go.

Barriers

- * Landlord did not make it clear to her when she first moved in that she would have to renew her lease a year later. There was no follow up to make sure she got the letter and understood it.
- * The letter was complicated for the Deaf woman due to English being her 2nd language.
- * She did not know where to go to get help or support.

Best Practice

- * Landlord to follow up with the tenants, give more warning ahead of time and contact OIS to book an interpreter to meet with the Deaf tenants.
- * Service providers should advertise services in the community that there are other services in the community that can help with translating letters and provide referrals to help assist the Deaf woman.

EVICITION

A family of 2 Deaf parents and 2 hearing children (age 11 & 8) were renting a house from a Landlord. They fell short of their rent and thought

they could pay it when they can later. The landlord sent them 2 notices and had not heard back from the family. Finally, the landlord met with them and used the children to interpret for the parents. The landlord explained that they could not put off paying their rent and that if they did, they would be evicted. At the end of the month, when the rent wasn't paid, the landlord kicked them out.

Barriers

- * The notices were not in plain english.
- * Used the children to facilitate the conversation between the Deaf parents & Landlord
- * Deaf parents were not aware of how they could find support for this situation.



Best Practice

- * Landlord to contact OIS to book an interpreter and meet with the Deaf parents then.
- * Landlord to clarify the notices in plain english.
- * Service providers should advertise that there are services in the community that can help translate letters and provide referrals to help assist the Deaf family.
- * Never use children to facilitate the conversation between 2 parties.

NEEDS NOT BEING MET?

Deaf woman arrived at a shelter and planned on staying until she got back on her feet. Unfortunately she did not know what programs were available to her so she was left out, feeling lonely and isolated. The staff were friendly to her but were only able to help lead her to the dining area for meals. The Deaf woman, however, wanted assistance with getting back on her feet but couldn't due to a lack of communication between herself and the shelter staff.



Barriers

- * Shelter didn't really provide service, just gave her a place to stay.
- * There were no plain english - visual posters that would help the Deaf woman get an idea of what the shelter offers and who to approach for assistant.
- * The Deaf woman was left out, isolated while the other clients needs are being met using programs and services.
- * Surrounded by many people with no one to communicate with.

Best Practice

- * Staff receive sensitivity training
- * Staff provide referrals, work close with the Deaf woman to ensure she is comfortable and knows what is going on.
- * Provide an interpreter for any meetings with the Deaf woman.
- * Provide TTY, Closed Captioning & Flashing lights.

WHERE TO GO?

A Deaf, alcoholic, homeless man had been living on the street for years. He couldn't read and he didn't know where he could find help. Outreach workers had stopped by to try give him food, blanket & provide information but due to a communication barrier, it wasn't successful. He still remains on the street an addict.

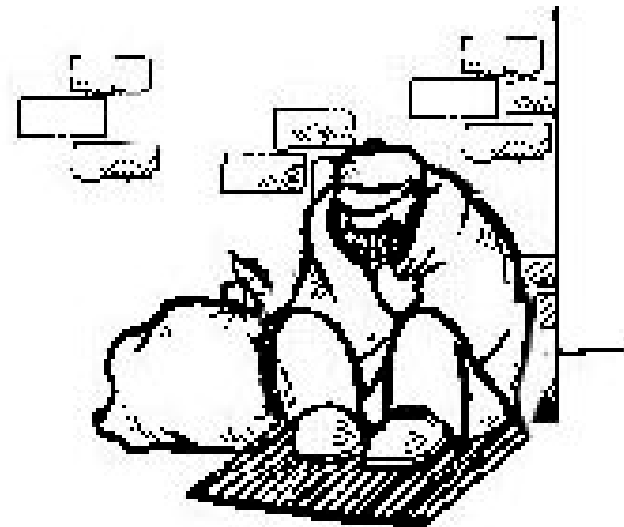
Barriers

- * No interpreter when the Outreach worker visits.
- * No visual signs for the Deaf man to see that he can get help.



Best Practice

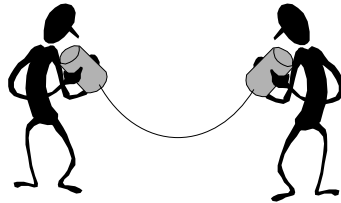
- * Outreach workers to bring an interpreter with them when visiting Deaf homeless people.
- * Service providers to develop visual posters advertising where to get help that are printed in plain english, using visuals that Deaf homeless people are likely to understand.
- * Outreach workers to receive sensitivity training so they can provide effective services and referrals.



