



HANDS &
VOICES™

WE ARE HANDS & VOICES
INTRODUCTION TO GBYS



GUIDE BY
YOUR SIDE™



ADVOCACY
SUPPORT &
TRAINING

FL3

H&V MISSION AND VISION STATEMENT

Mission Statement:

Hands & Voices is a parent driven organization that supports families with children who are Deaf or Hard of Hearing without a bias around communication modes or methodology.

Vision Statement:

We envision a world where children who are deaf and hard of hearing have every opportunity to achieve their full potential.

Motto: “What works for your child is what makes the choice right”

HANDS & VOICES PRESENCE



47 Chapters
24 Guide By Your Side Programs (GBYS)
7 Advocacy Support & Training (ASTra)

THE HISTORY OF HANDS & VOICES

Tired of the war...

A group of parents/professional in CO in 1992

Created support for families with kids birth – high school...

Autonomy at each chapter level while maintaining a shared vision and mission

Requests for parent to parent support and educational advocacy support started rolling in... **PARENTS NEED(ED) TRAINING**



HANDS & VOICES... WHAT MAKES US TICK



We are a parent-driven, parent/professional collaborative group that supports families without bias about language or communication modes and methods

We believe that there is no one communication option that will work for all children who are deaf or hard of hearing. We think families need access to good information and have a right to make decisions for their child and family

WHAT MAKES US TICK...

We believe children have a fundamental human right to language and communication

We get meaningfully involved in early hearing detection and intervention programs, educational advocacy, and other systems to improve them from an end-user perspective through highly trained, knowledgeable parent leaders

We believe Parent-to-Parent support is a cornerstone for families finding their way

We promote the life experiences and talents of adults who are Deaf and Hard of Hearing and facilitate connections with families

We exist to help families support their children in reaching their highest potential

HANDS & VOICES SUPPORTS AND REPRESENTS...

Kids with mild, moderate, severe, profound, unilateral, conductive, auditory neuropathy, congenital, acquired, or age progressive hearing loss or deafness

Kids who speak, kids who sign, kids who do both, kids who cue, kids who are aided or not aided, and/or kids who have cochlear implant

The families of these children and the professionals who work with them in all capacities



*“Uniquely Created...
Strongly United”*

2015 Leadership Conference Theme

...IT GOES BEYOND 'CHOICE'



We are a community despite our different choices

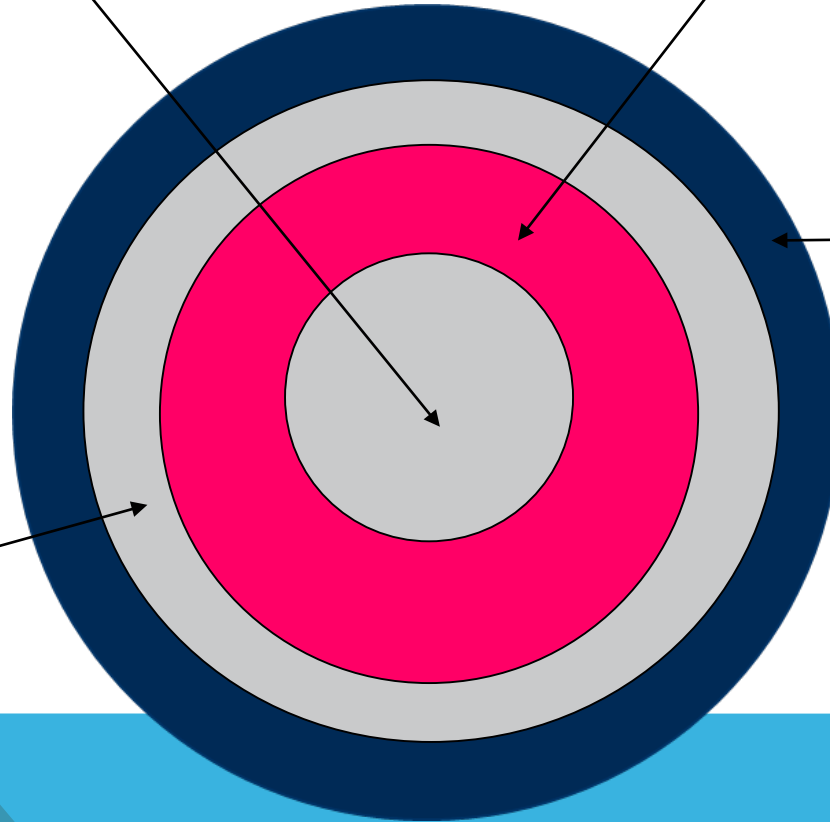
“As an H&V parent leader, I have become friends with another leader in the past couple of years, and we have become good friends. We talk about our kids all the time, and I just recently realized that I don’t even know what communication mode her kids use. It just hasn’t been the focus of our relationship/friendship/work together at H&V”

