

PHOENIX PROGRAMS OF FLORIDA

Serving Deaf and Hard-of-Hearing Consumers

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Our Commitment to Serving Individuals with Disabilities

In accordance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, Phoenix House of Florida is committed to accommodating the special needs of all individuals by ensuring the availability of appropriate aids, when requested, for the deaf and hearing impaired, and other individuals who meet the Americans with Disabilities Act criteria.

Our employees have received specialized training and are available to ensure compliance with all federal and state requirements.

Individuals requiring special accommodations should contact Phoenix House for an assessment and action plan.

Hillsborough County

**Sonya Bufe
813-881-1000, Ext. 6616**

Marion County

**David Fields
352-595-5000, Ext. 6715**

PHOENIX HOUSES OF FLORIDA Health and Safety, Transportation Accessibility	Effective Date: 3/08 Last Revision: 06/14
Policy Name: Accessibility Deaf and Hard of Hearing Consumers	Policy Number: 3A

Policy:

It is the policy of Phoenix Houses of Florida to support and comply with both the requirements and principles of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act and to, in general, ensure that, to the maximum extent practicable, persons with disabilities are afforded equal access to its facilities, programs and services, and that all otherwise qualified individuals receive equal employment opportunities with Phoenix Houses of Florida.

Procedure:

1. On an annual basis, Phoenix Houses of Florida will evaluate its facilities, programs, services, policies, and practices to determine their compliance with Section 504, ADA, accreditation standards and other pertinent laws and regulations. Attitudinal, architectural, environmental, financial, employment, communication, transportation and other barriers that affect accessibility will be considered in this review.
2. Written survey instruments will be utilized, noting the areas examined, results of the examination, remedial steps to be taken where deficiencies are identified, and the timelines for completion. This self-evaluation results in the development of an Accessibility Status Report.
3. These documents will be maintained by the Director of Facilities/ADA Coordinator.
4. Requests for reasonable accommodations from clients, staff and others will be acted upon as received at the facility level with consultation with the Director of Facilities/ADA Coordinator. Every effort will be made to meet such requests but when accommodations cannot be made, referrals to an appropriate alternate agency will be provided.

COMMUNICATION ACCESS

1. Phoenix Houses of Florida (PHFL) will designate a single point of contact at each facility to ensure effective communication with deaf or hard-of-hearing consumers. The single point of contact shall arrange for appropriate communication within an hour of the initial inquiry. Hearing impaired individuals seeking treatment can contact PHFL by using Florida's relay system at 711 or by calling any of the following toll-free numbers:
 - 1-800-955-8770 – voice
 - 1-800-955-8771 – TTY callers
 - 1-877-955-8773 – Spanish
 - 1-877-955-8707 – French and/or Creole
2. Phoenix Houses Florida staff will be instructed to use the State specific relay service that provides full telephone accessibility to people who are deaf, hard of hearing or speech disabled.

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By dialing 711, specially trained Communication Assistants complete all calls and stay on-line to relay messages electronically over a text telephone (TT), so called TTY for "Teletype", or verbally to hearing parties. Phoenix Houses of Florida shall also have access to a Telecommunication Device for the Deaf (TDD). At least one Phoenix House employee will be trained in the use of the TDD.

3. PHFL will post notices informing the deaf and hard-of-hearing about the availability of no-cost auxiliary aids and services.
4. With reasonable notice, Phoenix Houses of Florida will provide interpreters for services and/or activities. Interpreters will be required to provide verification of certification at the time of an appointment
5. All written materials provided to consumers will, upon reasonable notice, be made available in alternative formats, such as large print, cassette tape, or computer disk.
6. An individual's preferred method of communication and any requested aids or services will be noted in the clinical record. Any denials of such services along with supporting justification and alternative arrangements will be noted in the client record and provided to the consumer by the single point of contact.
7. Direct service staff will receive training during orientation in how to obtain and provide auxiliary aids and services as well as annual refresher courses.

