Community Services Program Introduction

(Image description: Community Service Specialist, wearing glasses, in a long sleeved blue shirt. Background is off-white.)

Transcript:

Hello, the Virginia Department for the Deaf and Hard of Hearing offers a variety of programs and services.

One of these services is called “Community Services.” Community Services focuses on three areas. One area is “information and referral.” Another area is “training.” A third area is “outreach.” Let me explain.

First, information and referral responds to requests for information. Many people contact us for information, for example, information about hearing aids and how to pay for them. Other people often contact us about taking American Sign Language classes. Others are looking for service providers that understand hearing loss. On the Community Services page of the VDDHH website, we post links to the Hearing Aid Packet and to the Directory of Services, a listing of niche providers who are knowledgeable about hearing loss.

The second area of focus is training. We provide training about hearing loss to various state and government agencies. For example, we provide training to police academies and to emergency dispatchers for 9-1-1 call centers. We teach the police how to interact appropriately with deaf and hard of hearing people and the importance of clear communication. We provide workshops to other agencies about the Americans with Disabilities Act and emergency preparedness.

The third area of community services is outreach. We exhibit at conferences and events to raise awareness about VDDHH and the services that VDDHH offers.

If you would like VDDHH to provide you with Community Services, please contact us we will be happy to help.