



## **Services & Information for Vermonters who are Deaf or Hard of Hearing**

THIS INFORMATION WILL BE AVAILABLE IN  
ALTERNATIVE FORMATS,  
PLEASE CONTACT OUR OFFICE.

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(800) 834-7890 (Toll Free)  
(802) 229-1355 (Voice)  
(802) 229-1359 (Fax)  
141 Main Street, Suite # 7  
Montpelier, VT 05602  
[www.disabilityrightsvt.org](http://www.disabilityrightsvt.org)

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## **A Very Special Thank You to:**

The Vermont Center for Independent Living (VCIL),  
and  
Deaf Vermonters Advocacy Services (DVAS),  
for their assistance with this brochure.

## **We would also like to thank the members of:**

The Vermont Association of the Deaf, and  
The Vermont Center for the Deaf and Hard of  
Hearing, Inc.

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## **The Purpose of this Booklet**

This booklet gives general information about services and contacts for people in Vermont who are Deaf or hard of hearing.

*This publication was made possible by funding through the PAIR grant from the Rehabilitation Services administration.*

## Housing

You may ask for help in public housing, including the use of service animals and visual alarms.

These places can help you find housing or if you have been denied assistance:

- **Vermont Center for Independent Living (VCIL).**

VCIL offers help for a lot of life activities including: information, referral, assistance and several direct services.

**Website: <http://www.vcil.org>;**

**Deaf Independence Program, Missy Boothroyd**

**[missyb@vcil.org](mailto:missyb@vcil.org)**

**802-275-0099**

- **Human Rights Commission (HRC):**

Its mission is to promote human rights in Vermont. HRC helps people in housing, state government employment, and public accommodations.

**[human.rights@state.vt.us](mailto:human.rights@state.vt.us)**

**800-416-2010 (voice)**

**802-828-2481 (fax)**

- **Economic Services Division of Agency of Human Services:**

It helps Vermonters meet their needs through programs such as 3SquaresVT (food assistance) and Reach Up (money assistance for families). These programs help people with unemployment, single parenthood, aging, disability, and other issues.

**Call the VRS, 7-1-1**

**Have VRS operator call 1-800-479-6151**

- **Vermont State Housing Authority:**

It can help people whose income qualifies to get housing.

**802-828-3295(voice)**

**802-828-3248 (fax)**

**800-820-5119 Message Line**

- **Vermont Legal Aid**

Provides free civil legal services to people throughout Vermont who are poor, elderly or have disabilities.

**Website: [www.vtlegalaid.org](http://www.vtlegalaid.org)**

**1-800-889-2047**

- **Department of Housing and Urban Development in Vermont**

The department aims to create stable housing for all individuals.

**vt\_webmanager@hud.gov**  
**(802) 951-6290 (voice)**  
**(802) 951-6298 (fax)**

## **Transportation**

You may ask for help in using public transportation. Contact the following places for more information:

- **Vermont Center for Independent Living (VCIL)**  
(see page 2)

- **Rural Community Transport, Inc.**

(RCT): for the Northeast Kingdom, Caledonia, Essex, Lamoille and Orleans counties.

**rct@kingcon.com**

**802-748-8170 (voice)**

**802-748-5275 (fax)**

**711 (Contact through the Vermont Relay Service)**

- **Chittenden County Transportation Authority**  
(CCTA)

**info@cctaride.org**

**802-864-2282 (voice)**

**802-864-5564 (fax)**

**711 (Contact through the Vermont Relay Service)**

- **Green Mountain Transit Authority (GMTA):**

Washington, Lamoille, Franklin/Grand Isle Counties, the Mad River Valley, and the towns of Washington, Orange and Williamstown.

**info@gmtaride.org**

**802-223-7287 (voice)**

- **National Association of the Deaf:**

The NAD helps people get equal access to transportation services. It also helps people get information related to transportation services.

The NAD also works to improve hotel and motel services and other travelling needs.

**www.nad.org**

**301.587.1788 (VP or Voice) or 301.328.1443**

**301.587.1791 (fax)**

## Communication Accommodations

There are many different types of help that you can ask for to communicate with others, including:

- **CART services:**

Communication Access Realtime Translation.

The CART provider types what is said into the program and it is written out for the individual. Non-broadcast settings are presented on a small computer screen or on a larger screen if there is a group.

**Norma Miller, miller.norma@gmail.com  
(802) 233-3747 (voice)**

- **Interpreters:**

When requesting an interpreter, be clear about what kind of help you need. Sometimes more than one interpreter will be needed. There is a list of interpreters in the back of this booklet.