Passive Communication

- Newsletters
- Mass Email Alerts
- Web Sites
- Fact Sheets
- Roadmaps
- Parent Welcome Letters
- New Parent Packets
- Resource guides

Group Interactions

- Social Events
- Educational Workshops
- Conferences
- Webinars
- Retreats
- Regional Family Activities
- Social Opps
- FaceBook



Anonymous Interactions

- Chat Rooms
- Bulletin Boards
- Email
- List serves
- Blogs
- H&V YouTube

One-on-one Communication

- Phone communication
- Email communication
- Facilitated phone/email contact between parents
- In person meetings



1. Hands & Voices - 7,306 Likes
7,205 Follow (HQ page – doesn't include all chapter pages)



995 Followers

Closed Groups:

1. Unilateral - 572 Members
2. Military Support - 120 Members
3. Deaf & Hard of Hearing Guides, Mentors, Role Models- 41 Members
4. O.U.R. Project – 50 Members
5. Hands & Voices Deaf and Hard of Hearing Plus – 242 Members
6. Spanish – 96 Members



56 Subscribers



4,536 Followers



2017 –Awarded
Top 50 Best
Deaf Blogs

E-News–6x per year /10,000 per issue
Communicator-4x per year/5,550 per issue
Website–2,000 unique visitors/ per month

- 1 Parent = A fruitcake
- 2 parents = A fruitcake and a friend
- 3 parents = Troublemakers
- 5 parents = “Let’s have a meeting”
- 10 parents = “We’d better listen”
- 25 parents = “Our dear friends”
- 50 parents = A powerful organization



From the Parent Leadership Associates www.plassociates.org

THE POWER OF PARENTS!

ORGANIZATIONAL LEADERSHIP AT H&V

We grow and encourage leaders

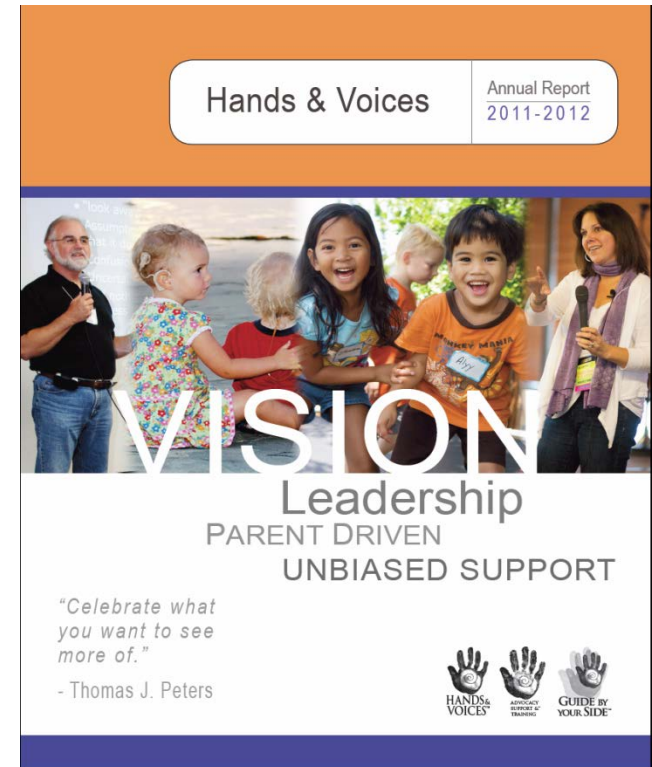
- Annual H&V Leadership Conference
- Training