Communication Tips

Deaf people communicate in different ways depending on their method of communication preference.

- American Sign Language
- Fingerspelling
- Speech
- Writing
- Body Language/Gesturing/Facial Expressions



Their choice depends on several factors: age at which deafness began, degree of deafness, language skills, speech abilities, personality, levels of intelligence, family environment and educational background.

You can communicate with Deaf people in several ways. The key is to find out which combination of techniques works best with each Deaf person you encounter. Keep in mind that it is not how you exchange ideas but that you try to facilitate communication with the right attitude.

- * Work with, not for Deaf/Deafened/Hard of Hearing or Deaf-Blind people - ie. take directions from them in order to best meet their individual needs. Never assume you know what their needs are and what is best for them. Acknowledge their expertise and ability to advise you of their needs.
- * Do not assume that being deaf is a tragedy and that homeless people who are Deaf/deafened/hard of hearing/deaf-blind want to be hearing and sighted members of society. Rather, what is desired is the removal of disabling barriers which prevent full participation in social and public life.
- * Give yourself permission to make mistakes. Try to use language that you believe is respectful and appropriate and be open to the Deaf

person correcting it.

- * Be honest and open about how you are feeling and the limits of your experience. Get support from other staff to provide service to your consumers.
- * Educate/provide training to staff and volunteers.
- * Remember that it's ok to feel fear, you are not the only or first person to have no knowledge or experience in communicating with a Deaf person.

Communicating with Deaf People

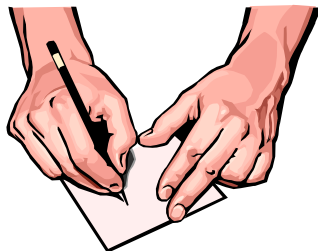
What to do when a Deaf person comes into the agency/shelter:

One-to-One

- * Do not panic. Be calm and patient. Give them a chance to receive the help they need.
- * To get the Deaf person's attention, you can tap him/her on the shoulder, wave, or use another visual signal.
- * Maintain eye contact. Speak normally. (Do not exaggerate mouth movements. Do not put hands/objects in front of your face or turn/look away)
- * If they do not understand your speech, then try gesturing. Use basic concepts like eating (hand to mouth), sleeping (hands together besides head), need shelter (hands as a roof) and so on.
- * If writing is not effective, call for an interpreter and continue to try and gesture. The more you try, the more you'll understand each other.
- * Even if an interpreter is present, maintain eye contact with Deaf consumer and speak to them in the first person (directly).

Written Communication:

- * If speaking or gesturing does not work, ask if they can write. Using your hands (One hand as a paper and the other hand to pretend to write on your hand) get them to write to you.
- * When using writing as a form of communication, take into consideration that the Deaf person's English reading and writing skills may be below standard.
- * Ask if they would like an interpreter. If the client does not want an interpreter, continue to write back and forth. Be aware that English is likely not their first language. Keep your sentences simple, clear and to the point.
- * Look for a broad meaning in the Deaf person's writing. Ignore grammatical errors. Break down the person's sentences into point form for clarity.
- * Keep your sentences simple and to the point.
- * Some Deaf people may have difficulty understanding unfamiliar vocabulary.
- * Often, asking the person to rephrase information is the best way to clear up misunderstandings.



Hard of Hearing People:

What to do when a Hard of Hearing person comes into the agency/shelter: *One-to-One*

- * Get the Hard of Hearing person's attention before speaking. Call out the person's name, if that is not successful, a tap on the shoulder, a wave, or another visual signal usually does the trick.
- * Key the Hard of Hearing person into the topic of discussion. Hard of Hearing people need to know what subject matter is to be discussed in order to pick up words that help them follow the conversation. This is especially important for Hard of Hearing people who depend on speechreading.
- * Speak slowly and clearly, but do not yell, exaggerate or over-pronounce. It distorts lip movements, making speechreading more difficult. Shorter sentences are easier to understand than long ones. Maintain your volume.
- * Look directly at the Hard of Hearing person when speaking. Avoid turning away to write on the board or pull something from a file.
- * Do not place anything in your mouth when speaking. Mustaches that obscure the lips, smoking, pencil chewing and putting your hand in front of your face all make it difficult for a Hard of Hearing person to follow what is being said.
- * Maintain eye contact with a Hard of Hearing person and speak in the first person. Eye contact conveys the feeling of direct communication. Even if an interpreter is present, maintain eye contact with the Hard of Hearing person.
- * Have a pen and notepad handy as Hard of Hearing people do not have the same ability as hearing people to get full information through verbal communication.

