

Tips to assist: THE BLIND OR VISUALLY IMPAIRED

- Provide a private setting where staff can read to clients.
- Make existing documents into “Large Print” by reproducing on copy machine at 150%: size 10 font becomes 14, 12 becomes 18, 14 becomes 20 or save MS Word documents in size 18 font.
- Refer Clients to Division for the Visually Impaired (DVI) for services and equipment.
<https://dhss.delaware.gov/dvi/>
- Alternative formatting: Braille, large print, electronic (talking) books on jump drives or saved in mp3 format.
- DPH staff works with DVI and clients to transcribe documents to alternative formatting: text only is usually a fast turnaround; more complex requests take a little longer. Transcription is available for single or bulk documents, large or small.
- **Approach** – Introduce yourself, **Ask, Assist** if needed.

BASIC DOCUMENT GUIDELINES:

Light letters on dark background with white/black preferred; black letters on white is next-best; Font size 18 in simple, plain, non-condensed format using upper and lower case letters and non-gloss paper. Use distinctive covers or themes.

Tips to assist: Those with Limited English Proficiency

State contracting provides 24-hours a day, 7 days a week, 365 days a year Telephone based Interpreter Services on an “as needed” basis for **Limited English Proficiency (LEP) clients** requiring immediate interpreter assistance. **See contract information on the other side.**



Provided by State Council for Persons with Disabilities. Website <https://scpd.delaware.gov/index.shtml>
Additional resources: <https://scpd.delaware.gov/links.shtml>
Follow us on Facebook:
[@statecouncilforpersonswithdisabilities](https://www.facebook.com/statecouncilforpersonswithdisabilities)

Tips to assist: THE DEAF OR HARD OF HEARING

- Provide notepads and pencils to clients.
- Share your computer, laptop, or iPad screen to communicate with a Word document.
- Offer American Sign Language (ASL) Interpreters for future appointments.
- Use **Delaware Relay** to contact clients who have **Text to Telephone (TTY), CapTel Service, Internet Protocol Relay (IP Relay) or Real-time Text (RTT)**. Do NOT rely on a family member of the client to interpret for you. Learn more about Real-time Text here: <https://www.fcc.gov/consumers/guides/real-time-text-improving-accessible-telecommunications>
- Create an open purchase order by contract number to provide assistive services as needed.
- Communication cards for emergency situations (English, Spanish, & Haitian Creole are available from:
<http://www.temple.edu/instituteondisabilities/aacvocabulary/E4All.shtml>

DELAWARE RELAY

<https://www.delawarerelay.com>

Delaware Relay is a free service providing full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows Text-To-Telephone (TTY), Voice, Voice Carry-Over (VCO), Speech-to-Speech (STS), Hearing-Carry-Over (HCO), computer or wireless device with Sprint IP Relay on (IP), or Cap Tel users to communicate with standard telephone users through specially trained relay operators.

For Hearing (or Voice Caller): You don't need any special devices for calling the relay service to call a deaf, hard-of-hearing, or speech-disabled individual. Dial:

- All services: 7-1-1
- English: 7-1-1 or 800-232-5460
- Spanish: 877-335-7595
- French: 877-335-7599
- Sprint IP Relay: www.sprintip.com

Free & always available: 24-hours a day, 7-days a week, 365 days a year. Service cost free.

Accurate and Transparent: Operator voices everything you type and types everything said.

Private and Confidential: Strictly private. No records of any conversations are maintained.

SIGN LANGUAGE

The State requires interpreters, both Foreign Language and American Sign Language, to perform services on-site at agency locations or other public and private facilities as determined by the requesting agency. **See contract information on the other side.**

Resources and Information Organizations for Blind & Visually Impaired Services:

Agency	Services	Contact Information
DHSS/Division for Visually Impaired (DVI) Herman Holloway Campus 1901 N. DuPont Hwy., New Castle, DE 19720	Early diagnosis & intervention, family & individual counseling, Independent living skills, training and equipment, and Employment opportunities.	NC: 302-255-9800 K & S: 302-424-7240 DHSS.delaware.gov/dvi
Blindsight Delaware 2915 Newport Gap Pike Wilmington, DE 19808	Improve the quality of life for those they serve through a variety of education, counseling and recreation programs.	Phone: 302-998-5913 Toll Free: 888-777-6925 Fax: 302-691-5810 www.blindsightdelaware.org
Lighthouse Guild 250 West 64 th Street New York, NY 10023	Non-profit organization with an inventory of adaptive aids and appliances for sale.	Phone: 888-284-4422 TTY 7-1-1 www.lighthouseguild.org/
Delaware Library Access Services , 121 Martin Luther King Jr. Blvd., North, Dover, DE 19901	Download NLS Audio Books or use Ask a Librarian Delaware. Online application for DLAS free library services.	Phone: 800-282-8676 Email: debph@lib.de.us

On-Site, telephone, written, and certified sign-language Interpretation & Translation Services are available through State Contracts.