EMERGENCY COMMUNICATIONS

1. Emergency alarm devices in all public areas will be both visual and auditory.
2. Emergency evacuation procedures that include persons with disabilities have been developed for each facility.
3. The individual responsible for coordinating training for emergency evacuation procedures will, as appropriate, provide this information to consumers verbally, in written form, and in alternative formats as earlier described.

ASSISTIVE DEVICES

1. If a program has a TV, a closed caption decoder will be utilized upon reasonable prior notice of need and, as available, all movies and videos used in conjunction with consumer services or activities will contain closed captioning.
2. If such products are not available, alternative means of providing communication access, as previously described, will be provided.

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3. As needed, visual and/or tactile signaling devices will be provided.

ASSISTIVE EQUIPMENT

1. Phoenix Houses of Florida will comply with all applicable Federal and State laws and regulations relative to the use of assistive equipment, including trained assistance animals.

Instructions on how to contact a certified sign language interpreter

1. Client and/or companion will request auxiliary aid or services.
2. Contact "Purple Language Services" @ 1-866-669-7707.
3. Request their services and they will ask all the needed information.
4. Inform the company we are a non-profit organization and have a Tax Exempt ID # to waive taxes.
5. Request that the interpreter that comes provides verification of their certification so we may put in the clients chart.
6. They will usually call a couple days in advance to confirm appointment date and time. If you do not hear from them one day prior please call to confirm.
7. Once appointment is complete the company will send an invoice as the bill is calculated by the distance driven and how long the appointment took.

Purple Language Services (*Certified Interpreters*)

- 1-866-669-7707

Services Include:

- Video Remote Interpreting (*VRI*)
 - Video Relay Services (*VRS*)
 - Communication Access Realtime Translation (*CART*)
 - Text Relay Services (*TRS*)
 - IP Relay Services
 - ASL / Spanish Interpreters
-



REQUEST* BY CUSTOMER OR COMPANION WHO IS DEAF OR HARD OF HEARING FOR FREE COMMUNICATION ASSISTANCE

The Florida Department of Children and Families and its Contracted Client Services Providers are required to provide FREE interpreters or other communication assistance for persons who are deaf or hard-of hearing. Please tell us about your communication needs.

My name is _____

D I want a free interpreter. I need an interpreter who signs in:

D America Sign Language (ASL) or an interpreter who speaks:

D Language: _____ Dialect: _____

O I want another type of communication assistance (check all desired assistance):

D Assistive Listening Devices D Large Print Materials D Note Takers

D TTY or Video Relay D Assistance Filling Out Forms D Written Materials D cART

D Other (please tell us how we can help you): _____

D I do not want a free interpreter or any other communication assistance. If I change my mind, I will tell you if I need assistance for my next visit. *(Customer or Companion waiver of rights does not prevent the Department from getting its own interpreter or from providing assistance to facilitate communication and to make sure rights are not violated.)*

WAIVER OF FREE COMMUNICATION ASSISTANCE

D I do not want a free interpreter because _____

O I choose _____ to act as my own interpreter. He/she is over the age of 18. *This does not entitle my interpreter to act as my Authorized Representative. I also understand that the service agency may hire a qualified or certified interpreter to observe my own interpreter to ensure that communication is effective.*

Customer's or Companion's Signature:	Date:
Customer's or Companion's Printed Name:	
Interpreter's Signature:	Interpreter's Printed or Typed Name:
Witness's Signature:	Date:
Witness's Printed Name:	

"This form shall be attached to the Customer or Companion Communication Assessment and Auxiliary Aid/Service Record (form CF 761) and shall be maintained in the Customer's file.

APPENDIX D

Customer/Companion Feedback Form

(To be completed by clients/customers who are Deaf or Hard-of-Hearing Only)

The Department of Children and Families is committed to providing excellent customer service. We value your opinion and request that you complete this short survey to assist us in evaluating and improving our services. While you are not required to respond, we thank you in advance for completing this survey. **The survey is ANONYMOUS; therefore, please do not provide your name or any other personal information UNLESS YOU WOULD LIKE TO BE CONTACTED.** Please complete the form and submit it to the local office or mail to: Department of Children and Families, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, Florida 32399-0700.