We use our resources

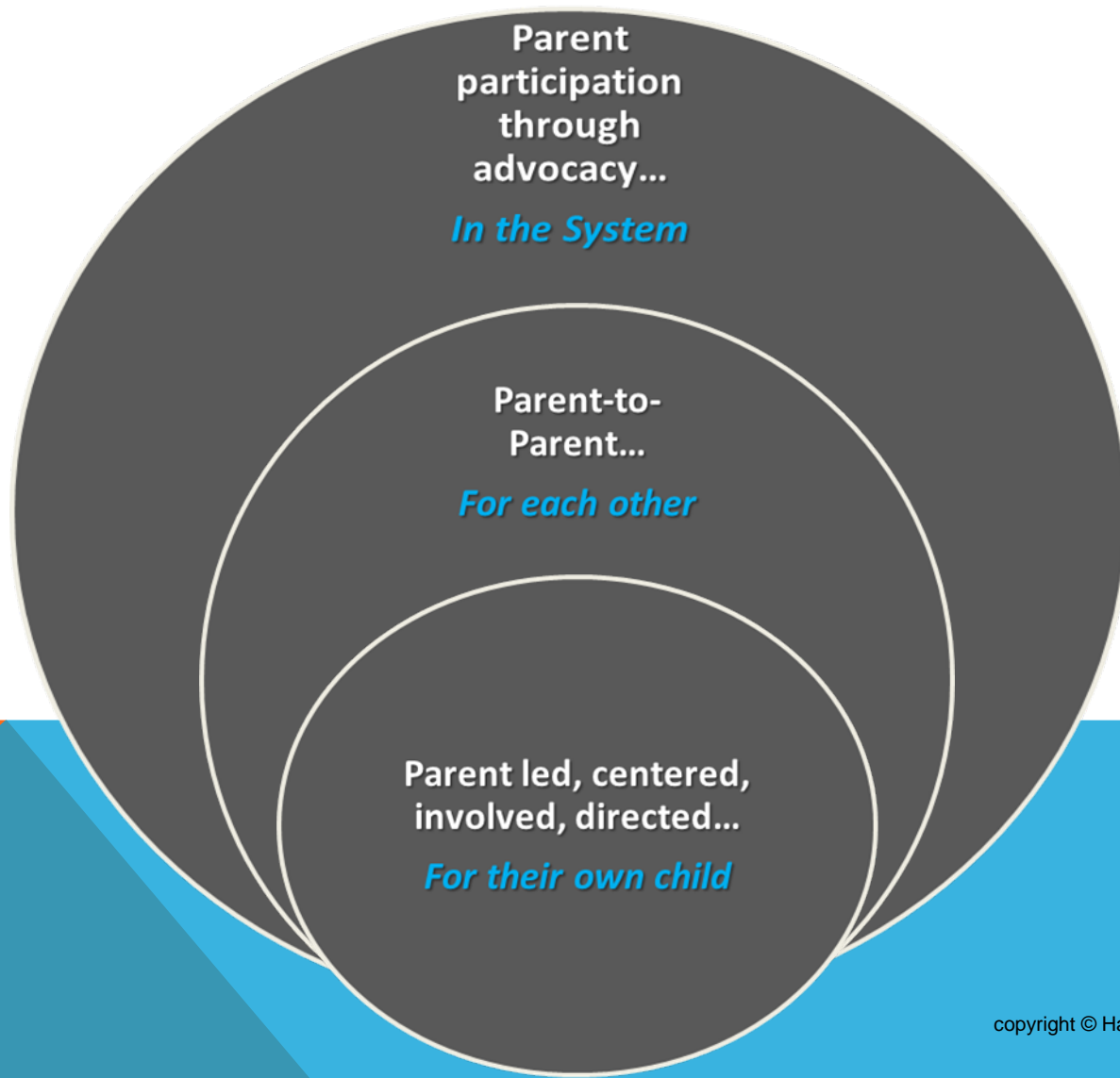
- The Wisdom Among Us
- The ‘body of knowledge’ out there

**We have high standards yet realistic
to our lives**

It’s part of our organization’s culture



WHO CAN H&V PARENT LEADERS *REPRESENT*?



TRAINING THOSE WHO PROVIDE SUPPORT

Leadership Development

- Chapter leaders, GBYS coordinators, ASTra Advocates, GBYS Guides
- Initial training, ongoing training, leveled recognition, advanced training

Established Standards

- Policies and guidelines for consistency across programs
- Oversight from HQ with implementation at chapter level



GROWTH OVER TIME AND FROM WITHIN



**Hands & Voices Headquarters
Staff**



ADVOCACY
SUPPORT &
TRAINING



GUIDE BY
YOUR SIDE™



Hands & Voices

WHY THE FORMALIZED PROGRAMS?

