

## **Chapter 12 – Where to Get Help - Resources**

After reading this book, you may have even more questions or are interested in more information on topics not covered in-depth. This list will be maintained online at the author's website at [www.beyondhearingaids.com](http://www.beyondhearingaids.com).

- Employment Services and Higher Education Resources
- Individual and Family Training Programs
- National Hearing Healthcare Organizations
- Non-Profit Organizations
- Consumer Organizations and Personal Informational Websites
- Cochlear Implant Websites
- Telecommunications, Captioning and Video Relay Services
- Recommended Reading

### **Employment Service and Higher Education Resources**

#### **American with Disabilities (ADA) Homepage**

Website: <http://www.usdoj.gov/crt/ada/adahom1.htm>  
Information and technical assistance on the ADA

Website: <http://www.usdoj.gov/crft/ada/taxpack.htm>  
A packet of information is available to help businesses understand and take advantage of the tax credits and deductions available for complying with the ADA.

#### **Business Leadership Network**

[www.usbln.com](http://www.usbln.com)

The US Business Leadership Network (USBLN) is the national organization that supports development and expansion of BLNs across the country, serving as their collective voice. The USBLN recognizes and promotes best practices in hiring, retaining, and marketing to people with disabilities.

State chapters exist and contact information about local chapters can be found through the website.

#### **Council of State Administrators of Vocational Rehabilitation**

CSAVR is a membership organization of the Directors of the 80 vocational rehabilitation programs across the country, in the territories (such as Guam and Puerto Rico) and in the District of Columbia.

Website: [www.rehabnetwork.org](http://www.rehabnetwork.org)

### **EARN**

Website: [www.earnworks.com](http://www.earnworks.com)

Today's employers are competing for job applicants in many fields. As a result, employers are searching for qualified workers and have begun to explore "non-traditional" labor pools such as people with disabilities. EARN helps you tap into this labor pool.

EARN is a free service expanding the creative ways that employers meet the growing challenge of finding talented, motivated, and dedicated workers for a full range of jobs.

EARN reaches out to an expansive network of recruiting sources, including Social Security beneficiaries ready to return to work through the Ticket to Hire program, advocacy groups, vocational rehabilitation agencies, and colleges and universities.

An EARN employment specialist will also answer questions about disability employment, including legal issues, accommodations, disability etiquette and more.

### **Job Accommodation Network**

The Job Accommodation Network is a service of the Office of Disability Employment Policy (ODEP) of the U.S. Department of Labor. JAN is one of several ODEP projects. JAN's mission is to provide a free consulting service designed to increase the employability of people with disabilities by 1) providing individualized worksite accommodations solutions, 2) providing technical assistance regarding the ADA and other disability related legislation, and 3) educating callers about self employment options.

PO Box 6080

Morgantown, WV 26506-6080

Telephone: 800-526-7234 (V/TTY) in the United States

Website: [www.jan.wvu.edu](http://www.jan.wvu.edu)

### **Vocational Rehabilitation Services**

Each state has an agency or department with vocational rehabilitation counselors who provide assistance to eligible individuals with hearing loss to help them obtain, retain and maintain employment. You should be able to find local information by looking in the phone book under the government/state section for Vocational Rehabilitation or Rehabilitation Services. The link below of state agencies contact information is maintained by JAN, the Job Accommodation Network:

Website: <http://www.jan.wvu.edu/SBSES/VOCREHAB.HTM>

### **PEPNet, the Postsecondary Education Programs Network**

A national collaboration of the four Regional Postsecondary Education Centers for Individuals who are Deaf and Hard of Hearing. The Centers are supported by contracts with the U.S. Department of Education, Office of Special Education and Rehabilitative Services. The goal of PEPNet is to assist postsecondary institutions across the nation to attract and effectively serve individuals who are Deaf and Hard of Hearing.

Website: [www.pepnet.org](http://www.pepnet.org)

### **Workforce Recruitment Program**

The 2006 Workforce Recruitment Program database containing profiles of student job candidates is now available. Fill your summer or permanent hiring needs with talented college students with disabilities. These candidates, from more than 200 colleges and universities, represent all majors, and range from college freshmen to graduate students and law students. To request a free copy of the entire WRP database on CD-ROM, send your name, company name and mailing address to wrp@dol.gov. Please note: if you represent a federal agency, contact wrp@dol.gov for information on access to the WRP.