IF YOU NEED ASSISTANCE IN COMPLETING THIS FORM PLEASE NOTIFY STAFF OR CONTACT THE OFFICE OF CIVIL RIGHTS AT (850) 487-1901 OR TDD (850) 922-9220

Please provide a response to the following:

1	Are you a: Client/Customer <input type="checkbox"/> Companion <input type="checkbox"/> who is deaf or hard-of-hearing?
2	Were you provided any assistive services and technologies? (Please check all that were provided.) <input type="checkbox"/> Certified Interpreter <input type="checkbox"/> Qualified Staff <input type="checkbox"/> VRS <input type="checkbox"/> Pocket Talker <input type="checkbox"/> Motiva <input type="checkbox"/> CART <input type="checkbox"/> Other: _____
3	Were the assistive services and technologies effective? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please explain.)
4	Were you denied assistive services and technologies? <input type="checkbox"/> Yes (If yes, please complete #5) <input type="checkbox"/> No a. What was requested? _____ b. What was provided? _____
5	If you answered yes to #4, please provide the reason you were given for denial of the requested assistive services and technologies?
6	Did you agree with the agency's decision given for the denial of the requested assistive services and technologies? If no, why?
7	The request for assistive services and technologies was made: <input type="checkbox"/> Before the Appointment <input type="checkbox"/> Onsite
8	Provide date(s) assistive services and technologies were requested and provided. a. My request for assistive services and technologies was made to the agency on: _____ (MM/DD/YYYY)

	b. Date assistive services and technologies were provided by the agency. _____ (MM/DD/YYYY)
9	<p>Were the assistive services and technologies provided within two hours of your request? <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No</p> <p>If no, what was the timeframe after the request was made? _____</p>
10	<p>Were you aware or informed that all assistive services and technologies were at no cost to you?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
11	At what DCF location or Contract Agency did you receive services?
12	<p>Were services provided to you in a fair manner?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>a) If no, please explain.</p> <p>B) Do you feel you were discriminated against?</p> <p>If so, please provide your contact information. (This is optional)</p>
13	<p>Did staff treat you with respect?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If no, please explain.</p>
14	What assistance did you receive in completing this form, if any?
15	Additional Comments:

Frequently Asked Questions

Q: Who is eligible to receive a phone through the FTRI program?

A: Permanent residents of the State Florida who are deaf, hard of hearing, deaf/blind and speech impaired.

Q: How much does the specialized phone equipment cost?

A: FTRI loans the equipment to qualifying Florida residents for as long as the individual needs it, at no cost.

Q: How do I qualify or get a phone?

A: Complete an FTRI application; have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in your area.

Q: How do get an application for the FTRI program?

A: You may download and print an [FTRI application](#) from our website, or contact FTRI at 1-800-222-3448

Q: How is the program funded?

A: Florida law (TASA F.S. 427) requires that both the FTRI Equipment Distribution Program and the Florida Relay Service be funded by a monthly surcharge that is billed to all telephone consumers (landlines) in the State of Florida. Currently the surcharge is 11 cents.

Q: What do I do if my phone breaks?

A: If your phone breaks or malfunctions FTRI will replace it at no cost. Simply contact FTRI or the closest Regional Distribution Center to receive a new phone.

Q: If I move to another city in Florida, may I take my phone with me?

A: Yes, as long as you stay within the State of Florida, you can take your equipment with you. However, please contact FTRI and give them your new address.

Q: What if I move to another state, can I take my phone with me?

A: You may not take the phone equipment out the State of Florida for more than 90 days, so if you are permanently moving you must return your equipment to FTRI or to the nearest Regional Distribution Center (RDC) prior to moving.