- Structure
- Technical assistance for start-up
- Training “curriculum”
- On-going professional development
- Smaller “learning communities”
- “Focused” support to families
- Program Evaluation that can lead to Quality Improvement

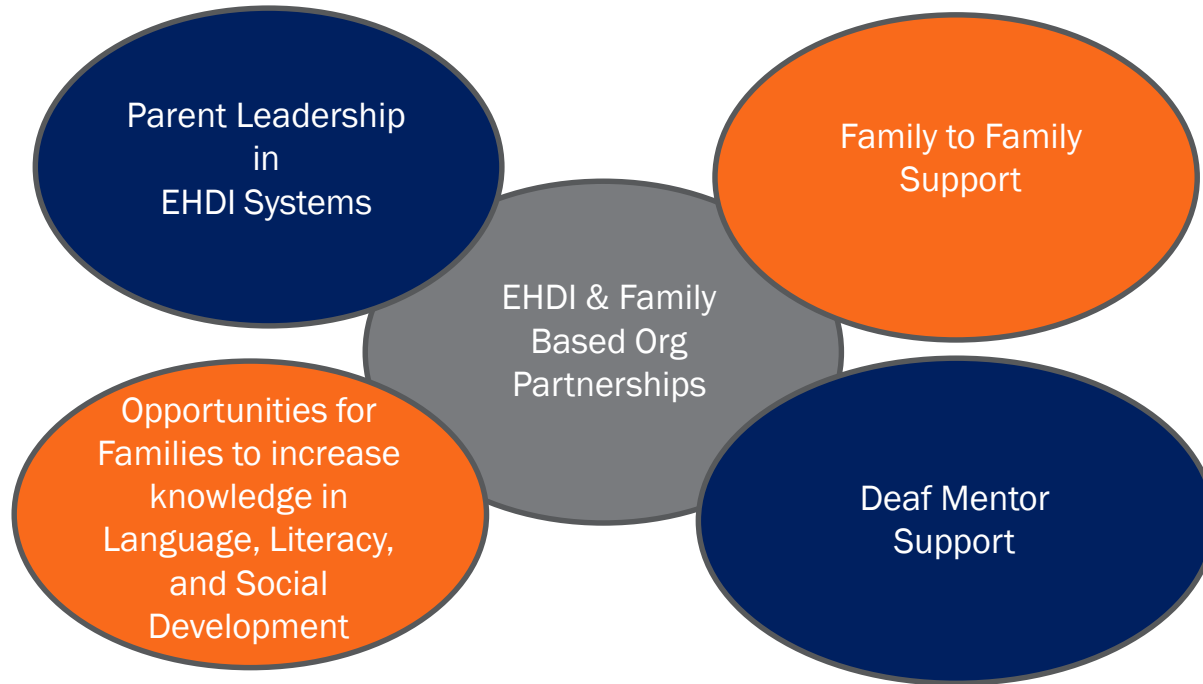




HANDS &
VOICES™

HANDS & VOICES – FL3

<http://www.handsandvoices.org/fl3/index.html>

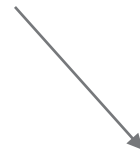


THIS PROJECT IS SUPPORTED BY THE HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) OF THE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) UNDER GRANT NUMBER UJ1MC30748-01-00 FOR FAMILY LEADERSHIP IN LANGUAGE AND LEARNING FOR \$1,500,00.00. THIS INFORMATION OR CONTENT AND CONCLUSIONS ARE THOSE OF THE AUTHOR AND SHOULD NOT BE CONSTRUED AS THE OFFICIAL POSITION OR POLICY OF, NOR SHOULD ANY ENDORSEMENTS BE INFERRED BY HRSA, HHS OR THE U.S. GOVERNMENT."

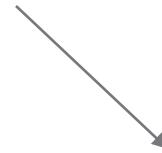


ADVOCACY
SUPPORT &
TRAINING

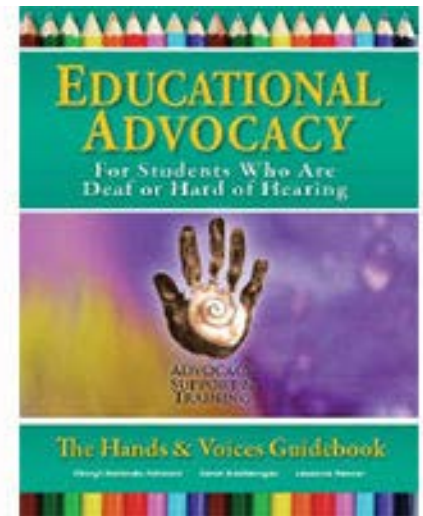
Program Values



Program Goals



Levels



Guide By Your Side™

A program based on direct feedback from families sharing their opinions on what is most helpful to them: **direct support from experienced, trained parents of deaf/hh children.**

Modeled after H&V unbiased support philosophy and replicable across programs.



