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Communications and Cultural Challenges

*Understanding and Meeting
the Needs of
Deaf and Hard of Hearing People*

Tuesday, May 4, 2010

10:00 a.m. to 3:30 p.m.

**Alamo Area Council of Governments
Al J. Notzon Board Room, Suite 100
8700 Tesoro Drive
San Antonio, TX 78217**



Funded through the Texas Department of Aging and Disability Services
Alamo Area Council of Governments

Presenters

Margarita Vasquez serves as the Deafness Resource Specialist for the Upper South region of Texas since 2008. She is employed by CSD of TX and is funded by DARS/Office for Deaf and Hard of Hearing Services. Ms. Vasquez holds an Associate's degree in Deaf Support Studies and is a Level 1 BEI certified interpreter.

Sara Filippone serves as the Hearing Loss Resource Specialist for the Upper South region of Texas. She is employed by CSD of TX and is funded by DARS/Office for Deaf and Hard of Hearing Services. Ms. Filippone is fluent in American Sign Language and speaks Spanish as well. Sara has profound hearing loss and has served as the HLRS since 2007.

Randi Turner serves as the Communications Access Specialist for the Department of Assistive and Rehabilitative Services - Office for Deaf and Hard of Hearing Services. She works with agencies, service providers and people with hearing loss regarding their rights and responsibilities under federal and state disability rights law. Randi holds a BAAS degree from Texas State University, RID CI/CT and Texas "Advanced" interpreter certification.

Agenda

10:00 – 12:00 **Serving People who are Deaf or Hard of Hearing: Margarita Vasquez & Sara Filippone**

This session will address the cultural differences when serving people who are deaf as compared to people who are hard of hearing and will cover what factors to consider when making the determination of which communication access accommodation is appropriate. This session will also include a demonstration of different types of equipment to help providers ensure communication with people who are deaf or hard of hearing.

12:00 – 1:30 **Lunch**

1:30 – 3:30 **Americans with Disabilities Act – Ensuring Communication Access: Randi Turner**

This session will provide participants with a understanding of their legal responsibilities under the Americans with Disabilities Act to ensure effective communication when serving people who are deaf or hard of hearing; and will cover the concepts of "effective communication", "undue burden", "auxiliary aids and services", "qualified interpreter", and more.