Q: How will I know how to operate the equipment?

A: FTRI and the Regional Distribution centers will provide training on all of the phone equipment when you receive it.

Q: Are there any age requirements to receive a phone?

A: Applicants must be three years of age or older to receive most phones.

Q: Is FTRI a telephone company or a State agency?

A: No, FTRI is a non profit organization and the administrator of TASA law (F.S. 427). If you are having trouble with your phone line or phone service, you will need to contact your local telephone company.

Q: What happens if the power goes out during an emergency will I still be able use my phone?

A: Most of the equipment that FTRI provides comes with battery backup for emergency situations. It's recommended that you purchase batteries and replace them every 6 to 12 months to be prepared for an

emergency situation. Please read your equipment manual, contact FTRI, or your closest Regional Distribution Center for information about battery size, etc.

Q: Do other states have equipment programs similar to FTRI's?

A: Many do—you can visit the TEDPA website for a listing of other state programs: <http://www.TEDPA.org>

Q: How can I get brochures or more information to share with others?

A: All that you have to do is contact the FTRI Outreach Department: 1-888-292-1950 ext. 232 or outreach@ftri.org

Join FTRI on Facebook



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1820 East Park Avenue Suite 101 · Tallahassee, FL 32301 · Voice: 1-800-222-3448 · TTY: 1-888-447-5620 · VP: 1-850-270-6016

Spread the Word

Florida Telecommunications Relay, Inc. (FTRI) Application

Section 1- to be completed by the applicant

All information required to process application.
Please type or print clearly:



How Did You Hear About This Program?

(Circle One)

- | | | |
|-------------------|-----------------------|----------------------------|
| (1) Friend/Family | (2) Physician | (3) Hearing Aid Specialist |
| (4) Audiologist | (5) FTRI Presentation | (6) Television |
| (7) Newspaper | (8) FTRI Website | (9) Other _____ |

Social Security Number _____

First _____ Middle _____ Last _____

Birth Date _____ Home Phone (____) _____ Day Phone (____) _____

Address _____ (Apt) _____ City _____

State FL Zip Code _____ County _____ Email _____

Shipping Address (if different): _____

City _____ State _____ Zip Code _____

Alternate contact person _____ Relationship _____ Phone _____

By signing this I certify that I am a permanent Florida resident who has a hearing loss and/or speech impairment, that I understand and accept the conditions of acceptance, and that the information I have given is true. I authorize the certifier of this application to provide this information to FTRI in order that I can receive the designated specialized telecommunications equipment.

Signature of Applicant X _____ Date _____ Print Name _____
(if under 18, Parent/Guardian)

Section 2- to be completed by the certifier

In accordance with Chapter 427.705 F.S., I am eligible to certify FTRI applications. I am:

- | | | |
|---|---|---|
| <input type="checkbox"/> Deaf Service Center Director | <input type="checkbox"/> Speech Pathologist | <input type="checkbox"/> Hearing Aid Specialist |
| <input type="checkbox"/> Appropriate State or Federal agency representative | <input type="checkbox"/> Audiologist | |
| <input type="checkbox"/> State Certified Teacher for the Hearing or Visually Impaired | <input type="checkbox"/> Licensed Physician | |

Application must be certified within the State of Florida. I certify that the applicant is: (check one)

- Hard of Hearing.** Having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.
- Deaf.** Having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication with or without the assistance of amplification devices.
- Speech Impaired or having a speech impairment.** Having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.
- Dual sensory impaired.** Having both a permanent hearing impairment and a permanent visual impairment, and includes deaf/blindness.

Certifier's Name _____ State License # _____

Agency Name _____ County _____

Telephone Number (____) _____ Certifier's Signature X _____

Certifier Information must be complete to process application. For questions please call 1-800-222-3448.

This application will not be returned to you. If you would like a copy, please make one before sending in.

