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Maine-Lines: A Newsletter for People who are Deaf, Hard of Hearing or Late-Deafened, Winter 2006

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deaf, Hard-of-Hearing and Late Deafened

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Blaine House Tea
September 15, 2005

The Blaine House Tea took place on September 15, 2005; approximately 100 people attended the event. Sara Treat was the keynote speaker; her speech was inspirational and heartfelt by the audience of Deaf/deaf, hard of hearing, and hearing people. She spoke of the abuse at Governor Baxter School for the Deaf and the Maine School for the Deaf and healing that has started for many of the survivors. She also spoke of the movement away from the abuse and suffering to a Safer Place and then on to the creation of the Baxter Compensation Authority.

Larry Taub, the Chair for the Division of Deafness Advisory Council, presented the awards. The categories presented were: Promoting ASL, Deaf Culture, and Deaf People; Outstanding Advocate for the Needs of the Deaf Community; Special Commendation, and the Clifton F. Rodgers Award.
Jane Hecker-Cain received the Promoting ASL, Deaf Culture, and Deaf People Award.

Jane dedicated many hours of her life to help Deaf and hearing people have a better understanding of each other. In working on her master’s degree, Jane researched the dynamics in meetings between deaf and hearing people. She prepared and gave presentations to the Maine Center on Deafness Board of Directors, the Governor Baxter School for the Deaf Board of Directors, and the Division of Deafness Advisory Council, in an effort to help bridge the gaps that sometimes happen between Deaf and hearing cultures.

When the Governor Baxter School for the Deaf (GBSD) high school was demolished, Jane rolled up her sleeves to improve GBSD public relations for the new middle school building. She supported the American Sign Language (ASL) for Families Program (ASL classes) using the Distance Learning System. She has helped organize the Deaf Culture Festival. Her commitment and BIG new vision for the school and the school community was recognized. She is a Deaf community activist in politics and education.

Jane has spent hours promoting the Deaf Culture Festival, GBSD, and other events. She made contacts with media to inform them of upcoming events which shines a bright light on the Deaf community.

Congratulations and thank you to Jane.

Dr. Romy Spitz received the Outstanding Advocate for the Needs of the Deaf Community Award.

Here are some comments from her supporters: "Communication opens doors to the mind." In her work for Mobius, Inc, under contract to the Department of Health and Human Services, Romy Spitz has used her vast knowledge of atypical language development to enhance communication with deaf, hard of hearing and non-verbal adults with mental retardation. Whether working tirelessly at Camp Sign-A-Watha, traveling the state to assess clients’ communication skills, presenting at state and national conferences, or wading through MaineCare policies, Romy is dedicated to improving clients’ quality of life through improving communication.

In her spare time, Romy serves on the GBSD school board, administers the Educational Interpreter Proficiency Assessment, consults with schools for children with communication barriers, works on grants at the USM signed Languages Lab and travels to Nicaragua to bring language to the deaf there. Romy spends countless dedicated hours ensuring that the needs are being met for a variety of consumers around the state including the deaf and hard of hearing people of Maine.

Congratulations and thank you to Romy.
Jana Harbaugh received the Special Commendation Award. Jana has been an extraordinary friend and counselor to many Deaf and hard of hearing people in Maine. She is highly respected among everyone she helps and encounters.

Comments from supporters:
Jana is now working at the YWCA in Portland and continues to develop and expand programs, making them accessible and deaf friendly to help fill the gaps in services and needs for some of the most vulnerable members of our community.

Jana spent nine years at the Community Counseling Center working and providing high quality mental health services for people who are Deaf or hard of hearing. She goes the extra mile to advocate and support her clients to get the services they need. She collaborated with Goodwill, YWCA, hospitals, schools and other organizations, and worked with them to get the best quality services for her clients.

She was the first ASL fluent therapist hired by the Community Counseling Center and gradually expanded the program to include eight ASL fluent deaf & hearing professionals who now provide therapy & case management statewide to deaf & hearing people and their families. Jana and her team also provided services and psycho-educational classes to students at Governor Baxter School for the Deaf. She has worked hard to support many of her clients as they went through the Baxter Compensation Authority process, which can be very difficult.