Program Description: Coordinated by the Office of Disability Employment Policy and the U.S. Department of Defense, the Workforce Recruitment Program aims to provide summer work experience, and in some cases full-time employment, for college students with disabilities. The program develops partnerships with other federal agencies, each of whom makes a commitment to provide summer jobs and a staff recruiter.

U.S. Department of Labor  
Frances Perkins Building  
200 Constitution Avenue, NW  
Washington, DC 20210  
Telephone: 866-633-7365  
Website: <http://www.dol.gov/odep/programs/workforc.htm>

## **Individual and Family Training Programs**

### **The Living with Hearing Loss Program**

Dr. Trychin's **Living With Hearing Loss Program** is a product of twenty-two years of experience working directly with hundreds of people who are hard of hearing and their family members. Additionally, many more people who are hard of hearing, their family members, and professionals who serve them have benefited from his training programs, presentations, and workshops.

Hearing loss is a communication disorder affecting everyone in the communication situation-- the person speaking as well as the person with hearing loss who is trying to listen. For that reason, the ***Living With Hearing Loss Program*** is designed to meet the

needs of family members, friends, coworkers, and service providers as well as the person who is hard of hearing.

Website: [www.trychin.com](http://www.trychin.com)

### **The Kooser Program**

Cathy Kooser-Fathergill, MSW

The Kooser Program is an aural rehabilitation program available nationwide to hearing healthcare professionals. These professionals may work in conjunction with their vocational rehabilitation agencies to provide the program to their consumers with hearing loss. The goal of the program is to improve the quality of life of persons with hearing loss by empowerment through education and support services. The program is 12 hours and seeks to educate the person with hearing loss as well as their loved ones regarding the psychosocial impact of this disability. They teach positive coping skills and communication strategies and discuss many pertinent issues including hearing loss in the workplace.

Website: [www.thekooserprogram.com](http://www.thekooserprogram.com)

## **Cochlear Implant Websites**

### **Advanced Bionics Corporation**

12740 San Fernando Rd.

Smylar, CA 91342

Telephone: 800-678-2575

Email: [info@advancedbionics.com](mailto:info@advancedbionics.com)

Website: [www.bionicear.com](http://www.bionicear.com)

### **Cochlear Corporation**

400 Inverness Parkway, Suite 400

Englewood, CO 80112

Telephone: 800-523-5798

Email: [info@cochlear.com](mailto:info@cochlear.com)

Website: [www.cochlear.com](http://www.cochlear.com)

### **MED-EL Corporation (North America)**

2222 East Highway 54

Beta Building, Suite 180  
Durham, NC 27713  
Telephone: 888-633-3524  
Email: [implants@medelus.com](mailto:implants@medelus.com)  
Website: [www.medel.com](http://www.medel.com)

## National Hearing Healthcare Organizations

### **Academy of Dispensing Audiologists**

The ADA is dedicated to leadership in advancing practitioner excellence, high ethical standards, professional autonomy, hearing technology, and sound business practices in the provision of quality audiological care. Provides a useful consumer information section.

PO Box 15056  
Asheville, NC 28813  
Telephone: 866-493-5544  
Website: [www.audiologist.org](http://www.audiologist.org)

### **Audiologist Awareness Campaign**

Information is provided from five professional organizations to consumers. Questionnaires to help measure the amount of problems a person might be having in daily situations that may be caused by hearing loss. The Hearing Help Library stores current consumer information about hearing, hearing loss, hearing aids, and other audiology related areas.

Website: [www.audiologyawareness.com](http://www.audiologyawareness.com)

### **American Academy of Audiology**

The American Academy of Audiology (AAA) is a professional organization for Audiologists. Provides a useful consumer information section.

11730 Plaza America Dr., Suite 300  
Reston, VA 20190  
Telephone: 800.AAA.2336  
Website: [www.audiology.org](http://www.audiology.org)

### **American Speech-Language-Hearing Association**

The American Speech-Language-Hearing Association (ASHA) is the professional, scientific and credentialing association for audiologists, speech-language pathologists, and speech, language and hearing scientists. Provides good public consumer information.

