The Division of Services to the Deaf and Hard of Hearing is a state agency providing services to individuals who are Deaf or Hard of Hearing. The Division is housed at the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing. There are four programs under the Division: Deaf and Hard of Hearing Programs, Utah Interpreter Program, Outreach and Technology Program, and the Individualized Services Program.

Deaf and Hard of Hearing Program:

Services available for serving Deaf individuals include activities to fulfill social, recreational, and adult learning needs in a communication barrier-free environment. Specialized programs have been developed for senior citizens, teenagers, families with Deaf children, people with multiple disabilities and some degree of hearing loss, and people who have lost their hearing as adults.

Services available for Hard of Hearing individuals include adjustment training, classes on various subjects including how to cope with hearing loss, signed English, speechreading, and one-on-one technology assistance. Information and resources are available on self-advocacy, assistive technology, purchasing hearing aids, the Americans with Disabilities Act, self-help strategies, and employment issues. Support groups for Hard of Hearing or Late Deafened individuals and their families hold regular activities at the Center, free of charge.

Other Deaf and Hard of Hearing Program activities and services include:

- Adult Education
- Polycom videoconferencing capabilities
- Senior citizen lunch and tours
- Deaf Culture Celebrations
- Specialized library
- Leadership training
- Annual community Bazaar
- Information and referral
- Gymnasium for sports activities such as soccer, shuffleboard, volleyball, and basketball
- Outdoor softball field, and children's playground
- Activities for children and families
- Public awareness and education about the needs of individuals who are Deaf or Hard of Hearing
- Group activities in public, including provision of interpreters
- The Center provides meeting space for many organizations of or for individuals who are Deaf and Hard of Hearing
- An extension office has been established in St. George with a full-time Coordinator, Interpreter/ Secretary and two Educational Assistants
- Gold Hearts Volunteer Program (offering volunteers opportunity to work with Deaf and Hard of Hearing individuals in social settings)

Utah Interpreter Program: This program is responsible for the interpreter certification process in Utah. It also provides education on proper use of interpreters, information and referral in cases of discrimination, and referral to interpreter service providers.

Interpreter mentoring and training services are available through the Interpreter Certification Assistance Network (ICAN) program which includes workshops, diagnostic evaluations, Interpreter Mentors and Language Mentors who will work one-on-one with interpreters to improve their skills and prepare for advanced certification. Services are also available to rural areas through videoconferencing. An interpreter training lab is also available for interpreting practice.

Interpreter certification quality assurance evaluations are performed at the Center and in St. George to ensure the community is receiving quality interpreting services. Study guides and dates of upcoming written and performance tests can be obtained by contacting the Center or through the www.aslterps.utah.gov website.

Individualized Services Program:

Services are provided at no cost to individuals who are Deaf and Hard of Hearing such as: mental health counseling in family, group, or individual settings; case management services; Social Security benefits planning; assisting clients to understand documents; referring individuals to appropriate agencies or service providers. Appointments are encouraged to ensure staff availability.

Outreach and Technology Program:

The Outreach Specialist offers information and referrals to the public throughout the state of Utah. A presentation or workshop on the needs of and technology available for individuals who are Deaf or Hard of Hearing can be arranged at no cost. The Outreach Specialist works with a variety of Deaf, Hard of Hearing, or hearing consumer groups providing resources and materials.

Two Sorenson video relay units with TV's in private booths are set up for consumer use. Consumers may also visit the Center to use computers and access the internet.

The Demonstration Lab at the Center has equipment available for individuals to test before they buy, or to see what technology may be beneficial to them. Walk-in visitors are welcome, but appointments are encouraged to ensure staff availability.

The Electronics Specialist at the Center can repair and install assistive devices such as:

- Doorbell transmitters and flashers.
- Phone flashers.
- Any visual warning system such as baby cry devices, fire or burglar alarms.
- Telecommunication devices for the deaf (TTYs).
- Computer software & hardware related to communications or assistive needs.

Repair and installation labor is performed at no cost to Deaf or Hard of Hearing individuals residing in the state of Utah. The Center does not sell any device or product, all services are free. Staff members are able to provide information on the technology needed to make a home, apartment, or office space accommodate the needs of individuals who are Deaf or Hard of Hearing. Consumers can be provided resources to purchase or obtain needed equipment. Corporate entities will be referred elsewhere for service.

Portable devices must be brought or mailed to the facility. Appointments for installations or repairs of installed systems can be made by contacting our Electronics Specialist.

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Interagency Services Housed at the Center:

- Vocational Rehabilitation Counselor serving individuals who are Deaf and Hard of Hearing provided by the Division of Rehabilitation Services
- Enhancement Peer support person from the Utah Independent Living Center assisting individuals with special needs
- Telecommunications Relay Specialist from the Public Service Commission of Utah as a liaison for Relay Utah services and the Equipment Distribution program
- The Utah Association for the Deaf Bookstore sells books and various devices. The bookstore volunteers operate during different businesshours than the Center. More information can be obtained by calling their direct number: 801.288.2159 (TTY), 801-657-5207 (vp) or by e-mail at uadbookstore@uad.org.

SOUTHERN UTAH OFFICE LOCATION

Southern Utah Deaf and Hard of Hearing Programs

1067 E. Tabernacle, #10
St. George, Utah 84770-3163

Main Phone (Voice/TTY/VP):	435.673.8974
Hard of Hearing Callers:	435.628.5368
Fax:	435.673.8983

DSDHH Mission Statement:

DSDHH provides education, advocacy and accessible support services which enhance the quality of life for people who are D/deaf or Hard of Hearing

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UTAH STATE OFFICE OF REHABILITATION

DIVISION OF SERVICES
TO THE
DEAF AND HARD OF HEARING

Robert G. Sanderson Community Center of the Deaf and Hard of Hearing

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Videophone:	801.657.5200
TTY:	801.263.4862
In-State Toll-Free:	1.800.860.4860
Hard of Hearing Callers:	801.263.4879
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www.deafservices.utah.gov
www.aslterpsutah.org