- **Vermont Interpreter Referral Service (VIRS)**

VIRS can help you get an interpreter or CART services for settings such as medical, legal, employment, educational, and recreational situations.

**VIRS@sover.net**

**802-254-3920 (voice)**

**802-275-0104 (Video Phone)**

**800-639-1519 (toll free voice);**

**802-258-9564 (fax)**

- **Telecommunication Devices for the Deaf**

(TTDs or TTYs) are electronic devices for text communication over the telephone line.

- **Vermont Assistive Technology Program**

provides devices or software demonstrations so that people can choose devices that work for them. It also loans equipment up to 30 days to allow people to try out equipment. It also provides informational services.

**800-750-6355 (toll free)**

**802-871-3353 (voice-central office)**

- **The Vermont Telecommunications Equipment Distribution Program**

(VTEDP) provides FREE adaptive telephone equipment to income-qualified Vermonters.

**vtedp@vcdhh.org**

**888-254-3323 x549 (toll free voice)**

**802-258-9549 (voice)**

**802-275-5262 (video phone)**

**802-258-9574 (fax)**

- **Vermont Relay Service (VTRS)**

The communication assistant reads typed messages from the Deaf or hard of hearing person to the hearing individual, and types responses back to the Deaf or hard of hearing person.

**Michelle Sangster,**

**Michelle.Sangster@sprint.com**

**860-986-7234 (voice mail)**

**800-676-3777 (VT Relay Customer Service: Voice)**

**860-899-1097 (video phone)**

**860-242-7989 (fax)**

- **Video Relay Services (VRS)**

allows individuals who are in different locations to communicate over video telephones with hearing people in real-time, using a sign language interpreter. Hours are 7 am to 11 pm ET M-F (including holidays).

**For Web camera access download software:**

**[www.fedvrs.us](http://www.fedvrs.us)**

**For Video phone access:**

**[myfedvrs.tv](http://myfedvrs.tv) or**

**877-709-5797**

**\*No 711 and TTY Relay Calls;**

**\*No cost for calls made within the United States.**

**\*\*Video phone callers can call the regular phone lines provided using their own VRS.**

- **Video Remote Services (VRI)**

VRI use video phones for people in the same place but the interpreter is somewhere else. Video Remote Interpreting Services provides assistance in business, government, education, health care and legal environments.

**[Video-Remote-Interpreting-Services.com](http://Video-Remote-Interpreting-Services.com)**

**212-202-5589 (voice)**

**646-862-3628 (fax)**

The cost of service depends on the client's or organization's needs.

## Legal

You may request help to communicate throughout the legal process. \*

The following places can help find you appropriate assistance:

- **CART services**, (see page 6)
  
- **Court Reporters Association**  
provides reporters for CART services at meetings, classes or special events.  
**802-862-4593 (voice)**
  
- **Qualified Interpreters:**  
only two interpreters are “legal hearing interpreters” in Vermont:  
**Amy Williamson (Montpelier) 802-823-4014;**  
**Barbara Walker (St. Johnsbury) 802-535-5613.**

\*Judges are not allowed to ask interpreters to break confidentiality. What you say to your attorney through an interpreter is private.

- **Deaf Vermonters Advocacy Services (DVAS)**  
DVAS provides support and information regarding crimes and abuse to signing and non signing Deaf, late-deafened, hard of hearing and deaf-blind individuals.  
**Keri Darling, [kdarling@dvas.org](mailto:kdarling@dvas.org).  
802-661-4091 (voice)**
- **Vermont Network, Domestic Violence Hotline:**  
A free 24/7 hotline for crisis support, ongoing peer support and advocacy, and information and referral.  
**1-800-228-7395 (voice)**
- **Vermont Network, Sexual Assault Hotline:**  
A free 24/7 hotline for crisis support, ongoing peer support and advocacy, and information and referral.  
**1-800-489-7273 (voice)**
- **Disability Law Project, Vermont Legal Aid.**  
The project represents Vermonters with developmental or physical disabilities in cases involving their disability.  
**<http://www.vtlegalaid.org/our-projects/disability-law-project/>  
1-800-889-2047 (voice)**

- **Disability Rights Vermont (DRVT)**

is a client driven, non-profit legal organization that protects and advances the rights of people with disabilities and people who are Deaf through outreach, monitoring, and litigation.

**1-800-834-7890 (toll free); 1-802-229-1355**

**[www.disabilityrightsvt.org](http://www.disabilityrightsvt.org);**

**[info@disabilityrightsvt.org](mailto:info@disabilityrightsvt.org)**

- **Human Rights Commission**

(see page 2)

- **Vermont Communication Support Project**

(VCSP is a part of Disability Rights Vermont (DRVT)) assists people in communicating with the judge, court staff, attorney, or a state agency in administrative or judicial proceedings that significantly impact their lives.