“Jana has taught me so much during our counseling sessions. I had stuffed away my feelings, and it was hard for me to love myself. There were times when I thought my life was over, but she gave me hope and compassion to keep going.”

Congratulations and thank you to Jana.

The Falmouth Rotary Club received the Special Commendation Award. Rotary International is everywhere. Every time you drive from one town to another you almost always see the famous Rotary International sign telling where and when they have their weekly meetings. They work hard as a service organization making the world a better place to live. The Falmouth Rotary Club is fairly new, just five years old. They have had fund-raising drives to support the international effort to eliminate polio, provided support to the Falmouth Library and three years ago they made it part of their mission to make the world a better place for deaf and hard of hearing children and their families in Maine.
This wonderful group has spearheaded fund-raising events for the Maine Educational Center for the Deaf and Hard of Hearing and the Governor Baxter School for the Deaf. They have supported programs and helped GBSD students and staff get funding for different things.

MCDHH/GBSD hosts an annual Literacy Camp which is partially funded from proceeds generated from the Rotary Clubs’ annual golf tournament. Family Learning Day is another. Example: Falmouth Rotary and Der Porsche USA, an automobile club, do this through an annual “Show n Shine” car show that is jointly sponsored. They have awarded scholarships to GBSD students to attend leadership camps, art appreciation programs and even donated money to assist the US Soccer Team with its interpreting expenses for the Deaflympics last winter in Australia.

Congratulations and thank you to the Falmouth Rotary Club.

Sharon Anglin-Treat received the Clifton F. Rodgers Award. This award is named for Clifton F. Rodgers, a resident of Maine all his life. He attended the Maine School for the Deaf and lived in Belfast for over 30 years with his wife Dorothy. Cliff was a member of the Advisory Council and also worked for the Division of Deafness. Quotes that describe him were: "He made an indelible impression on everyone he came in contact with, for his style always created goodwill and warm feelings;" "His knowledge of Maine and its Deaf Culture were immense;" and "He passed through this world making it a better place."

This award is presented to an individual who has worked in or with the Deaf Community for many years. It is like a "life time achievement award." This year's award went to Former Senator Sharon Treat.

Sharon Treat was a pioneer at the Maine State Legislature for Deaf and hard of hearing people in Maine. She opened the doors for the Deaf Community to have a voice in the Legislature.

It is amazing to see how many improvements she has helped make happen in the last ten years. She was responsible for major events that provided better services for the deaf community, one of the most important creations was the Baxter Compensation Authority. Sharon sponsored, co-sponsored and/or supported numerous bills in the Maine Legislature. Sharon participated in the needs assessment forums for LD 1964 — the Resolve Bill that among other positive things, re-opened the Director and Assistant to the Director positions for the Division of Deafness. Some other bills/laws she worked on:

- Expansion of the Telecommunications Equipment Program to include all disability groups.
- Public Law 519 to greatly improve the lives and communication needs of our Deaf community members with mental retardation.
- Interpreter Licensure
- Fire Alarm Bill

Sharon also sponsored two bills in different years that set up very important study committees. One was to set up services for survivors of abuse from Governor Baxter School for the Deaf and Maine School for the Deaf and the other to study emergency services for the Deaf and hard of hearing in Maine. Sharon also served on the committee that designed the Baxter Compensation Authority and served for many years on the Division of Deafness Advisory Council.

She was a trailblazer at the State Legislature and because of her untiring efforts, the Deaf and hard of hearing communities continue the work and provide better services for all Deaf, hard of hearing, and late deafened people in Maine. It cannot be emphasized enough how important her role as a Legislator and caring person has been to the deaf and hard of hearing communities in Maine.

Congratulations and thank you to Sharon.
A labyrinth, unlike a maze, has no dead ends. There is only one path, and while it does have twists and turns, you can’t get lost. The same path takes you into the labyrinth and out again. With a labyrinth you don’t have to think, or analyze, or solve a problem; you just trust that the path will lead you to where you need to be.