Up-to-date contract information is found on Delaware's Procurement Portal under the Awarded Contracts Directory at: <http://contracts.delaware.gov/>. Search by selecting "Edit," "Find on this page" and then entering "Interpretation". Always refer to the current year's contract for vendors, services, and languages offered.

Interpretation and Translation Services

ASL Contract No. GSS19604-Sign_Lang – **Unless otherwise stated in a service request, all service requests are filled by certified interpreters.**

Foreign Languages Contract No. GSS19602-LINGUIST

Current Contract Period: April 2019 through March 2020

Organizations with Resources and Information for the Deaf and Hard of Hearing:

Department of Labor Division of Vocational Rehabilitation	Services for job seekers; services for employers; services for vendors. Help individuals with disabilities prepare for, obtain, and maintain employment. Check website for locations. https://dvr.delawareworks.com/office-locations.php	Wilmington: 302-761-8275 – Voice Kent: 302-739-5478 Voice Sussex: 302-856-5730 Voice https://DVR.delawareworks.com
Office of the Deaf & Hard of Hearing 4425 North Market Street Wilmington, DE 19802-1307	Provides advocacy, administers analog Captioned Telephone (CapTel) program and provides complimentary Deaf culture awareness and basic sign language communication training in addition to providing the following services: Assistance finding assistive technology resources, sign language classes, Deaf and Hard of Hearing local and national news and events; and assistance arranging for a sign-language interpreter or other auxiliary aids.	302-504-4741 – VP & Voice 302-761-8275 – Voice 302-736-9197 - Fax Email: Loretta.Sarro@delaware.gov Website: http://dvr.delawareworks.com/dodhh.php
Hearing Loss Association of America Delaware Chapter	Hearing Aid Funding Resources for Children and Adults. Support groups in North Wilmington, Newark, and Smyrna.	302-276-0956 (V/TTY/711) www.hlade.org/
National Association of the Deaf 8630 Fenton St., Suite 820 Silver Spring, MD 20910	Advocacy in areas of early intervention, education, healthcare, technology, telecommunications, employment, and more.	www.nad.org Contact Numbers: https://www.nad.org/contact-us/
DeafMD.Org , P. O. Box 2141, Westminster, MD 21158	Provides clear and concise health education in ASL	www.deafhealth.org/ http://deafhealth.org/contact-us
American Speech-Language Hearing Association	Making effective communication, a human right, accessible and achievable for all. Find academic programs, CE courses, professionals. https://www.asha.org/Forms/Contact-ASHA/	www.asha.org/ Non-Members: 800-638-8255

Tips for assisting people who are blind or have low vision

APPROACH, ASK, ASSIST

Approach: If you suspect someone may need a hand, walk up, greet them and identify yourself.

Ask: "Would you like some help?" The person will accept your offer or tell you if they don't require assistance.

Assist: Listen to the person's reply and assist as required. Not all people who are blind or vision impaired will want assistance - don't be offended if your assistance is not required.

- Address people who are blind or have low vision by their names so they know you are speaking to them.
- Let the person who is blind or have low vision know that you have entered the room.
- Do not walk away from a person who is blind or have low vision without indicating that you are doing so - it is embarrassing and frustrating to talk to thin air.
- Let the person who is blind or have low vision take your arm as described in the sighted guide fact sheet.
- In dangerous situations say "**STOP**" rather than "LOOK OUT"
- Do not relocate objects or furniture without telling the person who is blind or has low vision.
- Do not fill glasses or cups to the brim.
- Use ordinary language when directing or describing and be specific. Do not point, or say "over there". Direct people who are blind or have low vision to their left and right, not yours.
- Use words like "look" and "see"; they are part of everyone's vocabulary. Otherwise both you and the person who is who is blind or have low vision will feel awkward.
- Describe the surroundings and obstacles in a person's pathway (remember to look up as well as down). Warn of the presence of overhangs, such as kitchen cupboards, jutting side mirrors of cars, or trees.
- Do not leave doors ajar. Close them or open them fully.
- Be aware that the person who is blind or has low vision will be disadvantaged by not seeing what is going on. Therefore talk about what is happening.
- Ask people who are blind or have low vision what they want or need. Do not direct questions through their companion.
- If people who are blind or have low vision extend their hands to shake, do so.
- When seating people who are blind or have low vision, put their hands on the back of the chair and they will then be able to seat