

# DEAF AND HARD OF HEARING

# ACCESS SPECIALISTS

*Serving people who are deaf or hard of hearing*



## KEY SERVICES



1

### Effective Communication:

Promoting accessibility in employment, community and home settings for safety and independence

2

### Equal Access, Equal Opportunity:

Instilling self-confidence so people can ask for services or accommodations needed for equality and effective communication

3

### Strategies:

Teaching people the steps to take for effective communication, the right people to ask and how to negotiate

4

### Self-Advocacy and Soft Skills:

Teaching people how to speak up about their needs and make requests

5

### Civil Rights Laws:

Providing education about laws that prohibit discrimination and promote equality and accessibility, such as the Americans with Disabilities Act

6

### Responsibilities:

Explaining the importance of taking steps to ensure effective communication such as making requests and following through

7

### Resources:

Connecting people with local, statewide, or nationwide organizations and agencies to assist them with their needs

8

### Group Training:

Providing opportunities for people who are deaf and hard of hearing to learn from each other's self-advocacy successes

## FOR BUSINESSES AND EMPLOYERS:

9

### Training:

Covering topics such as sensitivity, accessibility, cultural competency and appropriate provision of services

10

### Solutions and Support:

Consulting on accessibility issues and referrals to community resources including sign language interpreters and captioning

We welcome your feedback about the resource specialist service in your community.

## Contact us:

Office of Deaf and Hard of Hearing Services

[hhs.texas.gov/deaf-hard-hearing](https://hhs.texas.gov/deaf-hard-hearing)

**512-407-3250**

**512-813-9855** (video phone)



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