The Labyrinth at Governor Baxter School for the Deaf was designed by Kathy Wooten and Laurette Souliere.

It is in the shape of the “I Love You” sign and is very inviting to walk and reflect on the issues that might be troubling you. The carefully placed colored stones lead the person walking through a path of healing.

The work was performed by many deaf and hearing volunteers. It was hard physical labor and very rewarding for all who participated.

The Labyrinth on Mackworth Island is part of the healing process from the abuse that occurred at Governor Baxter School for the Deaf and is supported by Safer Place and other members of the community.

A labyrinth is an ancient symbol that relates to wholeness. It combines the imagery of the circle and the spiral into a meandering but purposeful path. The labyrinth represents a journey to our own center and back again out into the world. Labyrinths have long been used as meditation and prayer tools.

A labyrinth looks like a maze but is not. A maze is like a puzzle to be solved. It has twists and turns and dead ends. You have to think and be alert for any clues you may find. A maze can be frustrating, frightening, or challenging. You can get lost in a maze.
The dedication of the bench and tree in memory of James Levier at GBSD took place on September 24, 2005 on Mackworth Island.

The bench and tree were donated by Safer Place, the group that James helped establish for survivors of the abuse at the GBSD.

James Levier’s death pushed the Legislature and former Governor King to pass the bills that established the Baxter Compensation Authority.

Hello, my name is Joe Roquebecil, and I am the new Rehabilitation Counselor for the Deaf (RCD) in the Augusta and Rockland area. I began my new job on November 21, 2005. I am Deaf and fluent in American Sign Language. I work with Ginny Pelletier in the Augusta Vocational Rehabilitation office at 2 Anthony Avenue.

I'm a native of Cuba and my family immigrated for many of the same reasons that attracted previous immigrants to the United States and Canada.

My primary and secondary education was in several Deaf and mainstream public and private schools in Puerto Rico, New York, and Florida. I have also lived in New Jersey, California, Georgia, and now Maine.

As a restless youth full of curiosity, I dropped out of high school and then went back to get my GED. Eventually, I landed at Rochester Institute of Technology, earning a bachelor's degree in social work. I also went to New York University for a master's degree in Rehabilitation Counseling. My work experience ranged in everything from mopping floors; rehabbing crumbling houses in Rochester's (N.Y.) inner city; to counseling mentally ill and chemically dependent clients in New York City. For relaxation and enrichment, I like reading, camping, and hiking.

What brings me to become a Vocational Rehabilitation Counselor is my abiding interest in how economics has such a big impact in our individual lives, the health of our communities, and ultimately the wellbeing of Planet Earth.

My goal is for Mainers with disabilities to have meaningful jobs and exercise the citizen rights guaranteed to us by the Maine Constitution, the United States Constitution, and the United Nations Charter.
What is Closed Captioning?

Closed captioning is a technology that provides visual text to describe dialogue, background noise and sound effects for television programming. The audio portion of programming is displayed as text superimposed over the video.

Example of Closed-Captioning

It is similar to subtitles, but unlike subtitles, the captions are not ordinarily visible. In order to see the captions, viewers need to turn on the capability using the remote control or the buttons on the console of the TV to set up and operate the captioning. Because each TV varies, the manual that comes with your television contains the necessary instructions. Use the C1 setting to make the captioning visible.

Does Every Television Have Closed Captioning?

Since July 1993, all television sets with screens 13 inches or larger sold in the U.S. have been required to have the built-in technology to provide captioning.

Who Uses Closed Captioning?

People with a hearing loss, who have difficulty understanding television programming, benefit from captioning. Closed captions provide a critical link to news, entertainment and other information that otherwise would not be accessible.

Many people who do not have a hearing loss also benefit from the technology. Individuals who are learning English as a second language can improve comprehension and fluency through its use. Captions also help children learn to read and build literacy skills.

AS OF JANUARY 2006, 100% OF ALL PROGRAMMING MUST BE CAPTIONED (with a few exceptions)

What are the Exceptions?