**[csp@disabilityrightsvt.org](mailto:csp@disabilityrightsvt.org)**

**(888) 686- VCSP (voice)**

- **The United States Department of Justice** provides information about the Americans with Disabilities Act (ADA) through a toll-free ADA Information Line.  
**800 - 514 - 0301 (voice)**  
**It also enforces the ADA through complaints, lawsuits, mediation, etc.**  
**Nicholas Kerest, Esq., Civil Rights Division;**  
**Nikolas.Kerest@usdoj.gov**  
**(802)-951-6725 (voice)**

## **Public Access**

You have the right to use public places.

- You can ask to receive help to communicate in public places, such as restaurants, or museums.
- You may ask for help to communicate with law enforcement, and cannot be charged for their help.
- Hotels, Motels and other places must provide communication support, such as visual cues to notify a knock at the door, phone ring, etc.

Contact:

- **Vermont Center for Independent Living (VCIL)**  
(see page 2)

- **Vermont State Access Board**  
can provide access to regulations or you may request a hearing through the Access Board at The Department of Public Safety, Division of Fire Safety  
**1 – 800 – 640 - 2106 (voice)**

- **Disability Rights Vermont**  
(see page 12)

## **Employment**

You should not be discriminated against by any employer because of a disability.

For more information or assistance, contact the following places:

- **Vermont Center for Independent Living (VCIL)**  
(see page 2).



- **Disability Rights Vermont**

Assists recipients of social security benefits with overcoming barriers to employment.

(see page 12)

- **Vocational Rehabilitation Counselors for the Deaf and Hard of Hearing (RCD)** provides a wide range of services, including counseling and accommodations, in employment.

**Bill Hudson, Senior Counselor**

**bill.hudson@state.vt.us**

**802-863-7505 (voice)**

**802-881-0125 (video phone)**

- **National Association of the Deaf**

(see page 5)

## Education

- **Vermont Center for the Deaf and Hard of Hearing**

(VCDHH) provides deaf mentoring to families and ASL support to parents who are not Deaf who have Deaf young children. Diane Parker, travels the state.

**[www.vcdhh.org](http://www.vcdhh.org)**

**802-258-9510 (voice - Executive Admin. Assistant)**

**802-275-5271 (video phone)**

- **Green Mountain Lions Camp**

provides a fun summer program for Deaf and hard of hearing children, their siblings, and children with Deaf parents.

**Camp Director: Clint Woosley,**

**[cwoosley@vcdhh.org](mailto:cwoosley@vcdhh.org);**

**Kris Lemire, [klemire@vcdhh.org](mailto:klemire@vcdhh.org)**

- **Little Arrows Early Childhood Center**

provides care for Deaf, hard of hearing and hearing children ages 6 weeks to 5 years. The center is open five days a week from 6:30 AM to 6:30 PM.

**802-258-9571 (voice- Director Lauren Hakala)**

- **Little Arrows Preschool**

provides accessible communication for all children. Classrooms have hearing children also to serve as spoken language models.

**802-258-9571 (voice- Director Lauren Hakala)  
Kris Lemire, [klemire@vcdhh.org](mailto:klemire@vcdhh.org)**

- **Austine School**

located in Brattleboro, is an independent day and residential school for Deaf and hard of hearing children age four to twenty two.

**Kris Lemire, Director of Admission & Family  
Contact at 802-258-9569 or email at  
[klemire@vcdhh.org](mailto:klemire@vcdhh.org)**

- **Northern Regional Program**

a program within a public elementary school in the town of St. Albans. Students have some classes with specialized instruction, but join the main public school for lunch, recess, and other classes.

**Terry Keegan, [tkeegan@vcdhh.org](mailto:tkeegan@vcdhh.org)  
802-258-9529 (voice)**

- **Consultants for Deaf and Hard of Hearing**

VCDHH and The Vermont Department of Education provide services to children in public schools, available from birth through age 21.

**Terry Keegan, [tkeegan@vcdhh.org](mailto:tkeegan@vcdhh.org)**

- **Gallaudet University**

located in Washington, D.C., is a higher education institution for Deaf and hard of hearing individuals using American Sign Language and English.

**[www.gallaudet.edu](http://www.gallaudet.edu)**

**202-651-5000 (voice- Operator/Main Switchboard)**

- **National Technical Institute for the Deaf**

is a college located in Rochester, N.Y. offering undergraduate and graduate programs.