GUIDE BY
YOUR SIDE



Where Families Find Support

- Formal Parent Support Groups
 - △ Deaf Specific
 - △ General Disability
- Informal Parent Support

Parent-to-Parent

- Mentor
- Role Model

Adults Who Are Deaf/ Hard of Hearing

family

Information

- Internet Websites
- Brochures
- Books
- CDs/DVDs/Videos
- Resource Guides
- Curricula

Professionals

- Service Coordinator
- Parent Educator
- Early Interventionist
- Audiologist
- Medical Home/ Physician
- Speech/Language Pathologists
- Teacher
- Hospital Staff
- Communication Instructor/Specialist

Existing Communities

- Family
- Friends
- Neighborhood
- Places of Worship/Spiritual

FOUNDATIONAL VALUES OF GBYS



- Parent leadership
- Collaboration within the chapter/program
- H&V Values ...Nonbiased/full range of opportunities
- Cultural representation and sensitivity
- Supporting families unique needs
- Cohesion with other GBYS programs
- All positions are paid
- Ongoing training and support



GBYS PROGRAM GOALS



Goal 1: Provide parents with the opportunity to establish a supportive relationship with an experienced parent of a child who is d/hh soon after they learn of their child's hearing condition

Goal 2: Provide an understanding of the unique needs of infants and children who are deaf or hard of hearing

Goal 3: Provide unbiased information regarding language and communication opportunities

Goal 4: Link families to resources locally, regionally, and state/province wide

GBYS PROGRAM GOALS



Goal 5: Ensure that families have information about the Early Intervention Program or Local School District

Goal 6: Ensure that families are connected to other parent to parent resources

Goal 7: Ensure that families have an opportunity to create context for their own child's life by connecting to Adults who are Deaf/Hard of Hearing

Goal 8: Ensure that families' voices are heard in the systems that are serving them

HANDS & VOICES GBYS PARENT SUPPORT

emotionally healthy,
and ready to face
their responsibilities

Support

Information

resources
to make
good
decisions,
take
ownership
of
decisions
and
outcomes,
and
understand
WHY...

Family

Modeling

seeing other families in action

GBYS PROGRAM COMPONENTS



A Parent Guide must be the parent of a child who is deaf, hard of hearing, deafblind, or deaf with additional needs who will undergo specialized training to provide support to families with children who are D/HH.

DHH Guides are adults who are deaf or hard of hearing (D/HH) provide support to families and children through invaluable perspectives that come from life experiences.

DHH Guides are a resource pool of diverse communicators and life experiences.

JOB DESCRIPTION PARENT GUIDE

A Parent Guide must be the parent of a child who is deaf, hard of hearing, deafblind, or deaf with additional needs who will undergo specialized training to provide support to families with children who are D/HH



Their role is NOT the provision of service like EI or school age

JOB DESCRIPTION: DEAF OR HARD OF HEARING GUIDE

Adults who are deaf or hard of hearing (D/HH) provide support to families and children through invaluable perspectives that come from lived experiences

DHH Guides are a resource pool of diverse communicators and life experiences



Their role is NOT the provision of service
(ie., to teach sign language or to share oral training techniques)

SPECIALIZED SKILLS OF GUIDES

Keen self-awareness; A guide will be able to:

- distinguish between personal belief systems and bias, and will never manipulate or skew information or input shared with families
- describe options and information to families in an unbiased manner consistent with the philosophy and mission of Hands & Voices
- support families with diverse backgrounds regardless of the educational and/or communication option(s) they select
- demonstrate comfort in supporting parents through the emotions associated with learning about their child's hearing condition
- have an understanding of the unique needs of infants and youth who are DHH and their families including when English is not the first language

SPECIALIZED PARENT GUIDES ACROSS PROGRAMS, JUST TO NAME A FEW...