Deafened People

The term “Deafened” refers to people who became deaf later in life. They may lose their hearing at any age, suddenly or over time, due to age, disease or accident.

* Deafened people may depend on more English-based communication and technology such as writing, computerized notetaking or real-time captioning.

* Computerized notetaking and Real-time captioning employs a laptop computer or screen to print the written English version of the spoken word. It accurately represents content and intent of the message. As with ASL interpreters, notetakers or real-time captioners are present solely to facilitate communication. They do not interject personal opinions or act as advocates.

* Some Deafened people use sign language and may request interpreters for their appointments.



Please remember, eye contact is important.

Technology/Access



Answering a TTY call

Place the telephone handset on the TTY coupler with the phone wire to your left (if your TTY is not plugged directly into a phone line). You and the caller will type back and forth, using GA (go ahead) to signal to the other person to type, and SK (stop keying) to end the conversation.

Some Helpful TTY Terms:

ASAP	-As soon as possible!
CD	-Could
CUL	-See you later
HD or HLD	-Hold
PLS	-Please
MSG	-Message
MTG	-Meeting
NBR	-Number
OIC	-Oh I see
OPR	-Operator
Q	-Question mark
R	-Are
SHD	-Should
SKSK	-Stop Keying, means end of conversation
TMR/TMW	-Tomorrow
TTY	-TeleTypewriter
UR	-Your

Using Bell Relay Service

The toll-free Bell Canada Relay Service (BRS) transmits calls between voice and TTY callers. A relay operator, based in either Kitchener or Quebec City types your message to a TTY user and reads you the user's response.

When you call BCRS, give the operator your name, then give the name, area code and telephone number of the person you are calling. Speak slowly so the operator can type what you are saying. The operator will place the call and tell you to go ahead when the person you are calling answers.

Speak directly to the person you are calling for. Do not talk directly to the operator stating, "tell her/him..." because it will confuse the person you are calling.

Bell Canada Relay Service (24 hours, 7 days)

Voice to TTY: 1-800-855-0511

TTY to Voice: 711



Phone ↔ Operator ↔ TTY



How to Use Sign Language Interpreter Services



Who uses sign language interpreter services?

Deaf, Hard of Hearing and Hearing individuals and groups such as agencies, organizations, schools, employers and businesses are all consumers of interpreter services. Intepreters facilitate communication between people who use ASL and those who do not. For many Deaf people, this is a customary means of communication.

Who pays for interpreter services?

Deaf people have a right to access community services. The fee for service should be paid by the agency, service provider, school, hospital, employer, legal service, etc. The Deaf consumer should not be expected to pay for accessibility. Interpreter services are part of the legal, financial, and moral obligations of society. Just as ramps and elevators should be supplied for people in wheelchairs so too should sign language interpreters be supplied for Deaf and Hard of Hearing people. The cost of interpreter services can be written off as a business expense.

The principle of accessibility is supported by the Ontario Human Rights Code, the Canadian Charter of Rights and Freedoms, and the 1997 Supreme Court Eldridge decision which stated that Health Services are obligated to accommodate Deaf people.

Where do I make the request?

You can contact any one of the Ontario Interpreter Services (OIS) offices at The Canadian Hearing Society (CHS) nearest you between 9:00 am to 5:00 pm Monday through Friday. Ask for the OIS Assignment Co-ordinator. In Toronto, voice: 416-964-9595 TTY: 416-964-0023

Emergency Interpreter Service; An after hours service for health and mental health emergencies.

Services Available: 5pm to 9am Monday to Friday
24 hours a day on weekends and holidays

Voice: 1-866-256-5142

TTY: 1-866-831-4657

Notice is required to book an interpreter: How much notice?

There is a critical shortage of qualified interpreters. The more notice you can give, the greater the chances of securing an interpreter. Most CHS regional offices employ at least one full time interpreter to cover community needs. However, if the staff interpreter is not available, OIS has a registry of freelance interpreters who may be available for the assignment.