**<http://www.ntid.rit.edu/>**

**585-475-6400 (voice)**

## Health and Wellness

- **Health Care and Rehabilitation Services (HCRS)**  
serves Southern Vermont. It provides interpreters, counseling, group home placement, and other help.  
**Connection@hcrs.org**  
**1-888-888-5144**
  
- **Vermont Assistive Technology Program**  
(see page 7)
  
- **The Eleanor M. Luse Center for Communication**  
located in Burlington, Vermont provides speech-language pathology and audiology services to children and adults.  
**Luse.Center@uvm.edu**  
**802-656-3861 (voice)**
  
- **Vermont Audiology**  
provides the following services in Central Vermont:
  - Diagnostic hearing evaluations for adults and children

- Middle ear studies
  - Hearing protection, education and hearing loss prevention
  - Hearing aid fittings
  - In-office repairs, modifications and cleanings
  - Custom earmolds and specialty ear pieces
  - Listening devices such as amplified telephone and infrared TV listening systems
  - Battery Sales
- 802-229-5868 (voice Marsha Dion)**

- **The Center for Audiological Services**  
(a part of VCDHH), serves Southeastern Vermont. It provides audiology services to the community and to students at the Austine School for the Deaf. The Center provides complete audiology evaluations for adults and children. It also does hearing aid evaluation, repair, dispensing, and supplies.  
**802-254-3922 (voice)**

- **Mental Health Counseling**  
a part of VCDHH, provides counseling and assessment services to Deaf and hard of hearing individuals and their families. Case management services are sometimes available.  
**802-258-9500 (voice - Lynn Bursell)**  
**802-275-0130 (Video Phone)**

- **Deaf Vermonters Advocacy Services (DVAS)**  
(see page 10)
- **Vermont Network, Domestic Violence Hotline**  
(see page 10)
- **Vermont Network, Sexual Assault Hotline**  
(see page 11)
- **Northwestern Counseling and Support Services**  
(NCSS):The Deaf Services Program at NCSS, Inc. provides support to individuals who are Deaf, Hard-of-Hearing, Deaf-Blind, and/or communicatively challenged. It helps individuals increase their independent living skills.  
**<http://www.ncssinc.org/innovative-programming/deaf-and-hard-of-hearing>**  
**(802) 524-6554 (voice)**  
**(800) 834-7793 (voice- toll free)**  
**(802) 370-3166 (video phone)**
- **Northern Vermont Resource Center**  
is a part of VCDHH. It is located in Williston Vermont. It provides ASL classes and counseling services.  
**Elaine Morse, [emorse@vcdhh.org](mailto:emorse@vcdhh.org)**  
**802-370-3222 (voice and videophone)**

## **Social/Community**

- **Austine Alumni Association**

allows people to stay connected after leaving  
The Austine School.

**Mike Carter, [ausalumnipres@hotmail.com](mailto:ausalumnipres@hotmail.com)**

**802-275-5279 (video phone)**

- **Austine Heritage Museum**

open on Wednesdays, Thursdays, & Fridays  
11am-3pm, or by appointment.

**Kathleen Achilles, Director, [kachilles@vcdhh.org](mailto:kachilles@vcdhh.org)**

- **Brattleboro Deaf Club**

provides deaf and hard of hearing individuals  
with the opportunity to participate in group  
activities, like sports.

**Michael Carter, [vtball33@hotmail.com](mailto:vtball33@hotmail.com)**

- **Greater Burlington Deaf Club**

provides deaf and hard of hearing individuals  
with the opportunity to participate in regular  
monthly group activities in the Burlington area.

**<https://www.facebook.com/groups/115045548539648/>**

**P.O. Box 1065**

**Williston, VT 05495**



- **Agape Christian Fellowship**

Brattleboro

30 Canal St, Brattleboro, VT 05301

**agape@sover.net**

**802-257-4069**

- **Hands of Grace Church for the Deaf**

Community Bible Church, South Burlington.

Services are in American Sign Language.

**Email Duane Somero for more information:**

**dssomero@vtdeafchurch.com; website:**

**www.vtdeafchurch.com**

- **The Deaf Vermont Newsgroup**

has event announcements, legislative alerts, job postings, and other news related to the deaf community

**<http://groups.yahoo.com/group/DeafVermont/>**

- **The Vermont Association of the Deaf**

(VTAD): aims to protect the rights of, and empower, deaf Vermonters.

**Email: [admin@deafvermont.com](mailto:admin@deafvermont.com)**

- Deaf Awareness Week is a free week-long public event on the UVM campus in Burlington, usually at the end of September.

## General Assistance

- **Vermont 2-1-1**

is a resource to find out about hundreds of community services. It is not an emergency number. It is not directory assistance.