EDP ID#: _____ (Where client received phone)

OUTREACH EVENT ID #: _____

Equipment Available:

You may receive **one** phone and **one** ringer, if needed. If you already have FTRI equipment, please pass this application along to a friend who needs our services.

Telephones:

- Amplified Phone:** Increases volume for a hard of hearing person.
- Amplified Phone:** Amplifies outgoing voice for a speech impaired user.
- In-Line Amplifier:** Battery operated amplifier that connects to corded telephones to increase volume for a hard of hearing person.
- Voice Carry-Over Phone:** Allows a severely hard of hearing user to speak for themselves and read incoming text through the Relay service.
- Captioned Telephone (CapTel):** Captioned phone that allows a severely hard of hearing user to speak for themselves and read incoming text through a captioning service.
- Hearing Carry-Over Phone:** Combines a text telephone and standard telephone to serve hearing, speech impaired and deaf individuals.
- Text Telephone:** Allows a deaf user to type and then read the response using the Relay service.

Ringers:

- Audio Ringer:** Audible signaling device that plugs into a jack away from the telephone to alert the user the phone is ringing.
- Visual Ringer:** Visual signaling device that connects to a lamp, causing it to flash on and off when the telephone rings.

Telltalks, Braille TTYs, TTYs with large visual display, speaker phones, tactile pagers, and infrared speaker phones are also available through FTRI's main office. Please call 1-800-222-3448 as additional paperwork may be required.

- TeliTalk:** For Laryngectomees.
- Speaker phone:** For individuals with both mobility and hearing or speech impairment.
- Infrared:** Phone allows a user who is both mobility impaired and speech impaired to connect to a speech generating device using an infrared link.
- Large Visual Display TTY:** For Deaf individuals with a visual impairment.
- Braille TTY:** For Deaf/Blind individuals.
- Tactile ringer:** Vibrates to alert Deaf/Blind individuals that the phone is ringing.

CHECK LIST

Before mailing your application:

- I have fully completed and signed Section 1 of my application.
- Section 2 of my application has been fully completed and signed by a certifier.
- I have chosen the phone and/or ringer that meets my needs.
- I have made a copy of my application for my records.

Mail completed applications to:

Florida Telecommunications Relay, Inc. (FTRI)
Attn: New Clients
1820 E. Park Avenue, Ste. 101
Tallahassee, FL 32301

DIRECTORY OF AGENCIES AND ORGANIZATIONS

The following may be able to assist in ensuring accessibility for individuals with disabilities or Limited-English Proficiency. **Bolded providers are under contract or purchase order in the Region.**