All booking agents recommend advance notice of 2-4 weeks. Every attempt will be made to fill your request; however, all requests are subject to the availability of interpreters. Priority will be given to those requests involving mental health, medical and legal matters.

Things you should tell the OIS Assignment Co-ordinator:

The following information is vital in order to process your request:

- 1) Your name and telephone number
- 2) Date and time you need an interpreter.
- 3) Length of assignment. (If more than two hours, two interpreters will likely be needed)
- 4) Location of the assignment, address and closest intersection,

the name of the building, court or clinic, the floor and room number.

- 5) Type of assignment. (One-to-one meeting, group meeting, appointment, interview, lecture, etc)
- 6) Nature of assignment. (Medical/dental, mental health, employment, educational, social services, personal business, legal)
- 7) Estimated number of hearing persons and Deaf persons expected.
- 8) Names of the Deaf persons and their preferences for interpreters, if known. (Often Deaf people have a specific interpreter they prefer. The requested interpreter will be contacted to honour these preferences. If there is an interpreter you prefer not to work with, inform OIS.)
- 9) Contact person (whom the interpreter could contact if necessary) and phone number.
- 10) Special equipment to be used (microphone, overhead projectors, and video).
- 11) Preparatory materials that can be sent to the interpreter in advance (handouts, agenda and texts).
- 12) Billing information. (name of person to whom the bill is sent; department, organization and address)
- 13) Whether it is a one-time assignment or an ongoing assignment. (If it is the latter, please specify for how long.)

Your ability to supply as much information as possible will permit OIS to begin searching for an interpreter immediately. OIS will notify you as soon as the assignment has been filled.

Cancellation or change of request:

Please report any changes or cancellations as soon as possible. Since interpreters are in high demand, this information will assist in a more efficient use of interpreters.

If cancellations are not confirmed within 48 hours of the assignment, you will still be invoiced for the service.

The cost:

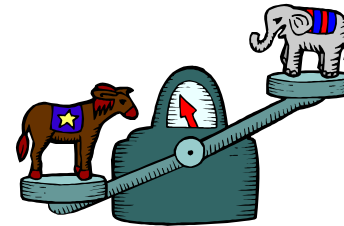
OIS has a fee for service policy. Organizations, businesses, government and service providers, including hospitals are responsible for the cost of making their service accessible and are charged a fee for service by OIS regardless of who requests the interpreter: 2-hour minimum, \$45/hr for non-profits, \$50/hr for all other assignments.

Can I give feedback about interpreters?

Yes. You can share feedback, compliments and complaints, with the Regional Director at CHS office nearest you or the OIS Provincial Director at the Toronto head office of CHS. With your permission, the feedback will be shared with the interpreter.

Statement:

We are in need of advocacy for more and better trained interpreters on Violence Against Women issues. There are times when Deaf women would prefer women interpreters so be aware of their preference. There are certain specialization that interpreters are most effective in, medical, education and court. The Interpreters are expected to know their own limits.



Differences between Interpreters and Signers

Interpreter

- A certified (AVLIC) and/or registered (OIS) trained professional.
- Bound by Code of Ethics and a professional code of conduct; will protect client confidentiality.
- Trained to facilitate communication.
- Stays within his/her role as expected of any interpreter.
- Interprets everything that is said or signed.
- Skilled with interpreting, transliterating, sign to voice, and voice to sign.
- Has a repertoire of communication/signing modes.
- Has knowledge of deafness/culture.
- Has access to Deaf interpreters who can further aid in the communication process.

Signer/Communicator

- Not certified and/or registered (OIS) not trained professionally
- Often is a friend or family member
- Not bound by the Code of Ethics; no client confidentiality.
- No formal training of the interpreter's role.
- Unable to say or sign everything.
- No skills with interpreting, transliterating, sign to voice or voice to sign.
- Limited or basic signing only.
- Basic or no knowledge of deafness & culture.