- Programs which are shown between 2 a.m. and 6 a.m. local time
- Locally produced and distributed non-news programming with no repeat value (parades, school sports, etc.)
- Commercials less than 5 minutes in length
- Programs in languages other than English
- Programs shown on new networks for the first four years of the network’s operations
- Public Service Announcements under 10 minutes, unless they are funded or produced by Federal, State or local government
- Programming first shown before January 1, 1998 does not need to be fully captioned until 2008

A video programming provider or distributor may ask the Federal Communications Commission (FCC) for an exception for specific programming if they can prove that supplying captions would result in an undue financial burden for that entity.

Do Captions Have to Meet Accuracy Requirements?

Currently, there are no rules that require that captions meet any kind of accuracy standard, but that doesn’t mean people shouldn’t let the stations know when there are spelling errors, missing information, etc. As many as 100,000 people in Maine use closed captioning. TV stations are commercial entities that want to please the public. Calls made from viewers often motivate programmers to improve the quality of the captions.

What Should I Do if There is No Captioning?

The first thing you should do is call the local station. Sometimes there are no captions because of a technical problem. Most television stations do not monitor the captioning so they may be unaware that there is a problem. Television stations depend on the viewers to let them know when the captions are missing.
What Should I Do if They Refuse to Fix the Captioning?

You have the right to file a complaint, but you must follow a process to have your complaint accepted.

How and Where Do I File a Complaint?

It is important that you keep a record of the date and time of the violation, the TV station, the program that was not captioned and details about the problem. You will need this information to file a complaint. Call Nancy Melanson at the Division of Deafness and she will mail you the required forms and instructions needed to file a complaint. Her email address is nancy.a.melanson@maine.gov. Nancy is available to answer your questions and guide you through the complaint process.

Example of Closed Captioning

Federal Law Mandate Creates Crisis for Captioners

Katie Prins
SIGNews Staff Writer

The Federal law mandates that all new programming be closed captioned by January 2006. However, a shortage of trained professionals will impact 100 million Americans who rely on captioning for information. The mandates of the 1996 Telecommunications Act will be affected if Congress does not act to provide the funding necessary for training.

In a matter of months, many television stations in the country run the risk of operating out of compliance with the Telecommunications Act, which mandates that all new English-language programming be closed captioned by January 2006. Without funds to properly train new captioners to enter the captioning and realtime reporting profession, there is no chance that the mandate set forth by Congress will be met.

For Deaf and hard of hearing people and others who rely on captioning for vital information, failing to rectify the situation literally could mean the difference between life and death, such as with the recent hurricane warnings. During emergencies, a majority of Americans turn to their television news for critical information. The Deaf and hard of hearing people rely on the captioning services as a lifeline to critical information. The current shortage of trained captioners is severely jeopardizing that lifeline.

The FCC has taken notice having recently fined television stations in San Diego, Washington, D.C. and southwest Florida for failing to adhere to the agency’s emergency broadcast captioning rules. The San Diego stations were fined for failing to provide timely emergency captions and graphics during the deadly wildfires that occurred in October 2003. In Washington, D.C., stations were fined for failing to provide adequate captioning during a tornado watch in May 2004. In September 2005, two stations in Florida were fined for not doing enough to inform deaf/hard of hearing viewers during Hurricane Charley.

Excerpts from the above article appeared in the October 2005 issue and are reprinted here with permission from SIGNews.

911 What is your Emergency?

Using a TTY with 911

Maine 9-1-1 public safety call takers are trained to answer TTY calls as part of their initial Enhanced 9-1-1 training. When you call 9-1-1 from a TTY, you are not required to tap the TTY spacebar, but sometimes tapping the spacebar helps call takers know it is a TTY call and they can help you faster.
Tips for Using a TTY to Request Emergency Services

- Dial 9-1-1.
- Tap the TTY spacebar key for 9-1-1 fast answer.
- Wait for 9-1-1 to answer.
- Type what help is needed: police, fire, medical.
- Type your name and the address where help is needed.
- Answer all questions.
- Hang up ONLY when told.

How do the deaf, hard of hearing and speech-impaired persons use Enhanced 9-1-1?