10801 Rockville Pike  
Rockville, MD 20852  
Telephone: 800-638-8255  
Website: [www.asha.org](http://www.asha.org)

### **International Hearing Society**

The non-profit professional association that represents Hearing Instrument Specialists worldwide. As the membership organization for thousands of independent specialists, IHS conducts programs in competency accreditation, education and training and promotes specialty-level certification for its members.

Website: [www.ihinfo.org](http://www.ihinfo.org)

## **Non-Profit Organizations**

### **American Tinnitus Association**

We help people with ringing in the ears. We also help people who hear whooshing or buzzing or chirping or pulsing. We help people who have tinnitus, the perception of noise in the ears or head when no external sound is present.

PO Box 5  
Portland, OR 97207  
Telephone: 800-634-8978  
Website: [www.ata.org](http://www.ata.org)

### **[Association of Medical Professionals With Hearing Losses \(AMPHL\)](http://www.amphl.org)**

A non-profit online organization that provides information, promotes advocacy and mentorship, and creates a network for individuals with hearing loss interested in or working in health care fields.

Website: [www.amphl.org](http://www.amphl.org)

### **Audient Program**

Nationwide program providing assistance to low income hearing impaired seniors, children and families. Helping them access quality hearing aids and related hearing care at a significantly lower cost.

901 Boren Ave., Ste 810  
Seattle, WA 98104-3534  
Telephone: 877-283-4368  
Website: [audientalliance.org](http://audientalliance.org)

### **Better Hearing Institute**

BHI's goal is to educate the public about the neglected problem of hearing loss and what can be done about it. For example, thanks to BHI, nearly 60 Hollywood celebrities, sports personalities, business leaders and other noteworthy Americans have come forward to share their stories about hearing loss and how they have addressed it.

515 King Street, Suite 420  
Alexandria, VA 22314  
Telephone: 703-684-3391  
Website: [www.betterhearing.org](http://www.betterhearing.org)

### **The EAR Foundation**

The EAR Foundation's mission is to enrich the lives of the hearing and balance impaired through public awareness and continuing medical education.

PO Box 330867  
Nashville, TN 37203  
Telephone: 1-800-545-HEAR  
Website: [www.earfoundation.org](http://www.earfoundation.org)

### **Hearing Education and Awareness for Rockers**

H.E.A.R. is a non-profit organization dedicated to educating the public on the dangers of excessive noise from music and promoting awareness of hearing damage.

H.E.A.R. Office (direct inquiries via phone or through website)  
San Francisco, CA 94115  
Telephone: 415-409-3277 10am-7pm PST  
Website: [www.hearnet.com](http://www.hearnet.com)

### **House Ear Institute**

Non-profit organization with a comprehensive online library devoted to issues of the human auditory and related systems for use by both the general public and scientists and physicians. It has excellent graphics on "HOW WE HEAR".

2100 W. 3rd Street  
Los Angeles, CA 90057

Telephone: (800) 388-8612

Website: [www.hei.org](http://www.hei.org)

### **Hyperacusis Network**

The Hyperacusis Network consists of individuals who have a collapsed tolerance to sound. Rich resources for people with hyperacusis.

PO Box 8007

Green Bay, WI 54308

Website: [www.hyperacusisnetwork.net](http://www.hyperacusisnetwork.net)

### **National Acoustic Neuroma Association**

We are a patient member organization, providing information and support to persons diagnosed with or treated for acoustic neuroma and other benign tumors of the cranial nerves.

600 Peachtree Pkwy. Suite 108

Cumming, GA 30041

Phone: 877-200-8211

Website: [www.anausa.org](http://www.anausa.org)

### **National Association of the Deaf**

The mission of NAD is to promote, protect and preserve the rights and quality of life of deaf and hard of hearing individuals in the U.S.

Website: [www.nad.org](http://www.nad.org)

### **National Center for Hearing Assessment and Management**

The goal of the National Center for Hearing Assessment and Management (NCHAM - pronounced "en-cham") at Utah State University is to ensure that all infants and toddlers with hearing loss are identified as early as possible and provided with timely and appropriate audiological, educational, and medical intervention.

2880 Old Main Hill

Logan, UT 84322

Telephone: 435-797-3584

Website: [www.infanthearing.org](http://www.infanthearing.org)

### **National Hearing Conservation Association**

The mission of the NHCA is to prevent hearing loss due to noise and other environmental factors in all sectors of society. Our newly enhanced website is intended to provide information to anyone interested in learning more about hearing loss prevention.