Helpful Checklist for Accessibility in your Agency

- * OAD kit available and in plain sight
- * Strobe lights for alarm sounds
- * Alarm clock with strobe light or flashing lamp
- * Baby cry alarm with strobe light or flashing lamp
- * Door knocker or buzzer with strobe light or flashing light
- * TTY readily available and in plain sight and view.
- * TTY numbers list for emergency contacts readily available and in plain view.
i.e: Emergency Interpreters
- * Provide closed-captioned TVs and videos
- * Interpreter contact list posted.
- * Informational kits or brochures in plain English and visual information on Sexual Assault, Domestic Violence/Physical Abuse, etc.
- * List of social activities & calendar of events in the Deaf community



Contact Agencies:

The Bob Rumball Centre of the Deaf

2395 Bayview Avenue

Toronto, Ontario M2L 1A2

TTY: 416 449 2728

VOICE: 416 449 9651

FAX: 416 449 8881

EMAIL: info@bobrumball.org

WEBSITE: <http://www.bobrumball.org>

- * Happy Hands Preschool
- * Internal Residence Program
- * Seniors Services
- * Vocational Training
- * Volunteer Services
- * Adult Residential Services
- * Supportive Independent Living (SIL) Program
- * Adult Education & Training
- * Sign Language Services
- * Facilities include classrooms, meeting rooms and gymnasium.

Canadian Association of the Deaf:

251 Bank Street Unit 203

Ottawa, Ontario K2P 1X3

TTY: 613 565 2882

VOICE: 613 565 2882

FAX: 613 565 11207

WEBSITE: <http://www.cad.ca>

- * Provides major Library and Resource Centre on Deafness
- * Promotes & Protects rights, needs and concerns for Deaf Canadians
- * Consultation

- * Information
- * Research on Deaf Issues
- * Offers assistance to Deaf organizations & service agencies
- * Provides Advocacy Services

The Canadian Hearing Society:

271 Spadina Road

Toronto, Ontario M5R 2V3

TTY: 416 964 0023

VOICE: 416 964 9595

FAX: 416 928 2523

WEBSITE: <http://www.chs.ca>

- * Employment Services
- * General Social Services
- * Hearing Health Care Counselling (Seniors)
- * Marketing Communications
- * Ontario Interpreting Services
- * Audiology
- * CET Management Training
- * Educational Support Services (ESS)
- * Hearing Aid Program (HAP)
- * Hearing Help Classes
- * Literacy & Basic Skills
- * Sign Language Services
- * Regional Offices

* **Technical Devices Program**

TTY: 416 928 2509

VOICE: 416 928 2503

FAX: 416 928 2526

* **CONNECT Counselling Services**

TTY: 416 928 2511

VOICE: 416 928 2512

FAX: 416 928 2513

EMAIL: connect@chs.ca

- * Mental Health Services for Deaf, Hard of Hearing or Deafened Adults over 16 years old.
- * Counselling
- * Offers Assessment (Psychological)
- * Psychotherapy
- * Case Management
- * Mental Health
- * Wellness Education Consultation
- * Women Abuse

Canadian National Institute for the Blind:

1929 Bayview Ave.

Toronto, Ontario M4G 3E8

TTY: 416 480 7036

VOICE: 416 480 7417

FAX: 416 480 7699

WEBSITE: <http://www.cnib.ca>

- * Deaf-Blind Literacy Services
- * Deaf-Blind Case Management
- * Deaf-Blind Mobility Services
- * Deaf-Blind Intervenor Services

Durham Deaf Services

750 King Street East

Oshawa, Ontario L1H 1G9

TTY: 905 579 6495

VOICE: 905 579 3328

FAX: 905 728 1183

EMAIL: DurhamDeaf@rogers.com

WEBSITE: <http://www.durhamdeaf.org>

- * Literacy/Educational Upgrading
- * Referrals to local ASL Courses
- * Family Communication Program

- * Social club
- * Children's ASL + Social Club
- * Information & Referrals

Education Wife Assault

215 Spadina Road. 2nd Floor

Toronto, Ontario M5T 2T7

TTY: 416 968 7335

VOICE: 416 968 3422

FAX: 416 968 2026

EMAIL: info@womanabuseprevention.com

WEBSITE: www.womanabuseprevention.com

- * Educational Activities/Publications
- * Information/Referral Services
- * Research Services
- * Community Projects
- * Language of service: English & ASL interpreters provided with notice.
- * DWAVE (Deaf Women Against Violence Everywhere)

Goal: Ontario Literacy for Deaf People (G.O.L.D):