AGENCY	L	TDD or 800	URL/Email
Access Transport Service (translation)	407-330-9113		
Advocacy Center for Persons with Disabilities	(800) 342-0826	(800) 346-4127 TDD	www.advocacycenter.org
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	
Brooks Jody Belcher (contract FCCC)	239-810-9554		jodybelcher@hotmail.com or aideal@me.com
Bureau of Braille and Talking Book Library	(386) 239-6000		
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	http://www.caninecompanion.org
Center for the Deaf and Hard of Hearing of Manatee/Sarasota (Sarasota) Covering Manatee and Sarasota Counties	941-366-0260 V		dcarlton@ccdhh.org
Collier County Foundation for the Hearing Impaired, Inc.	239-793-3613		
Deaf and Hearing Connection for Tampa Bay (Seminole) covering Pinellas and Hillsborough County	727-399-9983 V	727-399-9422 TTY 866-282-5375 FAX	hlsowski@dhctb.org
Deaf and Hard of Hearing Services of Florida (Port Richey) – Covers Pasco and Hernando County	727-853-1010 V	727-853-1014 TTY 727-853-1015 FAX 866-685-9477 Toll Free	ithomas@deafhhs/fla.org
Deaf Service Bureau of West Central Florida, Inc. (Tampa)	813-930-7682	813-930-7586 813-930-7678	www.deafservicebureau.org/
Deaf Service Center of Pinellas (Pinellas Park)	727-541-4488		
Deaf Service Bureau of West Central Florida, Inc. (New Port Richey)	727-861-7015 Fax	727-861-7074 Voice or TDD	
Deaf Service Center of Manatee (Bradenton)	941-758-2539	941-758-3057	
Deaf Service Center of Florida (Venice)	941-758-2539 941-758-3565 Fax	941-758-3057	
Deaf Service Center of SW Florida Fort Myers	239-461-0334	239-461-0438 TTY	www.dsc.us
Division of Blind Services	(850) 488-1330	(800) 342-1828	www.state.fl.us/dbs
Division of Vocational Rehab.	(850) 488-6210	(800) 451-4327 Voice or TDD	www.rehabworks.org
Family Center on Deafness (Pinellas Park) Covering Families in Pinellas County	727-549-6664 V/TTY/VP	727-547-7837 FAX	caurand@familycenterondeafness.org
FL Alliance for Assistive Services and Technology	(850) 487-3278	(850) 487-2805 TDD	http://flaast.org
Florida Clearing House on Disability Information	(850) 414-8908 Fax	(877) 232-4968 Voice or TDD	Simcokp@dms.state.fl.us
Florida Relay Services	(800) 955-8770	(800) 995-8771 TDD	www.ftri.org
Hearing Impaired Persons Center of Charlotte County	941-743-8347	941-743-9286 TTY	
Institute For Cultural Competency	1-800-654-7064	LANGUAGE ONLY	*CALL CENTER USE ASSIGNED

			CODE
LeChateau (court translation)	239-274-5700		
MacDonald Training Center (Tampa)	813-870-1300		http://www.trac.tampa.homesstead.com/macdonald.html
Pacific Interpreter Service (Refugees)	1-800-311-1232	LANGUAGE ONLY	*CALL CENTER USE ASSIGNED CODE
Professional Interpreting Consultants (PIC) Hillsborough, Pinellas, Pasco & Hernando Counties	813-948-9225	813-948-9225	
Purple Language – (Hearing Impaired) Contact: Kimberly Shank (Tampa)	813-793-4034		*CIRCUIT 6 USE ASSIGNED CODE – SEE SUPERVISOR
Sign Language Associates (Brandon)	1-800-752-5777	301-946-9710 TTY	SLATampaBay@signlanguage.com
Signs of Interpreting (Statewide)	(904) 207-0290		www.signsofinterpreting.com
Tico Translating (conference call)	1-866-876-7025		
Visually Impaired Persons of SW FL	941-997-7797		

Assistive Listening Devices: Solutions for Common Communication Obstacles

Have You Ever Had Difficulty Hearing or Understanding Speech:

- In meetings?
- In places of worship?
- In theaters or movies?
- In restaurants?
- With shopping transactions such as at a pharmacy or bank?
- In public places such as airports or municipal buildings?

In those situations, an assistive listening device can help.

- **What is an Assistive Listening Device?** Assistive listening devices (ALDs) expand the functionality of hearing aids and cochlear implants by helping you separate the sounds you want to hear from background noise, and by enabling you to hear when the speaker is more than a few feet away.

The speaker talks into a microphone and the speech are sent straight to your ear, thus avoiding the degrading effects of noise and distance on speech intelligibility. It's really that simple.

An assistive listening device consists of a microphone to collect sound, a transmitter to send the signal across a distance, a receiver to intercept the signal, and any one of several different listening attachments to send the sound from the receiver to the user's ear, hearing aid, or cochlear implant.

- **When Hearing Aids or Cochlear Implants Aren't Enough** Hearing aids and cochlear implants can work wonders to improve speech understanding. Still, there are some situations that may be problematic such as listening in groups, hearing in noisy backgrounds, hearing a speaker who is more than a few feet away, and hearing in poor acoustical environments. In these situations, turning up the volume can result in turning up the background noise that you don't want to hear.