7995 E. Prentice Ave., Suite 100  
Greenwood Village, CO 80111-2710  
Telephone: 303-224-9022  
Website: [www.hearingconservation.org](http://www.hearingconservation.org)

### **National Institute on Deafness and other Communication Disorders**

The National Institute on Deafness and Other Communication Disorders (NIDCD) is one of the Institutes that comprise the National Institutes of Health (NIH). NIH is the Federal government's focal point for the support of biomedical research. NIH's mission is to uncover new knowledge that will lead to better health for everyone. Simply described, the goal of NIH research is to acquire new knowledge to help prevent, detect, diagnose, and treat disease and disability. NIH is part of the U.S. Department of Health and Human Services.

National Institute on Deafness and Other Communication Disorders  
National Institutes of Health  
31 Center Drive, MSC 2320  
Bethesda, MD 20892-2320  
Telephone: 301-496-7243 (voice) 301-402-0252 (tty)  
Website: [www.nidcd.nih.gov](http://www.nidcd.nih.gov)

### **Telecommunications Equipment Distribution Program**

TEDPA is a national membership organization formed to support programs involved in Statewide, or jurisdiction-wide, distribution of specialized telecommunications equipment for persons who have disabilities. It provides an online link for consumers to available programs in each state. Internet based for consumers.

Website: [www.tedpa.org](http://www.tedpa.org)

### **Transportation Security Administration**

For specific information and tips from the TSA for travelers, go to the public page and click on Travelers & Consumers. Then Choose: Persons with Disabilities and Medical Conditions and then Hearing Disabilities. Online resource.

Website: <http://www.tsa.gov/public>

## **Consumer Organizations and Other Informational Websites**

### **Alexander Graham Bell Association**

International membership organization and resource center on hearing loss and spoken language approaches and related issues. Publishes and distributes books, brochures and other materials related to hearing loss.

Website: [www.agbell.org](http://www.agbell.org)

### **Association of Late Deafened Adults**

ALDA provides a support network and a sense of belonging for late deafened people and members help one another find practical solutions and psychological relief. ALDA publishes a newsletter, supports local and regional chapters and organizes an annual educational and networking conference.

Website: [www.alda.org](http://www.alda.org)

### **Captioned Media Program**

The Captioned Media Program is administered by The National Association of the Deaf (NAD) whose mission is to provide all persons who are deaf or hard of hearing awareness of and equal access to communication and learning through the use of captioned educational media and supportive collateral materials. The ultimate goal of the CMP is to permit media to be an integral part in the lifelong learning process for all stakeholders in the deaf and hard of hearing community: adults, students, parents, and educators.

National Association of the Deaf, CMP

1447 E. Main Street

Spartanburg, SC 29307

Telephone: 800-237-6213 (VOICE); 800-237-6819 (TTY)

Website: [www.cfv.org](http://www.cfv.org)

### **Digicare Research and Rehabilitation**

The Digicare Hearing Health Network is a worldwide network of hearing health professionals dedicated to auditory research and rehabilitation. They develop practice models of patient care for the industry on various hearing health issues, such as hearing loss, tinnitus, cognitive disorders, and multidisciplinary approaches to healthcare. The exhaustive library of articles for consumers and professionals by Max Stanley Chartrand is the highlight of this website.

Website: [www.digicare.org](http://www.digicare.org)

### **Hearing Exchange**

A supportive online community for people with hearing loss, parents of deaf and hard of hearing children and professionals who work with them. It provides an open forum for the discussion of ideas and information on hearing loss and features forums and chats.

HearingExchange.com  
div. of Taylor Rose, Inc.  
PO Box 689  
Jericho, NY 11753  
Website: [www.hearingexchange.com](http://www.hearingexchange.com)

### **Hearing Loss Association of America**

HLAA (formerly Self Help for Hard of Hearing People) is a national organization for people with hearing loss. HLAA exists to open the world of communication for people with hearing loss through information, education, advocacy and support.

7910 Woodmont Ave., Suite 1200  
Bethesda, MD 20814  
Telephone: 301-657-2248  
Website: [www.hlaa.org](http://www.hlaa.org)

### **HearingLossHelp.com**

A website with very easy to read and understand information. Articles and materials are written by Neil Bauman, Ph.D. a hearing loss coping skills specialist, researcher, author and speaker on issues pertaining to hearing loss.