2345 Stanfield Road. Suite 301

Mississauga, Ontario L4Y 3Y3

TTY: 905 458 0499

VOICE: 905 458 0286

FAX: 905 458 9348

- * Fall & Spring Conferences
- * Provides training for literacy students and practitioners
- * Deaf Literacy
- * Communicates with MTCU (Ministry of Training for Colleges & Universities)

Huron Hearing Impaired

80 Bradford Street, Box 340

Barrie, Ontario L4N 6S7

TTY: 705 728 3599

VOICE: 705 728 3577

FAX: 705 728 7613

EMAIL: hhi@csolve.net

- * Sign Language Interpreting
- * Employment Counselling
- * Sign Language Classes
- * Technical Aid Assistance
- * General Assistance Counselling
- * Accommodation Assistance
- * Message Relay Assistance
- * Client Advocacy
- * Information/Resource Services

Ontario Association of the Deaf

2395 Bayview Ave.

Toronto, Ontario M2L 1A2

TTY: 416 513 1893

FAX: 416 413 4822

TOLL FREE TTY: 1 888 820 0029

EMAIL: oad@on.aibn.com

WEBSITE: <http://www.deafontario.org>

- * Criminal Justice Issues
- * Advocating Rights
- * Women Against Violence
- * Deaf Outreach Project: HIV/AIDS, Advocacy, Provides Workshops and presentations on HIV/AIDS, refers to doctors, provides Interpreter services (HIV/AIDS related only)
- * Deaf Homeless Project
- * Immigration Issues

* Youth Anti-Homophobia Outreach

Ottawa Deaf Centre

310 Elmgrove Ave.

Ottawa Ontario K1Z 6V1

TTY: 613 729 6189

VOICE: 613 729 1467

FAX: 416 729 5167

EMAIL: ottawadeafcentre@canada.com

WEBSITE: www.ottawadeafcentre.org

*Ottawa Deaf Centre Hall at 357 Winona Ave. Ottawa

* Deaf Literacy Programme

* Children & Family Programmes

* Signing with Baby

* Fundraising Activities

* Newsletter

Silent Voice

699 Coxwell Ave

Toronto, Ontario M4C 2C1

TTY: 416 463 3928

VOICE: 416 463 1104

FAX: 416 778 1876

* Special Assistance: Filling out English Forms, making voice Telephone calls or making Community referrals

* Family Communication Programs

* Youth Program and Community

* Sign Language Summer Program

* Saturday Program

* Tax Clinic

* Apartment Search

Abbreviations

BRS: Bell Relay Service

BRCD: Bob Rumball Center for the Deaf

CAD: Canadian Association of the Deaf

CNIB: Canadian National Institute for the Blind

CHS: Canadian Hearing Society

DDS: Durham Deaf Services

EWA: Education Wife Assault

GOLD: Goal: Ontario Literacy for Deaf People

HHI: Huronia Hearing Impaired

OAD: Ontario Association of the Deaf

ODC: Ottawa Deaf Center

OIS: Ontario Interpreting Services

TTY: Teletypewriter

OAD's Store

OAD Membership Form

Videos:

“You Can Do It! Employment & Entrepreneurship in the Deaf Community” : \$10

“A look through the eyes of Mayfest” : \$10

“Breaking Barriers Tool Kit: Making Agencies Accessible to Deaf Women & Children”:

\$30.00 for individuals

\$20.00 for OAD members

\$50.00 for organizations/agencies

\$40.00 for Affiliated organizations/agencies



Handbooks: \$2 each for organizations

“Working with Deaf Patients: A guide for Medical Professionals”

“Deaf People DO Get HIV/AIDS!”

“Make Your Shelter Accessible”

“Volunteer Kit”

“Breaking Barriers Tool Kit: Making Agencies Accessible to Deaf Women & Children”



Please circle the membership that suits you!

	One Year	Two Years
Student	\$15.00	\$25.00
Single Adult	\$20.00	\$30.00
Adult Couple	\$25.00	\$35.00
Seniors	\$15.00	\$25.00
Seniors Couple	\$20.00	\$30.00
Organizations	\$100.00	\$150.00

Name: _____

Address: _____

City: _____

Postal Code: _____

E-mail address: _____

I realize how important the work of OAD is, and want to make a tax deductible contribution, in addition to my yearly membership. Enclosed is my donation of \$_____dollars.

Photocopy form & send payment to OAD please.