- **Vermont Center for Independent Living**

(VCIL)(see page 2)

- **Vermont Association of the Deaf**

(see page 21)

- **Vermont Center for Deaf and Hard of Hearing**

(VCDHH) contains the following programs:

1. Vermont Interpreter Referral Service
2. The Center for Audiological Services
3. Green Mountain Lions Camp
4. Austine School
5. Little Arrows Preschool
6. Little Arrows Early Education
7. William Center at Austine-Behavior Program
8. Vermont Academy
9. Vermont Telecommunications Equipment Distribution Program

10. Northern Vermont Resource Center
11. Mental Health Counseling Program
12. Vermont Support Service Program: eyes and ears of deaf-blind Vermonters.
13. ACCESS Program- employment and community support
14. Intensive Case Management Program
15. Deaf-Autism Program
16. Parent-Infant Program
17. Sign Language Mentor Program
18. School Consultant Services Program
19. Regional Day Programs

- **Vermont Registry of Interpreters for the Deaf** (VTRID), has a list of interpreters, but also has a calendar of events, resources and news postings.  
**[www.vtrid.org](http://www.vtrid.org)**

# **List of Vermont Interpreters**

## **Legal Hearing Interpreters**

- Barbara Walker, 802-535-5613 (St. Johnsbury)
- Amy Williamson, 802-279-1321 (Montpelier)

## **Certified Deaf Interpreters**

- Rachel (Loftus) Boll, 802-858-4394 (Underhill)
- Stephanie Clark, sclarkenterprises@gmail.com  
(Middleboro, MA)
- David Krueger, 802-858-4078 (Underhill)
- Keri Ogrizovich, 802-242-4550, 802-777-3279:  
Text (Fairfax)
- Janet Parker, 802-275-0037 (Brattleboro)

## **Deaf Interpreters**

- James Abare, 802-644-2002 (Williston)
- Kathy Achilles:  
giraffalove10@aol.com  
kachilles@vcdhh.org (Brattleboro)
- Missy Boothroyd, 802-275-0099 (Brattleboro)
- Mechelle Palmer, 802-370-3165 (St. Albans)

## **Certified Interpreters**

- Gia Amorese, 802-872-0812 V  
802-872-8569 TTY (Essex Jct.)
- Lealani (Lea) Arnold, 802-748-3537 (Lyndon)
- Debbie Barnard, debbarnard@juno.com
- Laurie Benjamin, 413-441-6878 (North Pownal)
- Lisa Bixler, 802-238-2521 (Colchester)
- Elizabeth Bjerke, 802-272-0370 (Brattleboro)

- Christine (Berube) Bricault, 603-327-7136 (Dummerston)
- Cory Brunner, 802-236-8409 (Middletown Springs)
- Lori Calka, 518-469-3549 (Albany, NY)
- Robert Carter, 802-254-8359 (Brattleboro)
- Melody Chicoine, 603-477-2341 (Claremont, NH)
- Virginia Clark, 603-903-3349 (Gilsum, NH)
- Stephanie Cramer, 802-734-7343 (Waitsfield)
- Karla (DeGaetano) Cuthill, 619-398-5136 (Burlington)
- Janet Dickinson, 802-579-8565 (Guilford)
- Janet Dittilio, 802-999-4884 (South Burlington)
- Marian Eaton, 518-495-6121 (Albany, NY)

- Patrick Galasso, 503-371-0391 (Burlington)
- Lesley Garey, 603-759-9534 (Rindge, NH)
- Trudy Gilbert, 518-339-5135 (Saratoga Springs, NY)
- Kristal Hier, 802-309-8202 (Middletown Springs)
- Nora Kennedy, 802-272-6949 (Middlesex)
- Joe Loga, 802-595-0766 (Middlesex)
- Bridget McBride, 802-579-5955 (Vernon)
- Laurie Meyer, 603-933-0985 (Dublin, NH)
- Lianne Moccia, 603-398-4783 (Lebanon, NH)
- Margaret Paul, 802-363-1770 (Burlington)
- Joan Pellerin, 802-999-6254 (Waterbury Center)
- Jennifer Raney, 802-748-8799 (St. Johnsbury)

- Lamar Ray, lamarray@juno.com
- Lynette Reep, 802-658-9507 (Burlington)
- Toni Robbins, 603-231-6231(Derry, NH)
- Wendy Schneider, 802-598-0243 (Ripton)
- Karen Todd, 603-313-1976 (West Chesterfield, NH)
- Erin Thompson-Foote, 603-475-7605 (Warner, NH)
- Joan Wattman, 617-371-6306 (Pittsfield, MA)
- Janice Wightman, 603-667-8589 (Charlestown, NH)