- **What Can I Do to Hear Better in Noise?** One of the simplest ways is to use a personal amplifier. It is a single unit with jacks for a microphone, a listening attachment, and a volume control. These can come in handy when you are close to the speaker to cut out background noise, such as in a car or a restaurant.

There are also ways to hear better when the speaker is more than a few feet away. FM, infrared, and induction or hearing loop systems use radio waves, light waves, or magnetic fields respectively to transmit the sound you want to hear from a speaker some distance from your receiver (for example, from a teacher at the front of a room to the student sitting in class). You turn up the volume to a comfortable level for you. Each of these systems has options for small, personal/home use or large area amplification, like in a theater or auditorium.

- **Are There Any Options Built into Hearing Aids?** There are options that are integrated into many behind-the-ear hearing aids and cochlear implants. These systems come with a separate microphone that you can give to the speaker and the sound will be sent directly to your hearing aid or cochlear implant. These are convenient but are more expensive than purchasing separate units.
- **What About Bluetooth™ Devices?** More hearing aids are equipped to allow for gateway devices that enable digital audio streaming from Bluetooth devices to the hearing aid or cochlear implant. If you enjoy Bluetooth-enabled audio devices, such as cell phones, TVs, or computers, you will probably want to check this out.



continued on back

For more information on audiology and hearing loss, visit www.HowsYourHearing.org.

AMERICAN
ACADEMY OF
AUDIOLOGY 

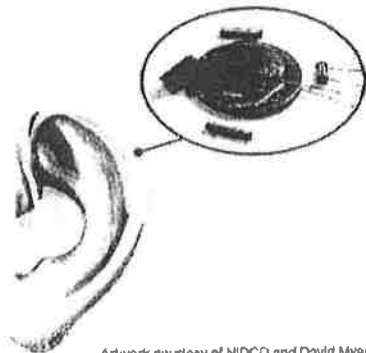
Assistive Listening Devices:

Solutions for Common Communication Obstacles

- **Do I Have to Wear Headphones?** Not necessarily. If your hearing aid or cochlear implant has a telecoil, you will be able to use a neckloop plugged into the headphone jack. A telecoil (or t-coil) is a small, inexpensive copper coil in most hearing aids and is built into newer cochlear implant processors. The neckloop is an insulated loop of wire worn around the neck that transmits the information to the hearing aid telecoil through a magnetic field. Many people enjoy using neckloops because they can listen with both ears without wearing headphones while still enjoying the full benefit of their hearing aid amplification settings.

There is an additional benefit of telecoils. If you are using an induction loop system, the only receiver you will need is your telecoil in your hearing aid or cochlear implant. An induction or hearing loop system gives off a magnetic field, eliminating the need for any receiver other than your telecoil. Using a telecoil and hearing loop together is seamless, cost-effective, unobtrusive, and wireless. You don't have to obtain extra equipment.

If you don't use hearing aids or cochlear implants, you can use these ALDs with headphones or earbuds. Even if you use hearing aids you may be able to use headphones or earbuds. However, you may prefer to take the hearing aids out when using headphones because of feedback problems.



Artwork courtesy of NIDCD and David Myers.

• Tips

- If you are new to using a telecoil, be sure to check with your audiologist to ensure that the settings on it are maximized for use with assistive listening devices.
- Access to public places for individuals with disabilities is required by the Americans with Disabilities Act. If you think an assistive listening device would benefit you on the job or in your classroom, you should find out the process from that institution for requesting a reasonable accommodation (in private settings) or for auxiliary aids and services (in public settings).
- Advocate for assistive listening devices at places you regularly attend (e.g., place of worship, classroom, community center). Encourage the venue to advertise that they have assistive devices so that others can learn of their benefit.

• Useful Links

- www.HowsYourHearing.org
American Academy of Audiology
- www.HearingLoss.org
Hearing Loss Association of America
- www.HearingLoop.org
Nonprofit informational website on hearing loops

This fact sheet is produced as part of "Get in the Hearing Loop," a national educational campaign to increase awareness about assistive listening technologies, especially hearing loops and telecoils, that are available to people with hearing loss. The project is a collaborative public awareness campaign developed by the American Academy of Audiology and the Hearing Loss Association of America (HLAA).