D/HH guides

Spanish Speaking

Hmong Speaking

Deaf – Plus

Unilateral

Multiples

Adopted children or foster
children

Atresia



EVA

Late Onset

Auditory Neuropathy

Auditory Brain Stem Implant

PROGRAM STRUCTURE (GBYS): THREE LEVELS

Guide

1. Complete initial training pre/post test
2. Complete local program specific required training.
3. Review Guide's Guide
4. Review H&V HQ website for resources
5. Complete two training calls/visits with program coordinator or designated parent guide.

Lead Guide

1. Plan, host, or assist with chapter quarterly events.
2. Mentor other guides as requested by the program coordinator.
3. Share resources monthly with other team members.
4. Complete annual required local program specific training.
5. Attend at least 80% of other local required trainings/meetings.
6. Complete annual self-assessment.
7. Earn expected number of activity points.

Senior Guide

1. Assist program coordinator with local level program training.
2. Present at local and/or national conferences.
3. Participate on local systematic committee or advisory council.
4. Participate on an HQ or national level committee.
5. Complete annual required local program specific training.
6. Attend at least 80% of other local required trainings/meetings.
7. Complete annual self-assessment.
8. Earn expected level of activity points.

GBYS PROGRAM TRAINING



1. We are Hands & Voices
2. Supporting Families Without Bias
3. Encountering Emotions
4. Art of Story Telling

Parent Guide Specific

1. The Role of the Parent Guide
2. What Do I Say When

D/HH Guide Specific

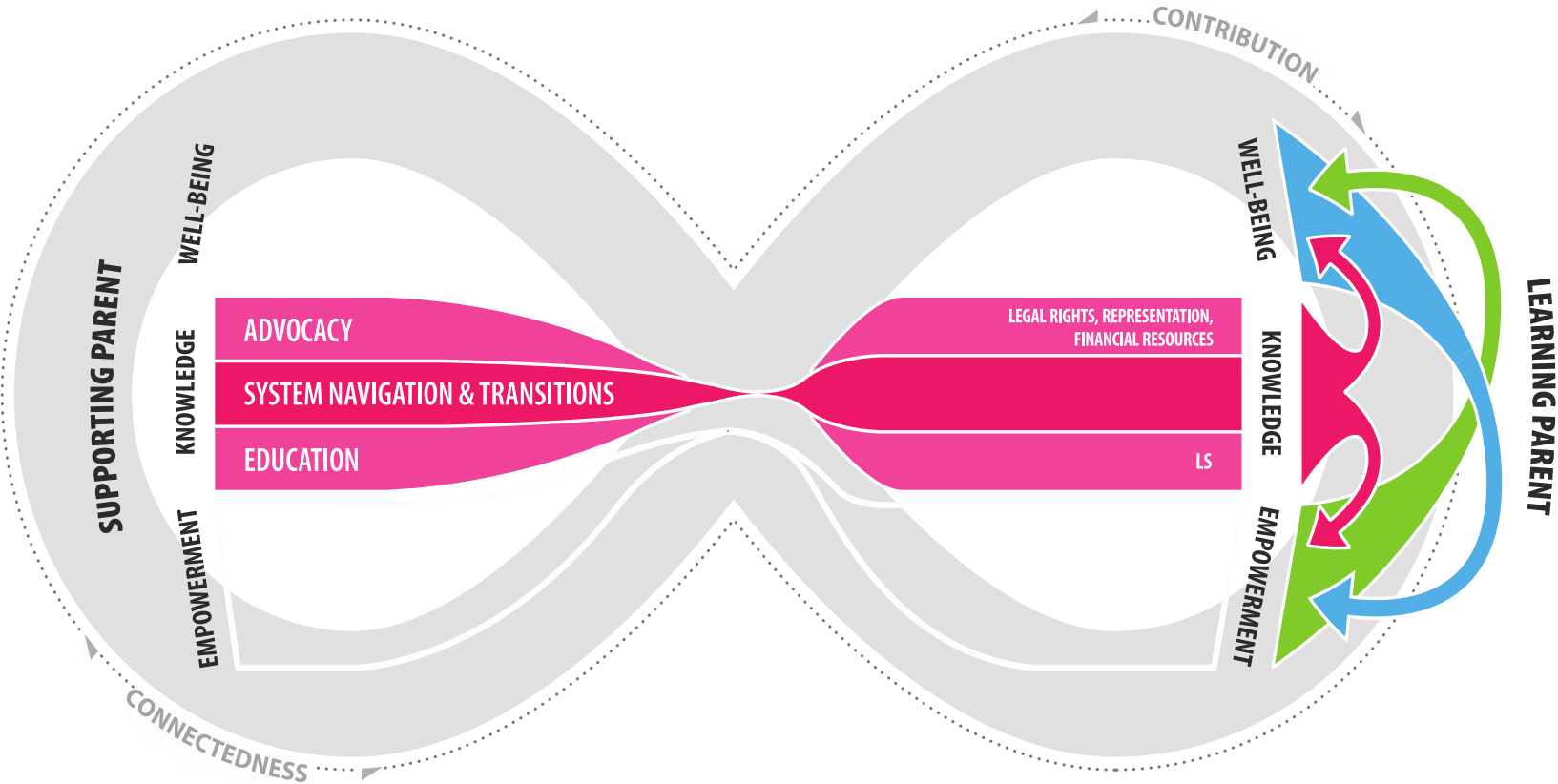
1. The Role of the D/HH Guide
2. D/HH Guides; Working With Parents
3. Additional Considerations