49 Piston Court  
Stewartstown, PA 17363-8322  
Telephone: 717-993-8555  
Website: [www.hearinglosshelp.com](http://www.hearinglosshelp.com)

## **Recommended Reading**

### **Baby Boomers and Hearing Loss – A Guide to Prevention and Care**

By John M. Burkey

This book explains why baby boomers should be concerned about hearing loss and how to preserve their hearing. It presents techniques, equipment and medical procedures that

can benefit a person with hearing loss. It also discusses unresolved hearing care issues that are a concern to baby boomers.

### **The Consumer Handbook on Hearing Loss and Hearing Aids**

Edited by Clinical Audiologist Richard Carmen, Au.D. Doctor of Audiology

Topics include exploring volatile emotions and issues of hearing loss, how to map your own audiogram, ways to improve your quality of life, questions and answers posed to 10 top experts, master incredibly easy techniques to improve your listening and hearing ability.

### **Hearing Instrument Counseling: Practical Applications for Counseling the Hearing Impaired**

By Max S. Chartrand

Text book for the International Institute for Hearing Instrument Studies, 1999 edition.

### **How Hearing Loss Impacts Relationships—Motivating Your Loved One**

By Richard Carmen, Au.D, Doctor of Audiology

Topics include understanding feelings, establishing a framework for help, discussing whose problem it is, consequences of untreated hearing loss and solutions. This book is filled with helpful tips for families living with a loved one resistant to help.

Website: [www.hearingproblems.com](http://www.hearingproblems.com)

### **Legal Rights: The Guide for Deaf and Hard of Hearing People**

By DuBow, S., Geer, S., Peltz Strauss, K. Washington, DC: Gallaudet Press

A comprehensive analysis of recent laws passed to protect the rights of and guarantee equal access for people with hearing loss. In this revised, fifth edition, the book explains in layman's terminology how legislation affects individuals with disabilities in everyday life.

### **Living with Hearing Loss**

By Marcia Dugan

Written in collaboration with SHHH. Foreword by Rocky Stone, founder of SHHH. People who are hard of hearing and their friends and family can learn all they need to know about hearing loss in this easy-to-read guide. Newly updated and revised, Living with Hearing Loss takes the reader from A to Z on the kinds and causes of hearing loss and its common early signs. Topics Include: Seeking Professional Evaluations, Hearing Aids, Assistive Technology, Speechreading, Communication Tips, Cochlear Implants, Dealing with Tinnitus, and Resources.

## **Telecommunications, Captioning and Video Relay Services**

### **AT & T Video Relay Service**

<http://www.consumer.att.com/relay/video/>

### **Caption First**

The primary goal of Caption First is to provide real-time captioning (CART) services at many different events including counseling sessions, meetings, teleconferences, seminars, classrooms and conventions.

Phone: (800) 825-5234

Website: [www.captionfirst.com](http://www.captionfirst.com)

### **Computer Access Real-time Translation (CART)**

The primary purpose of the Communication Access Information Center is to provide information of use to people employing or in need of Communication Access Real-time Translation (CART), also known as real-time captioning. The site is sponsored by the National Court Reporters Foundation and supported by the National Court Reporters Association's CART Task Force.

Website: [www.cartinfo.org](http://www.cartinfo.org)

### **Federal Video Relay Service**

Toll Free: (866)377-8642

TTY: (800)877-8339

<http://www.fedvrs.us/>

### **Hands On Video Relay Service, Inc. (HOVRS)**

Toll Free: (877)467-4877

[http://secure.hovrs.com/vrs\\_ssl/hovrs.aspx](http://secure.hovrs.com/vrs_ssl/hovrs.aspx)

### **Sorenson VRS**

Sorenson Video Relay Service (VRS) is a free service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, or business associates through a certified ASL interpreter via a high-speed Internet connection and a video relay solution (or VRS call option).

4393 South Riverboat Road, Suite 300  
Salt Lake City, UT 84123  
Toll Free: (801)287-9400  
Website: [www.sorensonvrs.com](http://www.sorensonvrs.com)

**Sprint Video Relay Service**  
<http://www.sprintvrs.com>