Enhanced 9-1-1 equipment has TTY capability and is ADA compliant. If the equipment detects TTY tones, it will automatically switch to TTY mode and immediately send out a greeting to the caller. The equipment can be manually switched to TTY mode to facilitate the answering of silent calls.

When should a caller use 9-1-1?

Only dial 9-1-1 in an emergency—when police, fire, or medical services are needed right away in order to save a life, report a fire or stop. For non-emergencies, the public should call the telephone number for police, fire and Emergency Medical Services in the white pages of their local phone book.

Posting Your 9-1-1 Address

While Enhanced 9-1-1 speeds up the dispatch of emergency services, delays may happen if responders can't find you. Below are guidelines for posting your address:

- First, remove any old numbers from the house or apartment building and mailbox.
- Always place your number on the house or apartment.
- Put your number on both sides of the mailbox.
- If the number on the house or apartment can't be seen from the road and the mailbox is not next to the driveway, place a post with the house number at the driveway's entrance.
- If the mailbox is located at the end of a private road, post the number and the road name on both sides of the mailbox. This limits possible confusion caused by numbers that appear out of order.

Additional tips

- Posted numbers should be high enough so that snow does not cover them.
- Numbers on structures should be a minimum of 4 inches high and a color different than the background.
- Reflective materials make the numbers easier to see.

Put driving directions next to each telephone for easy reference. In an emergency it may be hard to remember how to tell someone how to find your home.

What is a PSAP?

PSAP is Public Safety Answering Point, which is an emergency dispatch center that the state 911 Bureau designates as a location where 9-1-1 calls are sent to for a geographic area (a town, group of towns or an entire county in many cases). The state 911 Bureau equips these centers with 911 technology and trains staff how to use it.

In Maine, we have emergency dispatch centers scattered throughout the state, which by radio send or "dispatch" police, fire and ambulances when needed in their area. Of those, the busiest 45 centers are PSAPs. The PSAP either "dispatches" the police, fire or ambulance right from there by radio, OR may transfer the call to a local non-PSAP, dispatch center, who then dispatches police, fire, or ambulance in a two-step process.

In other words, all of Maine's PSAPs are also dispatch centers, but not all dispatch centers are PSAPs, the other dispatch centers get their calls transferred to them from a PSAP center. The reason we have so many PSAPs in Maine is that we try to have 9-1-1 call answering AND dispatching handled at the same location, and avoid having a two-step process in to get help.
How to Report 911 Problems

Has this ever happened to you?

- Get hung up on the TTY when you dialed 911?
- Emergency responders were slow on arrival?
- Emergency responders went to the wrong address?
- Call went to the wrong PSAP??

Here are some suggestions to correct the problems you may have:

Step #1: The individual PSAPs are the ones who run 911 centers day-to-day, not the state 911 Bureau. Each PSAP is responsible for the operation of their centers and decide how their dispatchers process calls, and send the correct emergency providers.

Always try to solve the problem locally, if possible. Contact the administrator of the PSAP that took the call, that could be a police chief, sheriff or a civilian PSAP director, depending on who runs the center for a given town. If you do not know who runs the PSAP in your town call the phone numbers at the end of this article for the Emergency Services Communication Bureau.

Step #2: Allow the PSAP administrator to research the event, as to when and where things happened or not. Every PSAP has the computer tools to go back and find very detailed information the calls such as where they came from, where answered, how quickly they were answered, by which dispatcher, what the TTY text said, when call ended, what was voiced on the 9-1-1 tape, etc. They can take the complaint by TTY on a non-emergency number, or by mail if necessary and request a reply and/or in-person meeting.

Step #3 (if needed): Contact the 9-1-1 Bureau if steps 1 and 2 do not work. The 9-1-1 Bureau is removed from the actual call process and would have to contact the PSAP to get information. However, the 9-1-1 Bureau is very interested, especially if the complaint involves equipment failures, dispatcher training, violation of the ADA regulations or negligent behaviors that caused injury or suffering!! Citizens can contact the 9-1-1 Bureau via TTY at our office and/or e-mail, either directly to one of our staff or thru our web site.

