

If you are in immediate danger call 911

For more information about getting safe, call your local domestic violence program, at:

24-hour Hotlines:
National Domestic Violence Hotline:
(800) 799-SAFE (7233)
TTY Hotline: (800) 787-3224

For more information about this brochure, you can contact:



Illinois Coalition Against Domestic Violence (ICADV)
801 South 11th Street
Springfield, IL 62703
Phone: (217) 789-2830
TTY: (217) 241-0376
Fax: (217) 789-1939
Website: www.ilcadv.org
(Click on "DV Programs")

This project was supported by Grant #2004-VA-GX-0046, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice, through the Illinois Criminal Justice Information Authority. Points of view or opinions contained within this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice, or the Illinois Criminal Justice Information Authority.



Services for Deaf/ Hard of Hearing Victims of Domestic Violence

Did you know...?

- that domestic violence is a crime!
- that every nine seconds a person is battered.
- that it is extremely important to have a safety plan in place when trying to leave a crisis situation.
- that the emotional stress of domestic violence does not just "go away" once you are out of the crisis situation.
- that you can get help from your local domestic violence program on topics such as shelter or safe housing, setting up your own safety plan, legal advocacy, group counseling for you and your children, or education about the dynamics of domestic violence.

Where can you get help?

If you want to find the closest domestic violence program in your area, you may call the National Domestic Violence Hotline Number.

TTY-800-787-3224
Voice-800-799-SAFE(7233)

This national hotline works to provide callers with the information they need as soon as possible. Hotline personnel will assist you in finding the domestic violence program closest to your location.

What if the local domestic violence program doesn't have a TTY?

Call the national relay service number to assist you in communicating your needs.

1-800-877-8973 (Sprint relay, 27 states)
1-800-676-3777 (Customer Service)

Will the domestic violence program know how to obtain a sign language interpreter?

There is a strong possibility that they may not know how to obtain an interpreter. Additionally, they may not know that they are required to provide one, especially if you request this service. It would be wise to bring this brochure with you and show them the following suggestions.

Contact the following agencies to help you locate an interpreter.

Local Level:

Independent Living Centers or **Centers for Independent Living**. These agencies might go by either name and could be listed in the yellow pages under "Social Services."

State Level:

Deaf and Hard of Hearing Commission or **Council**. Nearly every State has one.

National Level:

Sign Language Associates, Incorporated. If you are still unsure who to contact locally

—continued on next page

within your city or state this agency can help you locate the nearest sign language interpreter referral service in your area. This organization is located in the Washington, D.C. area and provides interpreters on a global level. You may contact them in the following ways:

Voice/TTY: **301-946-9710** (8am-5pm Eastern time)

Email: karenj@signlanguage.com

What else may I tell the domestic violence program to assist me in receiving effective communication?

In an emergency situation an interpreter might not be available right away. However, you will be in a safe place—that's the first priority—until an interpreter gets to the domestic violence program. Make sure that you request a sign language interpreter for your face-to-face meeting with the domestic violence advocate before the actual meeting, if possible. Then, when you arrive, provide the advocate with the following information about the Americans with Disabilities Act, especially if you are told they cannot obtain a sign language interpreter.

Title III of the Americans with Disabilities

Act states that places of public accommodation are required to ensure that customers or clients with disabilities affecting hearing, vision, speech, or cognition are provided with effective communication through **auxiliary aids and services** that enable them to fully benefit from facilities, services, goods, and programs. A place of public accommodation is not required to provide any auxiliary aid

or service if doing so would “fundamentally alter” the operation (i.e., alter the essential nature of the goods, services, facilities, privileges, advantages, or accommodations offered), or if providing communication aids and services would result in an “undue burden” (i.e., significant difficulty or expense).

To get more information about requirements under **Title III of the Americans with Disabilities Act** call:

1-800-949-4ADA



Frequently Asked Questions

There is so much to consider, where do I begin?

When you are in a safe place and have enough time, contact the local domestic violence program and tell one of the advocates about your situation. Let the advocate help you determine the best safety plan for you and your children. Depending on the urgency of your situation a plan can be developed. If you are in extreme danger, the advocate might suggest you leave the dangerous environment as soon as possible. If your situation is less dangerous, the advocate might suggest an alternative safety plan.

Will the domestic violence advocate really understand my situation?

Although the domestic violence advocate might not understand what it's like to be Deaf, they will under-

stand domestic violence and its dynamics. Remember, these advocates see and help victims of domestic violence 24 hours a day. They **understand and believe** what is happening to you. Advocates also receive special training about domestic violence before they can work with any victims.

Will any of the services I receive through the domestic violence program cost money?

No. As long as you are a victim of domestic violence, all services are free of charge. Many things will be provided for you and your family while you are receiving services. If you are in shelter you will be given free meals, personal hygiene products, and even diapers for the baby if needed.

Do I have to stay in the shelter to receive help from the domestic violence advocates?

No. You and your family may access all the services provided by the domestic violence program, regardless of where you are staying. Services may include

- legal advocacy,
- group or individual counseling for you and your children, or
- general advocacy.

May I bring my children to the shelter?

Yes. You are encouraged to bring your children. However, be advised that some domestic violence programs will not allow teenage boys to stay in shelter—always ask ahead of time and then ask for a recommendation on how to keep your son safe.

Will I have to stay in the shelter all the time?

No. You may leave to go to your job, run errands, or visit family. Be aware that all shelters have a curfew. This is to help insure the safety of all that are sheltered.

Is the shelter safe?

Yes. Nearly all shelters keep the doors locked at all times and only shelter staff can open the front door to let people in. If your abuser is outside watching, the police will be called and the abuser will be removed.

Will the domestic violence program tell my abuser or anyone else that I am staying in shelter or receiving services?

No. Everything you discuss with the advocates is confidential as is the fact that you are staying in the shelter or receiving services. **ALL SERVICES ARE CONFIDENTIAL!**

Will the domestic violence program have any equipment in place for Deaf/Hard of Hearing people?

There is a strong possibility that they will not. Ask them to contact the Deaf Services Coordinator at the local Independent Living Center to educate them about this equipment and explain how to purchase it. (Sometimes the Independent Living Centers have programs set up to provide used equipment to those that need it.)