Along with these individual trainings, many programs conduct:

- Monthly or quarterly teleconference calls
- Annual Family Conferences
- Twice a year in person trainings
- Webinars
- Guides have the opportunity in many programs to attend: Hands & Voices Leadership Conference, National EHDI Conference, CDC Teleconference Calls, local trainings, and participate in local and national committees

Full Article:

<http://aja.pubs.asha.org/article.aspx?articleid=2527221>



GBYS PROGRAM IMPLEMENTATION



Hands & Voices HQ provides the content, guidance, and support...

Flexibility to create the program that best meets your chapter's needs and goals!

Some of our GBYS programs are implemented at and include:

DNP (did not pass)

Diagnosis

Birth -3

Birth – 21

D/HH Guides



HANDS & VOICES PROGRAM START-UP PROCESS

Let's Get This Party Started

1. Prioritize program goals and objectives
2. Determine chapter level program oversight
3. Contact Director of Programs with request
4. Review Program Ops Manual and start-up process
5. Secure program funding
6. Create and submit a program budget with the program application
7. Identify parents with appropriate experience and skills
8. Secure location for training
9. Confirm training agenda with Director of Programs

H&V PROGRAMS: HOW DO WE MEASURE UP

H&V Leadership

- Training evaluations
- Pre/Post test: Trainings
- Annual Coordinator Training
- Annual Program Health Assessment
- *Leveled Recognition Program
- *Annual Activity Points
- *Annual Self-Evaluation



Families/Consumers

- Training Evaluations
- Parent Satisfaction Survey
- Family Testimonials
- Family Outcome Measures

WHAT OTHERS ARE SAYING ABOUT GBYS

"The GBYS program offered me support that I could relate to. After meeting with a Guide, I just knew everything was going to be okay."

As a professional, it is extremely helpful to be able to suggest the GBYS program for new families. I don't pretend to understand what it must be like for them, I am just grateful that they are able to get the emotional support from someone who has walked in their shoes.

•MI Professional

"Once I knew I was not alone, I was prepared to do whatever was needed to help my child."

"I cried for a while with my parent guide, dried my tears, and said what do we do now...?"

"Who would've thought what a wonderful world was waiting for me?"

The O.U.R. Project

- Monthly calls
- Bright Spots
- Webinars
- Training sessions within GBYS and ASTra programs, at conferences, at our own leadership conference, etc...
- Safety attachment
- Resources



Observe,
Understand &
Respond
the O.U.R.
Children's
Safety Project

<http://www.handsandvoices.org/resources/OUR/index.htm>

WHAT WE ALL DO TO SUPPORT EACH OTHER

**Support
Information
Modeling**



1. Post message – Yahoo Groups

- Questions
- Ideas
- Search across programs for unique parent support request

2. Share files/documents – Yahoo Groups

- Event files
- Individual program policies

3. Ongoing trainings created

4. Quarterly Roundtable Calls

5. Leadership Conference

FOR QUESTIONS ABOUT H&V PROGRAMS



**HANDS &
VOICES™**

Hands & Voices

PO Box 3093

Boulder CO 80307

(303) 492-6283

Toll Free: (866) 422-0422

Parentadvocate@handsandvoices.org

www.handsandvoices.org