For more information on audiology and hearing loss, visit www.HowsYourHearing.org.

AMERICAN
ACADEMY OF
AUDIOLOGY 

Do you have trouble hearing on the telephone?



 **Florida
Telecommunications
FTRI Relay, Inc.**

Who is Florida Telecommunications Relay, Inc.?

Florida Telecommunications Relay, Inc. (FTRI) is a statewide non profit organization that provides special telephones for Hard of Hearing, Deaf, Deaf/Blind, and Speech Impaired Floridians. If you experience frustration using the phone, FTRI may have your solution!

What is the Telephone Distribution Program?

This program loans special telephone equipment to Floridians who are Hard of Hearing, Deaf, Deaf/Blind, or Speech Impaired for as long as they need it. Using this phone equipment helps people communicate more easily.

What equipment is loaned?

- Phones that amplify incoming sound
- Devices that alert you when the phone rings
- Captioned telephones
- Telecommunications Devices for the Deaf (TDD/TTY)
- Braille TTY for Deaf/Blind individuals
- Phones that amplify outgoing speech

How much does this service cost?

The phones and ringers are loaned on a long-term basis **at no charge**. A surcharge on all landline phones in Florida pays for the FTRI program.

Who is eligible?

- Permanent Florida Residents
- Age 3 or older
- Certified as Hard of Hearing, Deaf, Deaf/Blind or Speech Impaired

How do I receive a telephone at no cost?

Complete an FTRI Application, have it signed by an approved certifier, and either mail it in or visit a Regional Distribution Center (RDC) to receive your phone. For the RDC in your area, visit our website at www.ftri.org or call FTRI's main office at 800-222-3448 (Voice) or 888-447-5620 (TTY).

Who pays for the program?

The Florida Legislature passed the Telecommunications Access System Act (TASA) in 1991 to make basic telecommunications accessible and affordable for Hard of Hearing, Deaf, Speech Impaired and Deaf/Blind persons. In response to TASA, the Florida Public Service Commission (FPSC) directed local exchange telephone companies to form a non profit corporation to fulfill the TASA requirements. FTRI was founded to loan specialized telephone equipment and ring signaling devices to all qualified residents of Florida for as long as they need it, **at no charge**.

Keep this page for your records.

Conditions of Acceptance (COA):

If you receive equipment from the program, the following conditions will apply:

1. I understand that the equipment I am borrowing for telephone access belongs to FTRI; I do not own it. If I abuse the equipment, I can be held financially responsible for the replacement.
2. I will take good care of the equipment to ensure it is not damaged, stolen, or lost. If it is damaged, stolen or lost, I will contact FTRI immediately at 800-222-3448 (Voice) or 888-447-5620 (TTY).
3. If the equipment stops working properly, I will not try to fix it. I will notify FTRI at 800-222-3448 (Voice) or 888-447-5620 (TTY) and they will fix it.
4. I will notify FTRI if my address or telephone number changes.
5. I understand the equipment I receive today must be returned to FTRI if:
 - a. I move out of Florida.
 - b. I no longer need the equipment.
6. I understand that I cannot sell, give away, or loan this equipment to anyone else.
7. I understand that this agreement is binding for any additional or exchanged equipment that I receive from the program.
8. Failure to comply with this COA may result in the applicant being denied participation in the FTRI Distribution Program.
9. By signing this application, I understand that the user of the equipment is responsible for the use and operation of the equipment, and I agree to defend FTRI and release them of any and all claims, damages and expenses arising out of the use or misuse of this equipment by anyone.

HOW DO I GET MORE INFORMATION?

800-222-3448 (Voice)

888-447-5620 (TTY)

Website: www.ftri.org

Email: outreach@ftri.org