Contact Information:
Emergency Services Communications Bureau
15 Oak Grove Road, Room B132
Vassalboro, ME 04989-3201
Phone: 877-8010
Toll free: 1-888-448-3803 (Maine only)
TTY: 877-8058
Fax: 877-8060
Web site: www.maine911.com

Baxter Compensation Authority (BCA)

Update (as of 12/05)

- 390 former students have contacted the BCA.
- 296 people have gone before the BCA panel.
- 278 have been found eligible for compensation.
- $14,720,000 has been awarded to claimants.

March 31, 2006 is the deadline to file a claim to BCA for compensation.

If anyone has any ideas on how to reach people who have not yet filed claims, please contact John Shattuck at the BCA.

Contact numbers: 287-6712 (V)
287-6715 (TTY)

Did you know?

- NEW: Association of Late Deafened Adults (ALDA-Maine) ALDA-Maine now invites new members. ALDA-Maine provides needed information about hearing loss and promotes different activities depending on local needs. There is no fee to join the local ALDA-Maine group during these planning months.
The first official meeting will be April 26, and the guest speaker will be Karen Keefe, president of the national ALDA (see www.alda.org). CART services will be provided (real time captions for the meeting discussions). If you cannot make it to the April meeting, please e-mail your interest anyway, and we welcome your participation by e-mail and for future meetings.

To find out more, e-mail Lauren Storck: drstorck@caregiving-online.com or Mary: periwinkle@prexar.com. ALDA-Maine will meet on April 26, 2006, 11:30 to 1:30 at the Samoset, Conference Room, Island Institute, Main Street, Rockland and it is open to everyone.

NEW: The New England Deaf Senior Citizens, Inc., will host the first biennial conference, at Sturbridge Host Hotel in Sturbridge, MA, April 7 – 9, 2006.

The purpose of the conference is to provide information about what is available for deaf senior citizens in the community. It will include workshops, and exhibit booths, also a tour of Old Sturbridge Village.

For more information contact, Winchell & Ruth Moore, 23 Woodlawn Road, Hadley, MA 01035, E-mail: MooreRW62@aol.com or Helene Wheeler, NEDSC, Inc. registration chairperson, 121 Mariposa Avenue, Lowell, MA 01851

NEW: The New England Regional Deaf Women United Conference will take place November 3-5, 2006 at the Cliff House in Ogunquit. Early Bird Registration (Before August 31, 2006) is $75.00. Registration from September to November is $100.00. For more information contact: medwu2006@yahoo.com.

NEW: Medicare Part D - Prescription Drug Coverage Program Changes: If you have MaineCare and Medicare, your drug coverage changed on January 1, 2006.

There are brochures available at the Division of Deafness which have contact information that will be helpful in the decision making process.

NEW: Self Help for the Hard of Hearing (SHHH). Support Group is now meeting every month in the central Maine area. SHHH is a volunteer, international association of hard-of-hearing people, their relatives, and friends. It is a non-profit, educational organization devoted to the welfare and interest of those who cannot hear well. For further information contact Marianne Winnett at 685-3885 (V) or E-mail: creativeharmony@peoplepc.com.

The southern Maine SHHH chapter needs a leader; if interested, please contact the National SHHH at 301-657-2248 (V); 301-657-2249 (TTY); 301-913-9413 (FAX); or E-mail: national@shhh.org.

NEW: The Division of Deafness Advisory Council meeting is April 27, 2006 from 5:30 P.M. to 8:15 P.M. It will be held at the Department of Public Safety, 45 Commerce Drive, “Fallen Heroes” room, Augusta (formerly the SCI building, off Civic Center Drive). This meeting is open to the public.

ASL NEWS is organized at the Maine Center on Deafness. The meetings take place in Bangor and Portland and allow the Deaf community to come together and discuss issues they face. Discussion topics change every month.

Please contact the Maine Center on Deafness for more information at 797-7656 (V/TTY) or 1-800-639-3884 (V/TTY) outside the Portland area.